

**Who can be a Neighborhood Representative?** Anyone living in privatized housing—enlisted, officers, and spouses can serve as a neighborhood representative!

**What does a Neighborhood Representative do?** They are a liaison and voice for families in their respective neighborhoods. They interact with families, listens to their issues, concerns, ideas, or suggestions and share these during council meetings. They ensure residents in their neighborhood are notified of important and relevant matters involving the council and their housing community.

**What is the time commitment and what are am I responsible for?** We ask that each Neighborhood Representative commit to serving for a period of 1-year. Each representative is assigned a specific area of housing, optimally where they reside. Become a representative today!

***To learn more about the Resident Council or about becoming a Neighborhood Representative.....***

**Please Contact:**

**Mrs. Robyne Adams**

1 SOW/CDH, Resident Advocate

Email: [robyme.adams@us.af.mil](mailto:robyme.adams@us.af.mil)

Comm 884-8811 (DSN) 579-8811

## Contact Information:

### Mayroad

**ADDRESS:** 480 Weaver Ave.

(Air Commando Community Center)

**HOURS:** 0730-1700

**PHONE:** 850-344-0220

**EMAIL:** [www.themayroad.com](http://www.themayroad.com)

### Military Housing Office (MHO)

**ADDRESS:** 123 McMillan St. Bldg 90371

**HOURS:** 0700-1600

**PHONE:** 850-884-7505

**EMAIL:** [1SOCES.Housing@us.af.mil](mailto:1SOCES.Housing@us.af.mil)

### Resident Advocate

**HOURS:** 0600-1530

**PHONE:** 850-884-8811

**EMAIL:** [robyme.adams@us.af.mil](mailto:robyme.adams@us.af.mil)



**Mrs. Robyne Adams**  
**1 SOW/CDH, Resident Advocate**  
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**Join the Resident Advocate Facebook Page!**



***A private platform to share with residents, answer questions, inspire discussions and ideas, provide education to living in privatized housing, post base organizational events and opportunities.***



## Why A Resident Advocate?

In 2019, Congress held all military services accountable for the ineffective resolution of health, safety, and security issues in privatized housing.

In the 2020 National Defense Authorization Act, Congress established requirements for the Resident Advocate position across the Air Force.

The Privatized Housing Resident Advocate acts as a liaison between Hurlburt housing residents, Military Housing Office (MHO), the Property Owner (Mayroad), and the Installation Commander for issues pertaining to resident's rights and advocacy.

***Maximizing mission readiness by driving a culture which ensures military members and their families live in safe, healthy, and secure residences.***



The **Resident Advocate** is the key advisor to the Installation Commander and Wing leadership on housing issues related to safety, health, and security in privatized housing.

The **Resident Advocate** is responsible for critical advocacy services on behalf of military members and their families living in Privatized Housing.

The **Resident Advocate** assists residents who are unable to resolve their housing problems, concerns or needs through the privatized owner and military housing office and seek solutions.

The **Resident Advocate** assists military members and their families to better understand their lease, resident guide, resident responsibilities, and explanation of the Tenant Bill of Rights. Contact the Resident Advocate today with your questions and concerns.

## Dispute Resolution Process

### First Point of Contact

The **Mayroad Housing Office** is the resident's first point of contact in the Dispute Resolution Process. Call 850-344-0220.

### Second Point of Contact

The **Military Housing Office (MHO)** will assist and work with the resident and PO to help resolve the issue. Call 850-884-7505.

### Third Point of Contact

The **Resident Advocate (RA)** will assist and work with the resident, MHO and the PO to help facilitate a mutually satisfactory solution. Call 850-884-8811.

Should a satisfactory resolution not be obtained through these levels, the resident can call the **Air Force Helpline** at 1-800-482-6431.

## One of the best ways to impact and make a difference is to get involved...

The **Hurlburt Field Resident Council** is your opportunity to share and discuss with Wing Leadership health and safety concerns, identify issues, and required improvements, and present suggestions and solutions for privatized housing processes and infrastructure at Hurlburt Field.

**What is the purpose of the council?** To provide a forum for military members and their families residing in privatized housing to discuss health and safety concerns, identify improvements, presents potential solutions and establish positive interactions between residents, Wing leadership, Mayroad and the Military Housing Office.

**Who serves on the Resident Council?** The Installation Commander chairs the Council. Other participants include various Wing leadership and the Resident Advocate. Other attendees may include the Military Housing Office, Mayroad Community and facility manager, and various additional key stakeholders where resident concerns are of critical importance.