

KNOW YOUR RIGHTS AND RESOURCES IN NAVY PRIVATIZED HOUSING

If you experience housing concerns, the Navy provides tools to help resolve issues and protect your rights. Navy Housing Service Center tenant advocates work for the Navy and are independent of the privatized housing company. They help tenants understand their rights, communicate concerns, and navigate resolution processes.



Informal Issue Resolution

Most issues can be resolved through informal resolution. This process brings you, the housing partner, and the Navy together to solve problems quickly and collaboratively.

Tenant Bill of Rights

You have the right to safe and habitable housing, timely maintenance, access to dispute resolution, and protection from retaliation for reporting concerns.

Formal Dispute Resolution

If informal efforts do not resolve your concern, you may be eligible for formal dispute resolution. This process includes Navy oversight, documented timelines, and protection from retaliation.
www.cnic.navy.mil/PPVDispute.

What Should You do First?

Start by contacting your Navy Housing Service Center as soon as a concern becomes difficult to resolve.

DOW Housing Feedback System (DHFS)

You can submit comments and feedback about the privatized housing unit you currently live in on the publicly accessible DOW website DHFS. The system opens an additional, high-visibility communication channel for privatized tenants to submit public feedback related to the condition of their current housing unit and receive a response from their privatized landlord.
www.DHFS.mil

CONTACT US:

Need Help Now? Contact your installation Housing Service Center for more information.



 www.cnic.navy.mil/Housing

 NavyHousingHQ@us.navy.mil

