

# HOW CAN WE HELP?

## FAMILY HOUSING / OFF-BASE / THREE-STEP RESOLUTION PROCESS

ANY RESIDENT SUGGESTION, CONCERN, OR COMPLAINT IS IMPORTANT. IF YOU ARE NOT SATISFIED WITH ANY SERVICE, WE HAVE A THREE-STEP ISSUE RESOLUTION PROCESS:



### STEP 1

#### IDENTIFY ISSUE

Contact your Off-Base Property Manager and/or Landlord



### STEP 2

#### NOT SATISFIED OR ISSUE STILL PERSISTS

Call the Family Housing Referral Section at:

DSN: 253-5541  
From JN Cell: 082-779-5541  
From US Cell: 011-81-827-5541

Mon-Fri: 0800-1630  
Wed: 0800-1200

Email: [iwknfamilyhousing@usmc.mil](mailto:iwknfamilyhousing@usmc.mil)

### STEP 3

#### ISSUE UNRESOLVED

#### USMC / USN UNIT COMMANDS

POC: \_\_\_\_\_

Contact No.: \_\_\_\_\_

Email: \_\_\_\_\_

## MCASI FAMILY HOUSING CONTACT INFORMATION

| SECTION     | LOCATION | BLDG      | PHONE    | HOURS                            |
|-------------|----------|-----------|----------|----------------------------------|
| Main Office | MCASI    | Bldg. 200 | 253-5541 | Mon-Fri 0800-1630, Wed 0800-1200 |



MCAS IWAKUNI FAMILY HOUSING WEBSITE QR CODE

