

HOW CAN WE HELP?

FAMILY HOUSING RESOLUTION PROCESS

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



STEP 1

IDENTIFY ISSUE

NAS Whiting Field
Contact BBC local
management/
maintenance team
Mgmt. Office:
850.626.6202
Maintenance:
850.626.6288
naswhitingfieldHomes.
com



STEP 2

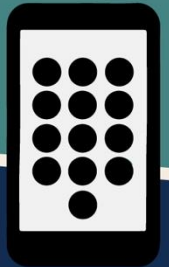
INCOMPLETE OR NOT SATISFIED, CONTACT MANAGEMENT

Escalate the issue to
our corporate
management team.
Balfour Beatty
Communities
BB Cares Helpline:
877.253.6988

STEP 3

ISSUE UNRESOLVED

Contact the Navy
Housing Office
850.623.9726x3
850.623.9726
whitingfield_housing
@navy.mil



**Navy
Housing**