## 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 issue resolution process:

#### Step 1
**Identify Issue**

**Lincoln**
- 24 HR
- **(888) 578-4141**
- LINCOLNSERVICETRACK.COM
- Mon-Fri 0700-1630
- Sat 0900-1300
- (703) 432-8500 District Office
- Mon-Fri 0800-1700
- (703) 630-2221 Maintenance

#### Step 2
**Incomplete or Not Satisfied, Contact Management**

**Lincoln**
- General Management Office (GMO)
- Mon-Fri 0730-1630
- (703) 221-9610

#### Step 3
**Issue Unresolved**

**FAMILY HOUSING**
- **(703) 784-2711**
- Quantico_Fam_Hsg.fct@usmc.mil
- Mon-Fri 0700-1630

### Office Centers

<table>
<thead>
<tr>
<th>Office Centers</th>
<th>Address</th>
<th>Phone</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Center</td>
<td>13201 Perkins Street</td>
<td>(703) 432-8500</td>
<td>07:00-16:30 Mon-Fri, 09:00-13:00 Sat</td>
</tr>
<tr>
<td>General Management Office</td>
<td>13933 Edson Street</td>
<td>(703) 221-9610</td>
<td>07:30-16:30 Mon-Fri</td>
</tr>
<tr>
<td>Maintenance Division</td>
<td>13933 Edson Street</td>
<td>(703) 630-2221</td>
<td>08:00-17:00 Mon-Fri</td>
</tr>
</tbody>
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