

# 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 ISSUE RESOLUTION PROCESS:



### STEP 1

IDENTIFY ISSUE

**AMCC**

24 HR  
877-509-2424  
ATLANTICMCC.COM

**LINCOLN**

24 HR  
888-578-4141  
LINCOLNSERVICETRACK.COM



### STEP 2

INCOMPLETE OR NOT SATISFIED, CONTACT MANAGEMENT

**AMCC**

MON-FRI 0800-1700  
910-219-6300

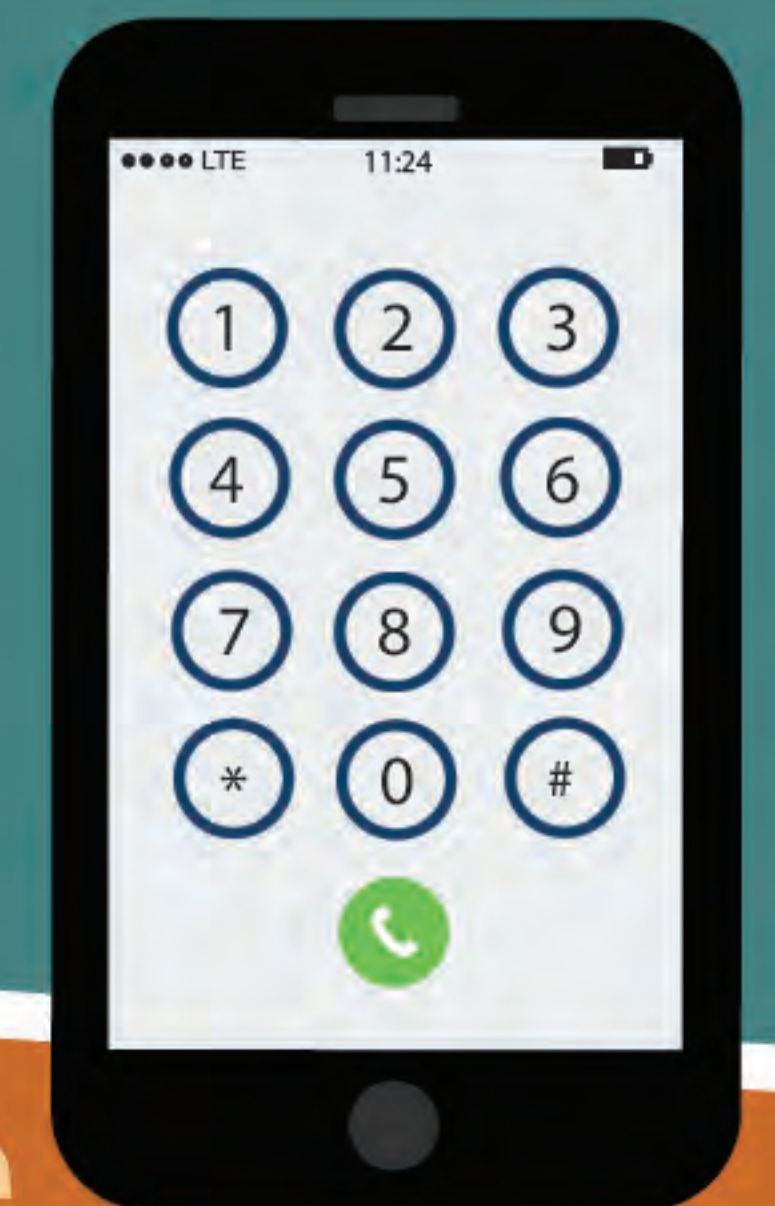
**LINCOLN**

MON-FRI 0800-1700  
SAT 0900-1300  
910-355-0112

### STEP 3

ISSUE UNRESOLVED  
**MILITARY HOUSING OFFICE**

MON-FRI 0730-1600  
**910-450-1628**  
LEJEUNEFAMILYHOUSING@USMC.MIL



## FAMILY HOUSING COMMUNITY CENTERS

OFFICE CENTERS	PARTNER	ADDRESS	PHONE	HOURS
GENERAL MANAGEMENT	AMCC	5401 MARYLAND AVE	(866)-509-2424	08:00-17:00 MON-FRI
MIDWAY PARK	AMCC	4701 DECKARD DR	(910) 219-6380	08:00-17:00 MON-FRI, 09:00-15:00 SAT
TARAWA TERRACE	AMCC	5671 TARAWA BLVD	(910) 219-6440	08:00-17:00 MON-FRI, 09:00-15:00 SAT
NEW RIVER	AMCC	1010 CURTIS DR	(910) 219-6460	08:00-17:00 MON-FRI
BICENTENNIAL	AMCC	6498 BICENTENNIAL DR	(910) 219-6410/6420	08:00-17:00 MON-FRI, 09:00-15:00 SAT
KNOX	AMCC	7100 CAMP KNOX RD	(910) 219-6330	08:00-17:00 MON-FRI
HEROES MANOR	LINCOLN	7400 DAILEY LN	(910) 355-0112	08:00-17:00 MON-FRI, 09:00-13:00 SAT