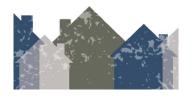


## **How Can We Help?**



Do you have a suggestion, concern, or a needed repair that your maintenance technician was unable to resolve to your satisfaction? Lincoln Military Housing and the Navy are committed to enriching the lives of military families through providing quality homes and vibrant communities. We want to provide you with an avenue to address your needed repair, suggestion, or concern, and the process to escalate it, should that be necessary. Below is an outline of our Three-Step Process for concerns and opportunities to provide feedback.

#### **Three-Step Process for Resident Concerns**

### Step One

# Identify the issue and contact: Lincoln Military Housing District Office Manager

ADM HARTMAN	858-274-3151	ORLECK / AERO	858-576-1798
	Lou Scott		Rachel Martinez
BAYVIEW	619-434-3290	SANTO / CANYON	858-576-2254
	Genalynn Belmudez		Mercedes Castillo
CHESTERTON	858-565-0625	MIRAMAR	858-397-1012
	Heidi Smith		Marion Fields
CHOLLAS	619-564-6372	POMERADO	858-689-1685
	Michael Beardslee		Robin Wallace
EAST COUNTY	619-334-5192	STRAND	619-435-2933
	Lisa Collins		Jessie Wolfe
LOFGREN	619-397-2972	TERRACE	619-262-0649
	Darlene Alvarado		Tom Vogt
GATEWAY VILLAGE	619-222-4853	VILLAGE AT NTC	619-255-0020
	Alshawna Sandoval		Alicia Bighames
HOWARD GILMORE	619.825.8530	VILLAGE AT SERRA	858-874-8240
	Steve Mallon (ADM)	MESA	Nichole Collins
FLAG/ NASNI/ NAB/ NBPL/ NAVMEDCTR			619.259.2400
			Johnny Martinez

Lincoln At your Service 24-HR Toll-Free Hotline: 888-578-4141 www.LincolnServiceTrack.com

### Step Two

If the issue is not resolved, contact:

LMH General Management Office:

858-874-8100

### Step Three

If the issue is still unresolved, please call: Navy Family Housing 619-556-8443

Or, send email to: SanDiegoHousing@navy.mil



