



DEPARTMENT OF THE AIR FORCE
HEADQUARTERS 72D AIR BASE WING (AFMC)
TINKER AIR FORCE BASE OKLAHOMA

Housing Related Claims Process

JUN 03 2019

Tinker Military Family Housing Residents,

We are working diligently to correct housing issues. Many residents have expressed frustration for personal payment of damaged goods caused by excessive mold in housing. If you notified Balfour Beatty Communities of the problem and subsequently paid for damage that BBC is responsible for, here are actions you can take (at any point, contact the Office of Staff Judge Advocate at 405-739-5811 for assistance):

- File a claim with BBC (in writing, request a return receipt [green mailing card requires signature upon delivery and is returned to sender], with substantiation attached).
 - o Keep a copy of all items mailed to BBC and maintain BBC's response
- If your claim is denied, file a claim through your renter's insurance provider.
- If your claim is still denied, file a claim with the Air Force Claims Service Center under the Military Personnel and Civilian Employees Claims Act.
 - o To initiate, contact the AFCSC at 877-754-1212, DSN: 986-8044 or <https://claims.jag.af.mil>. A representative will verify you are authorized to file, then provide you information to file your claim from any computer.
 - o Required documentation for filing through the AFCSC includes:
 - Assignment to quarters letter/LEASE
 - Orders and any Amendments assigning you to the location of the incident
 - Witness statements (if applicable)
 - Civil engineer work order (if applicable)
 - Repair estimates
 - Replacement costs
 - Photographs of the items and damages
 - Insurance declaration letter
 - BBC denial documentation
 - Any other applicable information requested/or you wish to provide
- If all of the above is denied, your next option is to file a civil lawsuit against BBC. If you already filed against BBC for the damages, you cannot receive compensation from the AFCSC until your lawsuit is settled.

We look forward to your participation in the **next housing town hall, for residents only, on June 4, 2019**, at 6 p.m. at the Tinker Event Center (Tinker Club). Thank you for your patience.

Sincerely

KENYON K. BELL, Colonel, USAF
Installation Commander