



# Fort Wainwright Family Housing Contact Card

For on-post housing emergencies, call the installation housing  
hotline any time at: **1-907-384-2677**

## 1. Privatized Housing Provider Management Office

Submit a work order using any of the following:  
Phone: 1-907-356-7000, Select "1" for Maintenance  
Online: <https://fw.nhcalaska.com/>  
App: Download RentCafe Resident App (Apple Store or Google play)

## 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.  
Fort Wainwright DPW: 1-907-353-7660

## 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.  
Phone: 1-907-353-7660

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.  
USARAK Commanding General's Hotline: 1-907-384-2677

Submit customer service feedback using Interactive Customer Evaluation (ICE).

## Department of the Army Inspector General

If you perceive retaliation, contact your installation or chain of command Inspector  
General.  
Fort Wainwright IG Phone: 1-907-353-6204  
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 or your primary care provider suspect the environmental conditions of your  
home are contributing to your health concerns, contact the Housing Environmental  
Health Response Registry at 1-800-984-8523.  
Bassett Army Community Hospital Phone: 1-907-361-5172

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