

# Navy Housing Formal Dispute Resolution

## WHAT IS FORMAL DISPUTE RESOLUTION?

The Formal Dispute Resolution process allows Service Members and their families who reside in Public Private Venture (PPV) housing to obtain prompt and fair resolution of housing disputes concerning rights and responsibilities in their lease agreement, including, maintenance and repairs, rental payments, displacement rights, lease termination, inspections or fees and charges.



## FORMAL DISPUTE BASICS

- You must first attempt informal issue resolution of issues directly with your PPV property manager. If unsuccessful, you must attempt to reach a resolution using the Navy Housing Service Center's (HSC) issue resolution process.
- If satisfactory resolution is not reached, you may complete the formal Dispute Resolution form and submit it to the HSC to begin the process.
- To use the formal Dispute Resolution Process you must allow the PPV property manager, HSC and a independent investigator into you home for inspection(s).
- The tenant, PPV property manager, HSC and investigator will provide written recommendations for the resolution of the dispute.
- The Deciding Authority, generally the Regional Commander, makes the final decision.
- The process is expected to take 30-60 days.

## POLICY

CNIC Instruction 11101.3 includes the processes, procedures, and available remedies for the PPV dispute resolution process. Visit [www.cnic.navy.mil/PPVDispute](http://www.cnic.navy.mil/PPVDispute) to view the policy and dispute resolution form.

## CONTACT NAVY HOUSING

The Navy HSC can assist with all your issue resolution and Formal Dispute Resolution questions. Contact your local HSC today!



[NavyHousingHQ@us.navy.mil](mailto:NavyHousingHQ@us.navy.mil)



[www.cnic.navy.mil/ContactHousing](http://www.cnic.navy.mil/ContactHousing)



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