

# HOW CAN WE HELP?

## FAMILY HOUSING RESOLUTION PROCESS

RESIDENT SUGGESTIONS, CONCERNS, OR COMPLAINTS ARE IMPORTANT. IF YOU ARE NOT SATISFIED WITH ANY SERVICE, WE HAVE A THREE-STEP ISSUE RESOLUTION PROCESS TO HELP:



### STEP 1

#### IDENTIFY ISSUE:

#### LINCOLN

24 HR -  
(888) 578-4141

LINCOLNSERVICETRACK.COM

#### BALFOUR BEATTY

24 HR -  
(877) 253-6988

EMAIL: BBCARES@BBCGRP.COM

#### HUNT

24 HR -  
(847) 887-9675

### STEP 2

INCOMPLETE OR  
NOT SATISFIED  
WITH SERVICE:

YOU MAY  
CHOOSE TO  
CONTACT

YOUR IMMEDIATE  
CHAIN OF COMMAND

### STEP 3

INCOMPLETE OR  
NOT SATISFIED  
WITH SERVICE:

CONTACT

NAVY HOUSING  
SERVICE CENTER

(SEE BACK PANEL FOR DETAILS)

### STEP 4

ISSUE UNRESOLVED:

CONTACT

MID-ATLANTIC  
REGIONAL HOUSING  
HEADQUARTERS  
(800) 628-7510

HOURS: MON-FRI 0730-1630

EMAIL:

CNRMAHOUSING@NAVY.MIL



The CNIC Navy Housing program mission is to provide housing and related services in support of the Navy's mission and readiness.

# INSTALLATION HOUSING SERVICE CENTERS

Our dedicated and trained professionals are prepared to help you and your family with all of your housing needs!



## HAMPTON ROADS:

### JEB Little Creek-Fort Story

2600 Tarawa Court,  
Bldg. 1602, Suite 102  
Virginia Beach, VA 23459  
**Hours:** Mon-Fri 0700-1600  
(757) 462-8939/7069  
LittleCreekHousing@navy.mil

### NAS Oceana

1596 Tomcat Blvd., Bldg. 280  
Virginia Beach, VA 23460  
**Hours:** Mon-Fri 0730-1600  
(757) 433-3368/3221/3068/3268  
OceanaHousing@navy.mil

### Naval Station Norfolk

7924 14th Street  
Bldg. SDA-337  
Norfolk, VA 23505  
**Hours:** Mon-Fri 0700-1600  
(757) 445-2832  
**Toll Free:** (800) 628-7510  
NorfolkHousing@navy.mil

### NSA Hampton Roads

7924 14th Street  
Bldg. SDA-337  
Norfolk, VA 23505  
**Hours:** Mon-Fri 0700-1600  
(757) 445-2832  
**Toll Free:** (800) 628-7510  
NSANorfolkHousing@navy.mil or  
NWAnnexHousing@navy.mil

### NWS Yorktown

1970 Von Steuben Drive  
Newport News, VA 23603  
**Hours:** Mon-Fri 0800-1600  
(757) 847-7806  
YorktownHousing@navy.mil

## Norfolk Naval Shipyard

7924 14th Street  
Bldg. SDA-337  
Norfolk, VA 23505  
**Hours:** Mon-Fri 0700-1600  
(757) 445-2832  
**Toll Free:** (800) 628-7510  
portsmouthvahousing@navy.mil

## PENNSYLVANIA:

### NSA Mechanicsburg

5450 Carlisle Pike, Suite 900  
Mechanicsburg, PA 17055  
**Hours:** Mon-Fri 0700-1600  
(717) 605-2900  
MechanicsburgHousing@navy.mil

## NEW JERSEY:

### NWS Earle

201 Highway 34 South  
Bldg. C-55  
Colts Neck, NJ 07722  
**Hours:** Mon-Fri 0730-1600  
(732) 866-2178  
**Toll Free:** (800) 987-4775  
EarleHousing@navy.mil

### Lakehurst JB-MDL

Route 547  
Bldg. 483  
Lakehurst, NJ 08733  
**Hours:** Mon-Fri 0730-1600  
(732) 323-2570  
Lakehurst\_Housing@navy.mil

## NEW YORK:

### NSA Saratoga Springs

26 Quiet Harbor Road  
Saratoga Springs, NY 12866  
**Hours:** Mon-Fri 0800-1600  
(518) 886-0200 x 168 or 127  
SaratogaSpringsHousing@navy.mil

## INDIANA:

### NSA Crane

300 Highway 361, Bldg. 51  
Crane, IN 47522  
**Hours:** Mon-Fri 0800-1430  
(812) 854-0370  
CNI.Crane\_Housing@navy.mil

## RHODE ISLAND:

### Naval Station Newport

690 Peary Street  
Newport, RI 02841  
**Hours:** Mon-Fri 0730-1630  
(401) 841-4111/4545  
**Toll Free:** (800) 217-0875  
NewportHousing@navy.mil

## CONNECTICUT:

### Naval Submarine Base New London

P.O. Box 23  
Groton, CT 06349  
**Hours:** Mon-Wed & Fri 0800-1600;  
Thu 0830-1600  
(860) 694-3851  
**Toll Free:** (877) 843-5236  
Housing.NSBNL.fct@navy.mil

## MAINE:

### Portsmouth Naval Shipyard

67 Philbrick Avenue  
Kittery, ME 03904  
**Hours:** Mon-Fri 0730-1600  
(207) 438-2732  
**Toll Free:** (855) 622-1976  
NSYPortsmouthHousing@navy.mil

## ILLINOIS:

### NS Great Lakes

1710 Cavin Drive, Bldg. 8100  
Great Lakes, IL 60088  
**Hours:** Mon-Fri 0800-1600  
(847) 688-3440 x 134  
GreatLakesHousing@navy.mil