

BBC Neighborhood Dispute Process



On-post Housing

To initiate a “Neighbor Dispute” complaint:

- Provide a written complaint to BBC Leasing (FS: 912-408-2460 or HAAF: 912-459-2140)
 - First complaint: BBC provides Letter of Concern to both residents (complainant and alleged perpetrator).
 - Second complaint: BBC provides second Letter of Concern to both residents.

OR IF IMMEDIATE ASSISTANCE IS NECESSARY CALL 911

If unresolved:

- BBC informs the Garrison Community Services Committee (CSC).
 - CSC PURPOSE: Liaison between residents and unit Chain of Command.
 - CSC FS/HAAF POC: SFC Echolz, phone number 912-767-9263.

If unresolved:

- Both Residents and their Chain of Command will attend the next CSC meeting.
- The CSC Chair (CSM Felicioni) meets with both parties to achieve a resolution.

If unresolved:

- CSC Chair sends the complaint to the Garrison Commander for Final Decision.

NOTE: If at any time you are not satisfied with results received from Balfour Beatty Communities (BBC) you may contact the Government Residential Communities Initiative (RCI) Office:

By Phone: FS/HAAF Resident Liaison Ms. Alicia Hite (912) 767-2990 / 1378

By ICE: Submit a comment through ICE: <http://ice.disa.mil>



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On-post Housing BBC Maintenance Satisfaction Procedures



To initiate work order:

FS (912) 408-2466

HAAF (912) 459-2147

If experiencing a lack of satisfaction call: Facilities Manager

FS (912) 408-2483

HAAF (912) 459-2150

If issue is not resolved call: Community Managers

FS (912) 408-2471

HAAF (912) 459-2140

If issue is still not resolved call: BBC Project Director

FS/HAAF (912) 408-2464

NOTE: At any time during this process if not satisfied with results received from Balfour Beatty Communities you may contact the Government Residential Communities Initiative (RCI) Office:

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