



DEPARTMENT OF THE ARMY
HEADQUARTERS, U.S. ARMY MATERIEL COMMAND
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REDSTONE ARSENAL, AL 35898-5000

CPM 600-24

AMCC

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: Command Policy Memorandum - U.S. Army Materiel Command (AMC) Universal Lease and Dispute Resolution Policy Guidance for Privatized Military Housing

1. References:

a. [National Defense Authorization Act \(NDAA\) is Public Law 116-92, FY20 and NDAA is Public Law 116-283, FY21.](#)

b. Office of the Assistant Secretary of Defense Memorandum, Universal Lease and Dispute Resolution Process for Privatized Housing, 12 February 2021.

c. Office of the Assistant Secretary of the Army (Installations, Energy, & Environment) Memorandum, Army Dispute Resolution Policy Guidance for Privatized Housing, 19 January 2021.

d. Universal Lease and Dispute Resolution Process, 12 February 2021.

e. AMC Operations Order (OPORD) 21-154, U.S. Army Materiel Command (AMC) Dispute Resolution Process for Privatized Military Housing, April 2021.

2. Purpose. The purpose of this memorandum is to provide U.S. Army Materiel Command (AMC) overarching policy for the use of the Universal Lease in connection with privatized military housing. It further provides guidance to comply with Federal legislation and guidance issued from the Office of the Assistance Secretary of Defense and the Office of the Assistant Secretary of the Army (Installations, Energy & Environment) as provided in references b. and c.

3. Applicability. This policy applies to all Army Installations and Garrisons with privatized military housing.

4. Universal Lease. All Military Housing Privatization Initiative (MHPI) housing projects that project legal documents that were entered into or renewed after 20 December 2019 are required to use the referenced Universal Lease and associated schedules.

5. Privatized Housing Dispute Resolution. The Army has established a two-tiered approach to resolving disputes in privatized military housing.

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a. The first tier, Informal Dispute Resolution, is an informal yet measured approach designed to resolve disputes at the Garrison level. The Informal Dispute Resolution process may be used for resolution of lease disputes, as well as those disputes that fall outside the specific parameters of the lease document (i.e. personal property claims). The objectives in implementing an Informal Dispute Resolution process are to allow for prompt and fair resolution of privatized military housing disputes; narrowing of issues prior to the Formal Dispute Resolution process; and an opportunity for the parties to control the outcome of the dispute.

b. The second tier for dispute resolution is Formal Dispute Resolution. If an agreement is not reached between the Residential Community Initiative (RCI) partner and tenant, and the subject of the dispute falls within the formal process, the tenant may file a Formal Dispute in accordance with (IAW) schedule 3 of the Universal Lease and AMC OPOD 21-154. Requests for Formal Dispute Resolution will use the forms and follow the process outlined in the referenced Universal Lease and AMC OPOD.

6. Informal Dispute Resolution Process.

a. The Installation Management Command (IMCOM) will develop a Request for Informal Dispute Resolution Form (request form) to enable tenants to initiate the Informal Dispute Resolution process. The military housing office (MHO) responsible for the leased premises will provide the request form to tenants with instructions for completing the request form as well as information on what the tenant can expect from the informal disputes resolution.

b. Tenants will complete and submit the request form to the MHO. The MHO will provide a copy of the request form to the RCI partner or its designated representative. Additional information may be requested by the MHO from the tenant or the RCI partner.

c. If the tenant is qualified for such assistance, the MHO will inform the tenant that they may obtain legal services from the Garrison Staff Judge Advocate's office.

d. The Garrison Commander will serve in a mediator capacity for the Informal Dispute Resolution process and will have discretion to conduct meetings as he/she deems appropriate to best resolve the matter. The individuals attending the session(s) will have full authority to resolve the dispute. The Garrison Commander is not required to make any written findings, issue a decision, or document the informal process.

e. If the tenant and RCI partner reach an agreement, the terms will be reduced to a settlement agreement prepared by the landlord and subject to tenant review. If an agreement is not reached between the parties, the Informal Dispute Resolution phase will conclude. The MHO will advise the tenant that he/she may file a Formal Dispute IAW with Schedule 3 of the Universal Lease.

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f. The Garrison Commander will make every effort to conclude the Informal Dispute Resolution process as expeditiously as possible, however the total time elapsed from receipt of the tenant's request form to conclusion of the process should not exceed 10 business days.

7. Formal Dispute Resolution Process.

a. The HQ IMCOM Commander will serve as the Deciding Authority for all Formal Disputes (i.e., eligible housing disputes arising under references a. and b.) and will use the process as outlined in Schedule 3 of the Universal Lease and the AMC OPOD 21-154 in deciding Formal Disputes.

b. The HQ IMCOM Commander is responsible for selecting an Independent Decision Resolution Investigator. This authority may be further delegated to the local or regional level.

c. The HQ IMCOM Commander will make a final written decision within 30 days of receipt of the completed request package and provide the decision to both parties. The HQ IMCOM Commander may extend the decision period for up to 30 days, at his discretion, for good cause. The decision is not subject to appeal.

(1) In a decision which requires corrections to/repair of housing deficiencies, the written decision will set forth responsibility for monitoring the necessary remediation within required time period. Remediation that is not satisfactorily completed in the proscribed time period will result in reductions to amounts payable to the housing owner of 10 percent for each period of 5 calendar days during which the issues remain unremediated.

(2) Nothing in this Disputes Resolution Process, or in any decision rendered by the Deciding Authority, prohibits a tenant or RCI partner from pursuing a claim in any adjudicative body that has jurisdiction in accordance with applicable state and/or federal law.

8. MHO.

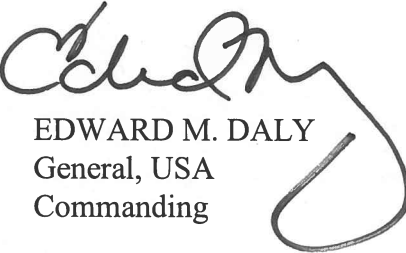
a. MHOs will post the Dispute Resolution Process provided in references a. and b. on its publicly available website and seek MHPI project companies' agreement to post the Dispute Resolution Process on their projects' online resident portal websites.

b. MHOs will maintain a record log of each Formal dispute filed by tenants to include reason, submission date, final decision date, and total processing time from submission to completion and the final decision in the enterprise Military Housing (eMH) database, Family Housing Module (FHM), complaints component, for consolidation. This information will be pulled on the 15th day after the last day of each the quarter for submission to the Chief Housing Officer (CHO), Assistant Secretary of Defense.

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9. All AMC Installations and Garrisons with privatized military housing will utilize the Universal Lease and established Informal and Formal Dispute Resolution process for Privatized Military Housing IAW this policy and references a. through e.



EDWARD M. DALY
General, USA
Commanding

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