



*Every Mission Begins at Home™*

April 25, 2012

Dear Lincoln Military Housing Residents of Hampton Roads,

We appreciate your patience as we have worked to improve our services. We've made significant progress, and we still have some work to do, but we are committed to making sure this is done right and families get the high quality housing they deserve. Over the past 4 months we have accomplished many things, including:

1. **Created a Customer Service Office with an appointed Chief Customer Service Officer.**  
The Customer Service Office is available to assist you with any concerns that are not being handled to your satisfaction. Traci Neerhof, the Chief Customer Service Officer, is available to meet, discuss concerns, and assist with any issues you may be experiencing. The Customer Service Office number is 757-962-3150.
2. **Installed a new resident hotline number – 800-LMH4YOU**  
The new hotline is an additional outlet for you to present any concerns or feedback to us so that we may ensure your needs are met in a timely, appropriate manner.
3. **Appointed a Resident Advocate and established Resident Advisory Boards**  
The Resident Advocate is a fellow service member and resident, available to listen and assist you if you feel your issue is not being addressed to your satisfaction.

In addition, Community Resident Advisory Boards work to represent you and your concerns on property management issues. They are established in every district, each having their own appointed members to ensure that all communities are represented. Please contact your housing office if you would like more information regarding the boards activities or its members.

4. **Offered free mold inspections to any family that makes such a request.**  
We hired state certified inspection companies to inspect any homes with concerns, whether identified during our inspections or at the request of any resident. Any issues identified are being addressed following EPA and state guidelines. To demonstrate our commitment to this effort, all issues are being addressed using licensed contractors, even where it was not deemed necessary by the guidelines.

The free mold inspection program has been a success, and there have been no recent requests, which is why the program will end on May 3, 2012. Although the free mold inspection program ends May 3, 2012, we will always respond quickly to address any concerns you may have with regard to water intrusion or mold issues. Our trained staff will respond to your requests and will follow the Virginia guidelines and will obtain a third party inspector if necessary.

**5. Inspections for water intrusion and safety issues on all 4,383 LMH homes in the Hampton Roads region.**

All of the inspections have been completed by a joint Navy-LMH task force for homes that we were allowed access. The few remaining homes will be inspected in conjunction with our preventative maintenance program. These inspections were able to pinpoint any specific issues in the homes so that we can ensure the safety and comfort of your family. An important objective of these inspections was to determine if a certified mold inspection was required and those inspections are being completed.

**6. Began a building envelope review by an outside engineering firm of all LMH homes in the Hampton Roads region.**

This review will help us identify any potential issues so that we may address them quickly and appropriately.

**7. Received the top to bottom review of our property management practices from an outside management consulting group.**

This review has resulted in many changes within our organization that will allow us to better serve you. The changes include personnel, policies, maintenance procedures, and training.

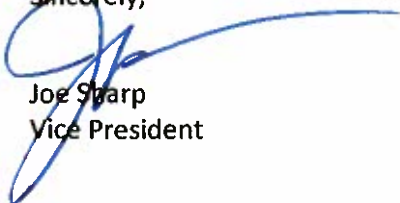
**8. Enhanced the training of our teams from a technical and customer service standpoint.**

We are working closely with our teams to make sure that you and your family receive the highest level of customer service and the most proper care with all maintenance and repair items.

Please contact us at your local district office, our Lincoln at Your Service maintenance request line 1-888-578-4141, our maintenance web portal at [www.lincolnservicetrack.com](http://www.lincolnservicetrack.com) or 1-888-LMH-4YOU. We encourage you to participate in our after service surveys that are available so that we may find opportunities for improvement and reward good service.

We appreciate the opportunity to serve you and are grateful for your sacrifice and service.

Sincerely,



Joe Sharp  
Vice President