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Your health and safety is a top priority to the Tinker Air Force Base leadership and the United States Air Force. Earlier this year, countless housing issues were brought to our attention. We are dedicated to correct these issues and have created short and long-term processes to prevent this from happening in the future. To do this, we need your help. Please continue to engage us about issues and concerns you have. We are listening.

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## Resident Resources for Housing Related Issues



Tinker Air Force Base,  
Oklahoma

For more information visit:

[www.tinker.af.mil/Home/  
Privatized-Housing](http://www.tinker.af.mil/Home/Privatized-Housing)



## Family Housing Issues

If you have housing issues, here are the actions\* you can take:

1. Keep all records of communication regarding the issue
2. **Contact Balfour Beatty Communities** local management and/or maintenance team.
2. If no resolution with BBC, **contact Military Housing Office.**
  - MHO will follow a step-by-step process to get the issue resolved.
3. If still no resolution, **contact the BBC Helpline or the USAF Housing Call Center.**

**\*At any point, you can talk with your chain of command.** We are absolutely concerned about your living conditions.

### Contact Information

#### BBC:

Mgmt Office: (405) 610-3637  
Maintenance: (405) 734-3324  
Resident Portal:  
[www.tinkerafbhomes.com](http://www.tinkerafbhomes.com)  
Helpline: (877) 253-6988

#### MHO:

(405) 582-1977  
[hro.tinker@us.af.mil](mailto:hro.tinker@us.af.mil)

#### USAF Housing Call Center:

(800) 482-6431

## Health Concerns

### Additional Information

Center for Disease Control and Prevention:

[www.cdc.gov/mold](http://www.cdc.gov/mold)

Environmental Protection Agency:

[www.epa.gov/mold](http://www.epa.gov/mold)

National Institute of Health :

[www.nih.gov](http://www.nih.gov)

Food and Drug Administration:

[www.fda.gov](http://www.fda.gov)

If you are concerned about your health because of housing conditions, to include **mold exposure**, these are the actions you can take:

1. **Schedule an appointment** with your primary care physician.
  - Your symptoms will be evaluated.
  - If medically indicated, you will be referred to a specialist.
2. If desired, **share your concerns** with the MHO and/or your chain of command.

## Legal Claims Process

If your family has paid out-of-pocket expenses for damage that BBC is responsible for, these are the actions\* you can take:

1. **File a claim with BBC** in writing with substantiation and request a return receipt.
  - Keep a copy of all items mailed and maintain BBC's response.
2. If claim is denied, **file a claim through your renter's insurance.**
3. If both have been denied, **file a claim with Air Force Claims Service Center** (under Military Personal and Civilian Claims Act).
  - To initiate, contact AFCSC.
4. If all of the above is denied, your next option is to **file a civil lawsuit against BBC.**
  - If you already filed, you cannot receive compensation from AFCSC until it is settled.

**\*Contact the Office of Staff Judge Advocate for assistance.**

### Contact Information

#### AFCSC:

(877) 754-1212  
<https://claims.jag.af.mil>

#### Office of Staff Judge Advocate:

(405) 739-5811