

## FACT SHEET

DPW  
MS. ANDERSON (7-4058)  
1 December 2003

AFZF-PW-HSG (210-50)

**SUBJECT:** Housing Arbitrator/Landlord/Tenant Dispute Program

**PURPOSE:** To provide information on the Tenant/Landlord Dispute Program.

**FACTS:**

1. The program was established to help soldiers/families and landlords solve disputes without going through court proceedings. An arbitrator is available to assist in settling housing-related problems.
2. The program is available to all military personnel and their families renting or leasing in the Fort Hood area.
3. Disputes that involve at least \$100 and pertain to landlord/tenant relationships may be resolved using this procedure. There is no cost to soldiers or landlords.
4. First, every effort must be made to resolve the problem between the tenant and landlord. Secondly, the landlord will send a letter to the soldier's chain of command to seek assistance in reaching a compromise. If a compromise/resolution is not made within a reasonable time (14 to 30 days), a copy of the letter will be sent to the Housing Office. Housing will record the letter and forward it to the Housing Arbitrator where it will be sent to the soldier's chain of command for resolution.
5. When an agreement cannot be reached, both parties must agree to use the arbitrator. After each side presents their case, the arbitrator decides the issue.
6. A written judgement is provided within five working days. The award given carries the same weight as a court judgement and may be filed with the county court.

(Original Signed)

AUTHENTICATION: COL RANDALL J. BUTLER

DATE: 1 December 2003