

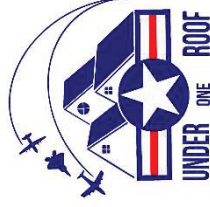
## Medical

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 1-888-232-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



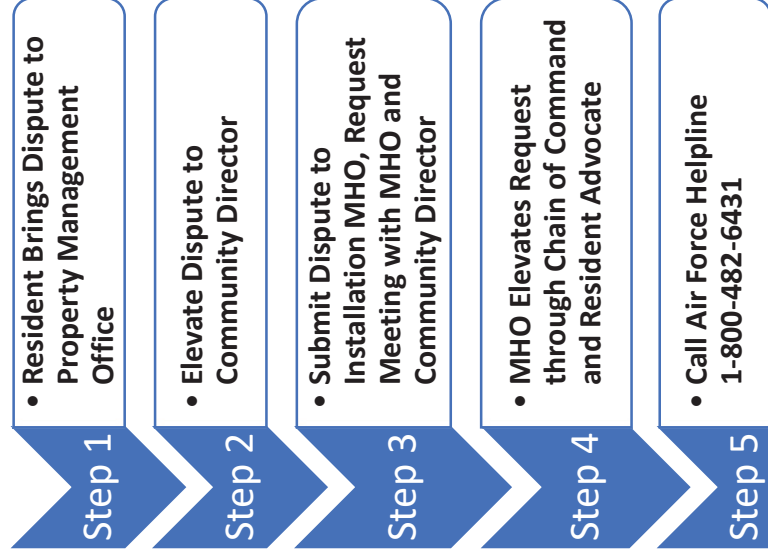
## Tenant Resources for Resolving Disputes in Privatized Housing

*Updated Sep 2020*

# 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 is generally as follows:



- Check your lease to confirm the specific steps for your housing community
- If you are still unsatisfied, you may enlist the support of independent legal counsel

## 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 Service members.

- 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

## Resident Advocate

Each Installation with Privatized Housing has a Resident Advocate whose responsibilities include working to resolve disputes that could not be resolved by the Military Housing Office.

## Air Force Helpline 1-800-482-6431

If you aren't satisfied with the assistance you receive at your installation, 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.

## 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