

# YOUR DISPUTE RESOLUTION PROCESS

A STEP BY STEP GUIDE FOR MILITARY HOUSING RESIDENTS

## HMC'S INFORMAL DISPUTE RESOLUTION PROCESS FOR ACTIVE DUTY ONLY



### COMMUNITY DIRECTOR REVIEW

- Submit your complaint online using the Owner Approved Form at: <https://riskconnecthunt.my.site.com/Dispute/s/>
- Describe your complaint in detail and attach supporting documents (photos, invoices, estimates, etc.).
- You will receive an email confirmation with your dispute resolution number.
- If you cannot submit electronically, contact your Community Director for help.
- Cooperate with the investigation (provide home access for inspections, answer questions, share documents).
- Your Community Director has up to 5 business days to evaluate and respond.
- You will receive an email notification when a response is ready.



### REGIONAL DIRECTOR REVIEW

- If you are not satisfied with the Community Director's response, you may elevate your complaint to the Regional Director of Operations.
- You will receive an email with the Regional Level Request Form — complete and submit it online.
- Cooperate with any additional reasonable requests during the investigation.
- The Regional Director has up to 10 business days to review and respond.
- You will receive one email notification when you submit and one when a response is ready.



### GOVERNMENT DISPUTE RESOLUTION (FORMAL PROCESS)

- If still not satisfied after the informal process, you may file a formal dispute with the Military Housing Office (MHO).
- Complete the Request Form for Dispute Resolution Process, available from the MHO, with all required information.
- You may request rent withholding during the process if the dispute involves maintenance or habitability issues (not to exceed 60 days).
- The MHO will review your request within 2 business days and determine eligibility.
- If the dispute involves the physical condition of your home, the MHO will schedule an inspection within 7 business days.
- The Deciding Authority (Installation or Regional Commander, depending on the service) will gather recommendations from the MHO, the Owner, you, subject matter experts, and an independent investigator, if applicable.
- You will have the opportunity to review all recommendations and submit a written rebuttal within 3 business days.
- A final written decision will be issued within 30 calendar days (may be extended up to 60 days for good cause).
- Possible remedies include: repairs to your home, funded relocation, return of withheld rent, reimbursement of fees/charges, or lease termination.

**Important:** You may seek legal advice at any time. Military legal assistance attorneys and MHO Tenant Advocates may be available to help. The formal process does not prevent you from pursuing legal remedies in court. Contact your Community Director with any questions.