

# 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,  
CONTACT MAINTENANCE  
MANAGEMENT OFFICE**

## HUNT

24 HOUR  
MAINTENANCE HELP LINE:  
808.839.HELP (4357)

**MANAGEMENT OFFICE**  
MON, TUE, THU, FRI | 0800-1700  
WED | 0900 - 1700

Manana | 808.223.7646  
mananarso@huntcompanies.com  
Mololani | 808.839.8700  
makairso@huntcompanies.com  
Waikulu | 808.839.8710  
maukarso@huntcompanies.com

### STEP 2

**INCOMPLETE OR NOT  
SATISFIED,  
CONTACT MANAGEMENT**

## HUNT

MON, TUE, THU, FRI | 0800-1700  
WED | 0900 - 1700

**MOLLY KOERPERICH**  
Community Director 808.839.8722  
[molly.koerperich@huntcompanies.com](mailto:molly.koerperich@huntcompanies.com)

Communities:  
Camp Smith (Aeia), Marine Corps Base  
Hawaii (Kailua), and Manana (Pearl City)

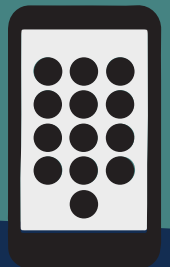
### STEP 3

**ISSUE UNRESOLVED,  
CONTACT HOUSING  
LIAISON**

## MARINE FAMILY HOUSING OFFICE

MON, TUE, THU, FRI | 0730-1530  
WED | 0730-1400

Marine Housing Liaison  
808.257.1281; 808.257.5933  
808.257.1254; 808.257.3295  
[mcbh.g4.fmly.hsg.fmb@usmc.mil](mailto:mcbh.g4.fmly.hsg.fmb@usmc.mil)



## MARINE CORPS BASE HAWAII HOUSING

Marine Corps Base Hawaii Family Housing Department  
1571 Lawrence Road, First Floor, Kailua HI 96734  
(808) 257-2676