



DEPARTMENT OF THE NAVY
NAVAL TRAINING CENTER
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GREAT LAKES, ILLINOIS 60088-5000

NTCGLAKESINST 5726.3A
N5A1

AUG 20 1999

NTC GREAT LAKES (COMPLEX²) INSTRUCTION 5726.3A

From: Commander, Naval Training Center, Great Lakes

Subj: FAMILY HOUSING/COMMAND MASTER CHIEF REVIEW BOARD

Encl: (1) Charter Family Housing/Command Master Chief (CMC)
Review Board

1. Purpose. To ensure fair and impartial administration of Military Family Housing (MFH) rules and regulations.

2. Cancellation. NTCGLAKESINST 5726.3. This instruction has been substantially revised and should be reviewed in its entirety.

3. Background. Prior to the advent of the subject Review Board, resident complaints that the Housing Operations Officer (N5A1) had treated an issue unjustly were elevated to the Housing Authority (N5) for resolution. If a resident remained dissatisfied with an N5 decision, the case was appealed directly to Commander, Naval Training Center (NTC), Great Lakes. This method of enforcing MFH policies was not expedient nor efficient and lacked responsible command involvement.

4. Information. Enclosure (1) establishes a Family Housing/CMC Review Board. With its establishment, CMCs representing all Commanding Officers will serve as a "Board of Appeals." The Review Board will review issues where the Housing Operations Officer and the service member's command do not agree. The Review Board will examine the issue fully, considering impact on the quality of life of all family housing residents. Use of this quality check procedure will result in good order and discipline conducive to a healthy "Neighborhood of Excellence" environment.

5. Action

a. Commanding Officers shall:

(1) Ensure prompt command involvement on major resident issues of misbehavior that is being reviewed at the (N5A1) level.

(2) Strive to gain concurrence with N5A1 to achieve closure on matters without having to defer cases to the Review Board.

b. Housing Operations Officer shall:

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(1) Contact the service member's CMC as soon as a decision is about to be signed which is being adamantly opposed by the resident.

(2) Fully brief the service member's CMC on the case record and all applicable regulations.

(3) Strive to gain concurrence with service member's CMC to achieve closure on matters without having to defer the case to the Review Board.

(4) Contact the CMC, NTC, Great Lakes as soon as a decision is about to be signed which is being adamantly opposed by the resident and/or service member's CMC. The goal is to achieve closure on all matters without having to defer the case to the Review Board.

(5) Personally attend each meeting of the Review Board and ensure all members receive the details of cases well in advance of the meeting.

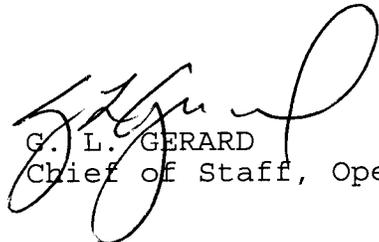
(6) Ensure pending cases go before the Review Board promptly.

c. CMC, NTC, Complex Great Lakes shall:

(1) Call a meeting of the Review Board as required in enclosure (1).

(2) Serve as the Review Board President

(3) Ensure full participation of the CMC whose service member is disputing a decision made by the Housing Operations Officer.


G. L. GERARD
Chief of Staff, Operations

Distribution:

NTCGLAKESINST 5216.5M

Lists I, II (Case B), III-A, C

CHARTER
FAMILY HOUSING/COMMAND MASTER CHIEF (CMC) REVIEW BOARD

Review Board Sponsor: Housing Operations Officer, Naval Training Center (NTC), Great Lakes

Review Board President: CMC, NTC, Complex Great Lakes

Review Board Members: Housing Operations Officer, NTC, Great Lakes
CMC, NTC, Simplex Great Lakes
CMC, Service School Command, Great Lakes
CMC, Recruit Training Command, Great Lakes
CMC, Naval Hospital, Great Lakes

Current Situation:

The Family Housing Office deals with a myriad of resident problems, concerns, and requests on a daily basis. The Family Housing Office staff normally settles these issues quickly and according to established rules and regulations.

Mission Statement:

The Family Housing/CMC Review Board's objective is to review family housing issues and make a recommendation to the Housing Authority as to the disposition of the case.

Board Procedure:

The Housing Operations Officer will bring issues before the board members only after the CMC, NTC, Complex Great Lakes, and the Housing Operations Officer cannot reach agreement. No other avenues will be used to bring cases before the board.

A final board recommendation will be forwarded to the Housing Authority by the Board President only after all members unanimously agree to the disposition of the case.

If the board cannot reach a unanimous decision, the Board President will forward to the Housing Authority a one page summary of the discussions and the majority recommendation.

When a non-board member's case is in front of the CMC Review Board, the CMC for that member will be allowed to participate in the discussions in a non-voting capacity.

The CMC Review Board will meet twice a month at 1000 on the first and third Tuesday when cases require review.

Board Constraints/Limitations:

No additional employees may be hired.

No deterioration of customer service.

Key Performance Measures:

Number of resident complaints.

Number of Incident Complaint Reports (ICR's) generated.

Number of evictions.

Number of days to resolve a family housing issue presented to the CMC Review Board.

Number of issues that appear before the CMC Review Board.