

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 **Balfour Beatty Office** is the resident's first point of contact in the Dispute Resolution Process. Call 1-210-674-9366

### Second Point of Contact

The **Military Housing Office (MHO)** will assist and work with the resident and PO to help resolve the issue. Call 1-210-671-1840.

### 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 1-210-382-9987.

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

Review the Lease and Resident Handbook for further details when exercising this process.

## 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 housing residents, military housing office (MHO), Hunt Military Communities Homes, and the Installation Commander for issues pertaining to resident's rights and advocacy.

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

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**Privatized  
Housing  
Resident  
Advocate**

**JB SA — Lackland**

One of the best ways to impact and make a difference in your community is to get involved. The **Lackland Housing 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.

***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, Balfour Beatty Communities and the Military Housing Office.

***Who serves on the Resident Council?*** The 502d Air Base Wing vice director and the Resident Advocate chair the council. Other participants include Lackland residents, MHO and other key stakeholders where resident concerns are of critical importance.

**Who can be a community representative?** Anyone living in privatized housing—enlisted, officers, and spouses—can serve as a community representative.

**What does a Community 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 Community Representative commit to serving for a period of 1-year. Each representative is assigned a specific area of housing, optimally where they reside. Currently we have six housing areas representing both duplex homes and single housing.

## Lackland Housing Resident Council



***Become a representative today!***

To learn more, contact the Resident Advocate:

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