



# Redstone Arsenal Family Housing Contact Card

**For problems with on-post housing, call the installation  
housing hotline any time at: 1-256-701-2217**

## **1. Privatized Housing Provider Management Office**

Submit a work order using any of the following:  
Phone: 1-256-430-1517; After-Hours: 1-855-627-3932  
Online: <http://www.redstonefamilyhousing>  
Patrick Haas, Community Director: 1-256-430-1517;  
[patrick.haas@huntcompanies.com](mailto:patrick.haas@huntcompanies.com)

## **2. Garrison Housing Division (Directorate of Public Works)**

The Garrison Housing Division provides oversight of Privatized Housing Offices and assists with landlord-tenant disputes on-post.  
Army Housing Chief: 1-256-842-3215; [raymon.zapata.civ@mail.mil](mailto:raymon.zapata.civ@mail.mil)  
HSO (landlord-tenant disputes/off-post): 1-256-876-6666;  
[kathy.d.english.civ@mail.mil](mailto:kathy.d.english.civ@mail.mil)

## **3. Garrison Command Team**

The Garrison Commander is responsible for day-to-day operations to maintain living and working conditions for all personnel on the installation.  
Garrison Commander: 1-256-876-8862; [kelsey.a.smith16.mil@mail.mil](mailto:kelsey.a.smith16.mil@mail.mil)  
Garrison CSM: 1-256-876-5331; [billy.r.counts.mil@mail.mil](mailto:billy.r.counts.mil@mail.mil)  
Submit customer service feedback using Interactive Customer Evaluation (ICE).

## **4. Installation Senior Command Team**

The Senior Commander is the installation senior general officer whose mission is the care of Soldiers, Families and Civilians to enable unit readiness.  
Phone: 1-256-450-7000

## **Department of the Army Inspector General**

If you perceive retaliation, contact your installation or chain of command Inspector General.  
Department of the Army IG Hotline: 1-800-752-9747 (0800-1600, Monday-Friday)

## **Healthcare**

If you are experiencing a medical emergency, call 911.  
If you are experiencing symptoms related to your home condition, contact your primary care provider, as well as the Housing Environmental Health Response Registry at 1-800-984-8523.  
Fox Army Health Center: 1-256-955-8888

**Report any issues to your  
chain of command!**