

## Medical

If you think you have a health issue related to conditions in housing, contact your MHO. They will refer you to a Primary Care Manager (PCM) for evaluation.

If you are unsatisfied with the level of support provided by the PCM, you may contact the USAF School of Aerospace Medicine Environmental, Safety, and Occupational Health (ESOH) Service Center at 1-800-232-ESOH (3764).

If the PCM confirms you have a mold-related illness and you believe there is an unremediated condition in your home that is aggravating your condition, the PCM can engage the Installation Occupational and Environmental Medicine Consultant (IOEMC) to:

- Initiate an evaluation of your home
- Determine appropriate follow-up actions together with the Bioenvironmental Engineering Flight and the MHO



For more information contact:  
AFCEC/CIM  
Housing Division  
2261 Hughes Avenue, Suite 155  
Lackland AFB, TX 78236-0853



**Tenant Resources  
for  
Resolving Disputes in  
Privatized Housing**

# Tenant Resources for Resolving Disputes in Privatized Housing

## Dispute Resolution Process

Most privatized housing leases include a process for resolving disputes. While the specifics may vary from one community to another, the process generally follows the steps below:



- Check your tenant lease to confirm the specific steps and procedures for your local community

## Tenant Lease

Your tenant lease includes language about the dispute resolution process established for your local community:

- Review the Resident Handbook provided with your lease for specifics
- Review your responsibilities as a tenant and your landlord's responsibilities



## Military Housing Office (MHO)

Each Installation has an MHO that provides housing assistance to Servicemembers.

- The MHO is the first point of contact for disputes that you cannot resolve with the local property management office
- The MHO can assist in the mediation of your disputes in Family, Unaccompanied or Privatized Housing

## Air Force Helpline

**1-800-482-6431**

If you aren't satisfied with the assistance you receive from your MHO, you can call the AF Helpline. Your concern will be elevated to the Air Force Civil Engineer Center (AFCEC) to review and assist with resolving your housing issue.

## Project Owner (PO) Helpline

Many POs have 1-800 helplines you can call if you are unsatisfied with the assistance you receive from the local property management office. Ask your MHO or check the website for the number.

## Judge Advocate

If you have questions about your rights and responsibilities as a tenant in housing, your Installation Staff Judge Advocate can:

- Provide services to Members living in privatized housing
- Assist with landlord-tenant disputes in accordance with AFI 51-304
- Advise you, consult with you, and negotiate on your behalf