



Why the need for a Resident Advocate?

In 2019, Congress held all military services accountable for the ineffective resolution of health, safety, and security issues in privatized housing. In the 2020 National Defense Authorization Act, Congress established requirements for the Resident Advocate position across the Air Force.

The Privatized Housing Resident Advocate acts as a liaison between housing residents, Military Housing Office (MHO), Liberty Park at Andrews, and the Installation Commander for issues pertaining to resident rights and advocacy.



The Resident Advocate

The Resident Advocate is the key advisor to the Installation Commander and Wing leadership on housing issues related to safety, health, and security in privatized housing.

The Resident Advocate is responsible for critical advocacy services on behalf of military members and their families living in Privatized Housing (PH).

The Resident Advocate assists residents who are unable to resolve their housing problems, concerns, or needs through the project owner and Military Housing Office (MHO) and seeks solutions.

The Resident Advocate assists military members and their families to better understand their lease, resident guide, resident responsibilities, and explanation of the Tenant Bill of Rights.



Dispute Resolution Process

First Point of Contact:

The Liberty Park at Andrews Assistant Community Manager is the residents' first point of contact in the Dispute Resolution Process. The Assistant Community Manager can be reached at (240) 255-9951 or through email at lmanning@tmo.com.

Second Point of Contact:

The Military Housing Office (MHO) Program manager will assist and work with the resident and project owner to help resolve the issue. The Housing Program Manager can be reached at (301) 981-3760 or through email at marcus.martin.15@us.af.mil.

Third Point of Contact:

The Installation Resident Advocate (RA) will assist and work with the resident, Military Housing Office (MHO), and the Project Owner (PO) to help facilitate a mutually satisfactory solution. The Resident Advocate can be reached at (240) 612-6399 or through email at sandy.williams.1@us.af.mil.



Joint Base Andrews Resident Advocate

Should a satisfactory resolution not be obtained through this level, the resident can call the Air Force Helpline to aid in a solution. Call 1-800-482-6431



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