

HOW CAN WE HELP?

FAMILY HOUSING / ON 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:

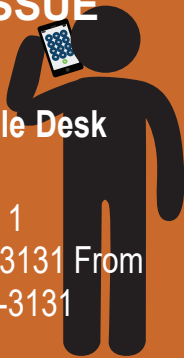
Facilities Maint. Trouble Desk

Mon-Fri: 0800-1700

DSN: 253-3131, Option 1

From JN Cell: 082-779-3131 From

US Cell: 011-81-827-79-3131



After hours, for emergency only
maintenance please contact:

JN Cell: 080-3343-7844

US Cell: 011-81-80-3343-7844

STEP 2

ISSUE INCOMPLETE OR NOT SATISFIED

Contact:

Family Housing Office

DSN: 253-5541

JN Cell: 082-779-5541

US Cell: 011-81-827-79-5541

Email: iwknfamilyhousing@usmc.mil

STEP 3

ISSUE UNRESOLVED

USMC/USN UNIT COMMANDS

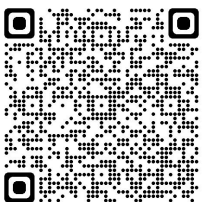
POC: _____

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
SELF HELP	MCASI	BLDG. 200	253-3528	Mon-Fri: 0800-1630, Wed: 0800-1200



MCAS IWAKUNI FAMILY HOUSING WEBSITE QR CODE

