

Privatized Housing Resident Advocate

Why a Resident Advocate

In 2019, Congress held all military services accountable for the ineffective resolution of health, safety, and security issues in privatized housing.

The 2020 National Defense Authorization Act established the requirements for the Resident Advocate position across the Air Force.

What is a Resident Advocate

The Resident Advocate acts as a liaison between the housing residents, the Military Housing Office (MHO), Hunt Military Communities, and the Installation Commander on issues pertaining to the resident's rights and advocacy.

The Resident Advocate assists military members and their families to better understand their lease, resident guide, resident responsibilities, and explanation of the Tenant Bill of Rights.

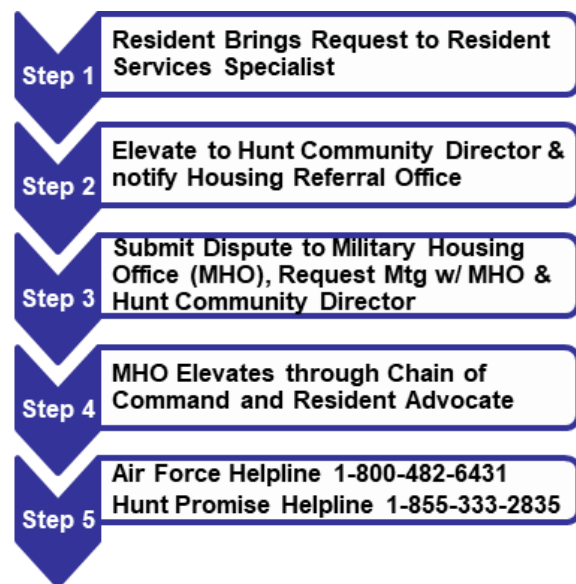
The Resident Advocate is responsible for the execution of critical advocacy services on behalf of military members and their families living in privatized housing.

The Resident Advocate assists residents who are unable to resolve their housing problems, concerns, or needs through military housing and Hunt Military Communities.



Informal Dispute Resolution Process

When a resident has an issue with their home and needs an avenue for resolution.



Important Numbers

Resident Services Specialist: 618-746-4911

Hunt Community Director (Jared Trautt): 618-509-5889

Military Housing Referral Office: 618-256-9880/9884

375 AMW/JA: 618-256-3542

Air Force Housing Hotline: 800-482-6431

Resident Advocate (Brett McCracken): 618-256-3284

Scott Family Housing Resident Council

Purpose

To provide a forum where selected residents (Resident Representatives) can represent military members and their families residing in Privatized Housing to discuss health and safety concerns, identify required improvements, present solutions for problems, and maximize feedback and communications with Wing Leadership, the Military Housing Office (MHO), and Hunt Military Communities.

Objectives

- ◆ Identify trends/processes (positive or negative) that impact the resident's living experiences
- ◆ Advocate for improvements or amenities that elevate quality of life for residents
- ◆ Solicit suggestions for activities and events for residents and facilitate planning/execution
- ◆ Meet with Installation Commander to provide feedback and concerns from the neighborhood residents

Qualifications

- ◆ Reside in Scott AFB Family Housing
- ◆ No outstanding balance of rent/fees/charges or unresolved lease/guideline violations
- ◆ Approved by the member's 1st Sgt

Resident Representatives

Patriot's Landing

Alim: alimmuhammad@sbcglobal.net

Rick: rick.durling@gmail.com

Shiloh East

Adam: mercer.86@hotmail.com

Shiloh West

Lyssa: lyssaismith@yahoo.com

Lincoln's Landing

Vanessa: kvpearson@msn.com

Zach: zachary.steenhusen@us.af.mil

Colonial

vacant

Georgian

vacant



Volunteer Contact -

Privatized Housing Resident Advocate

Brett "Mac" McCracken - 618-256-3284