

## Your Resident Service Team

### Resident Service Specialist

**Martha Edwards - Washington Grove**

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### Resident Service Specialist

**Janet Cousins - Monroe Manor**

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### Resident Service Specialist

**Anthony Pittman - Adams Chase**

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### Resident Service Specialist

**Rhonda Thrash-Maxwell - Madison Park**

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### Resident Service Specialist

**Sharon Stewart - Harrison Villa**

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### Resident Service Specialist

**Theodora Williams - Jefferson Terrace**

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### Resident Service Specialist

**Mariella Wright - Jackson Circle**

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### Work Order Calls

If you have a maintenance request, call (804) 733-1558, 24 hours a day, 7 days a week or enter a work order online at [www.fortleefamilyhousing.com](http://www.fortleefamilyhousing.com) after hours, a call center will take the call and notify the on call maintenance technician.

You can also place a work order in person at either of our office locations.

Each work order is assigned a work order number.

### Emergency

Classified when the problem presents an immediate danger to residents or threatens to damage property. Examples include: any leak that cannot be contained, fire alarm or Co2 detector sounding, refrigerator failure, no water or power, HVAC not heating or cooling, etc.

**Goal Response Time:**  
**1 hour**

**Goal Completion Time:**  
**24 hours**

### Urgent

Classified when the problem does not present an immediate danger to residents or threaten to damage property. Examples include: Inoperable toilet if another one is available, containable leaks, kitchen/bathroom sink clogged, etc.

**Goal Response Time:**  
**4 hours**

**Goal Completion Time:**  
**24 hours**

### Routine

Classified when the work order does not qualify as an emergency or urgent call such as light bulb out, ripped window screen, loose toilet seat etc. These are handled on a first come first serve basis.

**Goal Response Time:**  
**72 hours**

**Goal Completion Time:**  
**9 business days**

### My Work Order Is Not Complete What Do I Do?

Please notify us at our office at (804) 733-1558 if we have failed to respond and you have not heard from our team within the designated response time(s).

If your work order was closed but not completed, please call us immediately.

If we have responded, but a part needs to be ordered or a vendor needs to be called in to resolve the work requested, it will likely extend the timeframe we will be able to complete your work. You will be notified of this change.

### Completed Work Order

The Maintenance Team Member that completed the work should leave a note at completion letting you know the work is done.

After completion of a work order, a survey is automatically generated and emailed to the primary email on file.

The sender is [cdr@yardi.com](mailto:cdr@yardi.com) and the email subject line is "Work Order Survey."

### Completed Surveys

If we have responded, but a part needs to be ordered or a vendor needs to be called in to resolve the work requested, it will likely extend the timeframe we will be able to complete your work. You will be notified of this change.

### What Happens After Hours?

An on call technician receives the call from the call center if it is classified as emergency or urgent.

The on call technician makes contact with the resident and gives a time frame for arrival.

There is one on call technician daily, including all holidays. There could be delays if multiple calls are received at the same time.

### What Happens After Hours?

An email is generated from the call center after they enter the work orders.

The next business day the Maintenance Manager reviews and properly dispatches work orders if they are routine.

Some after hour calls will result in follow up work the next day.

### Mobile Yardi

Our Technicians use cutting edge technology for work orders. Their phones are equipped with the ability to open, review, update, and close out work orders.

Calls are sent to their i-pads by the Maintenance Manager while they are out in the community.

## Your Leadership Team

**Community Manager**  
**Shadawn Elizondo**

Shadawn.elizondo@huntcompanies.com

**Community Manager**  
**Daisy Ling**

Daisy.ling@huntcompanies.com

**Community Manager**  
**Priscilla Lewis**

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**Maintenance Manager**  
**Brandon Woodruff**

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**Maintenance Manager**  
**Angelo Flowers**

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**Maintenance Manager**  
**Christopher Picard**

Christopher.picard@huntcompanies.com

**Maintenance Director**  
**Jeff Koch**

Jeff.koch@huntcompanies.com

**Community Director**  
**Charleen Herriott**

Charleen.herriott@huntcompanies.com

### Allotments

Your move in date determines when your allotment begins. If you will owe at move in, your Leasing Specialist will ensure that you are aware.

Monitor your LES for BAH inconsistencies. If you notice any, reach out to us at (804) 733-1558 and speak to your Community Manager.

If your allotment does not start, you will need to come into the office to remit payment in full.

### Surveys

We value your feedback and consistently reach out to our residents with surveys. These include a move in survey, move out survey, work order survey, Satisfaction survey and an annual CEL Survey.

All surveys are sent via email so please make sure you update us if your contact information changes. Personal emails are preferred as the government email servers may bounce back emails or limit content.

### Self Help

We have free Self Help items for your convenience. They are located at the Fort Lee Family Housing leasing office.

Items available include: specialty light bulbs, touch up paint, vertical blind slats, lawn mowers, weed eaters, batteries, etc.

If an item is not listed that you would like us to consider adding it please contact our team.

### Landscaping

Landscaping is completed weekly all year round.

Fenced in back yards are the responsibility of the resident. You are also responsible for the maintenance of your flower beds.

If a Service Member is deployed, the Hunt HEART program will take care of the backyard maintenance. The resident must contact the office to schedule.

### Communication

We love our residents and provide several free monthly events, host resident information meetings, as well as, send out frequent electronic updates to you.

Information resources are:

Email Blasts – be sure we have your correct email

HMCTwitter:  
<https://twitter.com/huntmilitary>

Facebook page at  
[www.facebook.com/fortleefamilyhousing](http://www.facebook.com/fortleefamilyhousing)

Website:  
[www.fortleefamilyhousing.com](http://www.fortleefamilyhousing.com)

### Communication

Our team is here to assist you with any needs that you may have.

We monitor our Facebook page daily, but not hourly, so the quickest way to reach us is (804) 733-1558. Reaching out via social media may delay your request. We strive to be your first source for information or resolution.

### Appropriate Contact Methods

Your first point of contact should be our office for all of your housing needs and questions. Our Office Staff are dedicated to providing a high level of customer service to all our residents.

### Concern Resolution

Should you have an issue that you feel is unresolved you can escalate your concern. All disputes should be brought to the attention of your RSS.

Should you feel that your concern is still unresolved your issue should be escalated to our Community Managers and then the Community Director as needed. We are here to serve all of your housing needs.

### Dispute Resolution

If you still feel that your concern was not resolved with the help of the Community Director, we will work in conjunction with the RCI Office on establishing the proper dispute resolution. The RCI will facilitate a discussion with Fort Lee Family Housing (FLFH) so that we can jointly determine a way forward.

### FLFH and Leadership

FLFH and your Army Leadership work hand in hand to serve our residents. Our goal is to handle your concerns at the lowest level in order to provide the quickest resolution possible. We believe this provides the best service possible to you.