



## Exception to Policy Procedures and Request Form

### CURRENT RESIDENTS

In the event that a current Resident of The Villages at Belvoir wishes to ask for an exception to policy, the Resident is to follow the procedure as outlined below:

1. The Resident should first bring the request or concern to the attention of the Community Manager at his/her Community Management Office.
2. If the Resident feels that the issue has not been adequately resolved by the Community Manager and feels that there are special circumstances that warrant an exception to policy, the Resident may submit a written request to be reviewed by the Exception to Policy Committee for final resolution. The Exception to Policy Committee is comprised of RCLO representative, The Villages at Belvoir Community Director, and Command Representative, as necessary.
3. The Resident must complete the below form and attach this form to a written request for an exception to policy. All written submissions should contain only factual information and should be limited to a single page. Resident may fax, e-mail, or hand-carry the completed request for exception to policy packet to his/her Community Management Office. A written notification of the final decision of the Exception to Policy Committee will be provided to the Resident.

### INCOMING SERVICE MEMBERS

In the event that an incoming service member wishes to ask for an exception to policy, the service member is to follow the procedure as outlined below:

1. The service member should first bring the request or concern to the attention of the Leasing Specialist who is working with them on their housing assignment. The Leasing Specialist will refer the request to the Leasing Manager.
2. If the service member feels that the issue has not been adequately resolved by the Leasing Manager and feels that there are special circumstances that warrant an exception to policy, the service member may submit a written request to be reviewed by the Exception to Policy Committee for final resolution. The Exception to Policy Committee is comprised of RCLO representative, The Villages at Belvoir Community Director, and Command Representative, as necessary.
3. The service member must complete the below form and attach this form to a written request for an exception to policy. All written submissions should contain only factual information and should be limited to a single page. Service member may fax, e-mail, or hand-carry the completed request for exception to policy packet to the Leasing Specialist or Leasing Manager. A written notification of the final decision of the Exception to Policy Committee will be provided to the service member.

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Service Member Name: \_\_\_\_\_

Address: \_\_\_\_\_

Daytime Telephone Number: \_\_\_\_\_

E-Mail Address: \_\_\_\_\_

Date Written Request Submitted: \_\_\_\_\_

Service Member Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Date Community Manager/Leasing Representative Contacted: \_\_\_\_\_

Property Management Signature: \_\_\_\_\_ Date: \_\_\_\_\_

RCLO Signature: \_\_\_\_\_ Date: \_\_\_\_\_