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# Family Housing Town Hall

20 June 2019

LTG Jeffrey S. Buchanan

Commander, USARNORTH & Senior Army Commander JBSA-FSH

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# Family Housing Town Hall

## Agenda

- **Welcome** – Mr Mark T. Greszler (ASA Manager)
- **Opening Comments** – LTG Buchanan (ARNORTH & Sr Army Commander JBSA-FSH)
- **What We are Doing-** Mr Mark T. Greszler (ASA Manager)
- **LMH Initiatives/Way Ahead** – Ms Tricia Aleman (LMH Operations Director)
- **Issues/Concerns/Questions**
- **Points of Contact-** Mr Mark T. Greszler (ASA Manager)
- **Closing Comments** - LTG Buchanan (ARNORTH & Sr Army Commander JBSA-FSH)



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# Family Housing Town Hall

## Welcome



Mr Mark T. Greszler (ASA Manager)

# Welcome!



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## Opening Comments



LTG Buchanan  
(ARNORTH & Sr Army Commander JBSA-FSH)



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## What we are doing

- Command Hot Line: 210-221-0891
- Leadership Spot Checks of completed work orders.
- Inspect 100% of all In/Out Change of homes.
- Inspect 100% of all work/service orders relating to life/health/safety issues.
- Contact 5% of all residents with a completed maintenance call within the past 72 hours to assess the results of the maintenance performed (telephonic is acceptable) and visit 5% of those called who indicate dissatisfaction with the maintenance performed.
- Housing Environmental Health Response Registry  
(Registry Telephone Numbers: 1-800-984-8523 or 1-210-295-3700 or DSN 421-3700)



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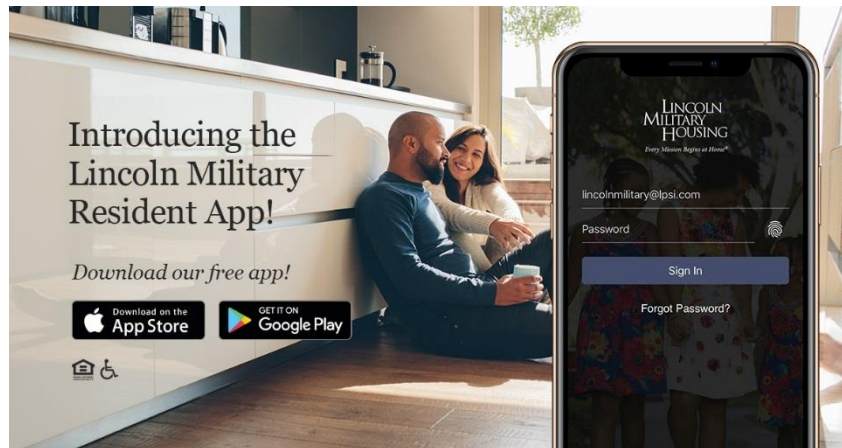
## LMH Initiatives/Way Ahead



- **Improved Resident Communication:**

- Technicians call the resident 30 minutes before
- **New App for residents to submit and check the status of their service requests while on the go!**  
In the future, the app will also be used for notification and information on upcoming resident events.

(To access the Lincoln Military Resident App Guide – go to <https://lincolnmilitary.com>)





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## LMH Initiatives/Way Ahead



- **Customer Service and Quality Control Initiatives (continued)**
  - **Increased : LMH Maintenance Staff**
    - **District Manager over Maintenance**
      - Close monitoring Maintenance processes and Resident concerns
      - Quality Control Inspection oversight
    - **Additional Maintenance Technicians**
    - **Three Quality Control Inspectors**
      - Vendor Inspections
      - Make Ready Inspection
      - Service Request Inspection
  - **Modified Quality Control Process**
    - Quality assurance calls completed on all Service Requests within one business day
    - Moved to fully electronic survey requests by third party provider- Satisfacts
      - Service Request Survey's are sent once a week to residents
      - Move-In Survey
      - Move-Out Survey
    - Quarterly Survey from J Turner will remain
    - Army CEL Survey will continue Annually
    - Conducting Quality Assurance walks with RCI on Move-In, Move-Out, Service Requests, Emergency repairs and Resident Concerns



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## LMH Initiatives/Way Ahead



- **Community Events**

- **Hosting Quarterly Meet and Greets within your neighborhood - *We want to hear from you!!***
  - Back to School
  - Monster Bash
  - Winter Wonderland
- **Next Scheduled Meet & Greet in your Area:**
  - 407: September 24<sup>th</sup>, 4-6 pm
  - PC/HH: September 25<sup>th</sup>, 4-6 pm
  - WT: September, 26<sup>th</sup>, 4-6 pm
- **Scheduled Community Events:**
  - Breakfast on the Go coming- Date and time will go out soon- Check emails and Facebook!
  - Father's Day Drawing!
  - Popsicles at the Pool!
  - August- Back to School Bash!! Over 300 residents attend!
- **Mayor Program/Community Activity Team:**
  - We need Volunteers.
  - Help us identify activities for your area.
  - Help us generate attendance to the planned activities.
  - Come brainstorm with us! Bring suggestions to your Meet and Greet!





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## LMH Initiatives/Way Ahead



- **Maintenance**

- **Service Requests:**

Date	# Received	# Completed
Feb 15 to Mar 15	1993	1980
Mar 16 to Apr 15	1897	1889
Apr 16 to May 15	1600	1587
May 16 to Current	1640	1620

Note: For **EMERGENCY** Service Requests – Call (210) 225-5564 Only! Do not use the App.

- **Duct Cleaning:**

- Homes are being assessed and cleaned as necessary prior to new move-in.
    - Residents living on FSH over three (3) years will be assessed and cleaned if necessary.



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## LMH Initiatives/Way Ahead



- **Capital Project Updates:**

- **Storm Damage (April 2016 Hail Storm) – Roof/Gutter Replacements**
  - Artillery Post Roofs: Estimated Completion – July 2019
  - Staff Post Roofs: Estimated Completion – December 2019
  - WDG/Gorgas Gutters, Paint, Cond. Line: Estimated Completion – August 2019
- **Storm Damage (June 6<sup>th</sup>, 2019 Hail/Wind Storm and June 9<sup>th</sup>, 2019 Rain/High Winds!!)**
  - PC: One tree on house- Approximately 2 weeks
  - Few Windows broken
  - Fallen branches around neighborhoods and on streets
- **Porch Repairs:**
  - 76 out of 44 completed.
  - Wood Replacement and painting: Estimated Completion – December 2019
- **New Out Year plan (2020-2025)**
  - Currently reviewing list of needs and wants vs. Development Plan



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ISSUES/CONCERNS/QUESTIONS?  
Review of Any Anonymous Concerns



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# Family Housing Town Hall LMH POCs



## Lincoln Military Housing (LMH):

### **Ft. Sam Houston Resident Center (407 area):**

Bonnie Griffith, [bgriffith@lpsi.com](mailto:bgriffith@lpsi.com), 210-270-7638

Gary Patrick, [gpatrick@lpsi.com](mailto:gpatrick@lpsi.com), 210-270-7638

### **Harris Heights / Marvin R Wood, and Patch Chaffee areas:**

Natasha Kapua, Village Manager, [nkapua@lpsi.com](mailto:nkapua@lpsi.com), 210-270-7638

Brian Lozano, Maintenance Supervisor, [blozano@lpsi.com](mailto:blozano@lpsi.com), 210-270-7638

### **Watkins Terrace:**

Sara Rodriguez, Village Manager, [srodriguez@lpsi.com](mailto:srodriguez@lpsi.com), 210-832-8104

Jesus Herrera-Espino, Maintenance Supervisor, [jherreraespino@lpsi.com](mailto:jherreraespino@lpsi.com), 210-832-8104

### **LMH Call Center Manager :**

LaTisha Allen, [lallen@lpsi.com](mailto:lallen@lpsi.com), 210-225-5564

Tricia Aleman, LMH Operations Director, [paleman@lpsi.com](mailto:paleman@lpsi.com), 210-226-5597

Shequita Sims, LMH District Manager, [ssims@lpsi.com](mailto:ssims@lpsi.com), 210-226-5597

Kerry Oden, LMH Maintenance Director, [koden@lpsi.com](mailto:koden@lpsi.com), 210-226-5597

Allyson McKay, LMH Executive Director, [amckay@lpsi.com](mailto:amckay@lpsi.com), 210-499-0314

### **LMH provides the above information:**

- In the monthly newsletter
- At move –in, In your welcome home packet
- Residents also receive a post card, 30 days after move in

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## Army Support Activities (ASA):

Mark Greszler, ASA Manager, [mark.t.greszler.civ@mail.mil](mailto:mark.t.greszler.civ@mail.mil) , 210-295-0541

Michael Mathews, ASA Deputy Manager, [michael.r.mathews.civ@mail.mil](mailto:michael.r.mathews.civ@mail.mil) , 210-295-0405

Michael Swenson, DPTMS, [michael.t.swenson6.civ@mail.mil](mailto:michael.t.swenson6.civ@mail.mil) , 210-221-0822

Kerrigan Simpson, Deputy DPTMS, [kerrigan.d.simpson.civ@mail.mil](mailto:kerrigan.d.simpson.civ@mail.mil) , 210-295-0553

## FSH Army Housing Office (AHO):

Kevin Sharkey, Housing Manager, [kevin.d.sharkey.civ@mail.mil](mailto:kevin.d.sharkey.civ@mail.mil) , 210-221-0948

Gilberto Trinidad, Housing Management Specialist, [gilberto.trinidad-ortiz.civ@mail.mil](mailto:gilberto.trinidad-ortiz.civ@mail.mil) , 210-221-2250

James Thompson, Engineering Technician, [james.a.thompson11.civ@mail.mil](mailto:james.a.thompson11.civ@mail.mil)

Wayne McEntire, Housing Management Specialist, [robert.w.mcentire.civ@mail.mil](mailto:robert.w.mcentire.civ@mail.mil)

April Nias, Housing Management Specialist, [april.l.nias.civ@mail.mil](mailto:april.l.nias.civ@mail.mil)

**\*RCI provides oversight for maintenance work, capital and out year projects. RCI drives and walks all areas, select move-ins, final inspections. RCI reviews survey cards, and work orders monthly. LMH submits reports monthly, quarterly, and annually to RCI, ASA, IMCOM, ACSIM, and DA. USACE/, IMCOM and ACISM completes annual site visits.**



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## Closing Comments



LTG Buchanan  
(ARNORTH & Sr Army Commander JBSA-FSH)



# Thank you for attending!

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