

POINTS OF CONTACT & STEPS TO ADDRESS PRIVATIZED HOUSING ISSUES

MAINTENANCE ISSUES/WORK ORDERS

1. Maintenance issues should first be addressed by calling the service desk (734-1488) or by submitting a work-order online at: www.vandenbergfamilyhousing.com
2. If you have a concern regarding the work accomplished or lack of response please contact the service desk again immediately so they can properly address your concern.
3. If you still have concerns please contact the Facilities Manager at 734-1487 so he can attempt to resolve the issue immediately.
4. Should you feel the Facilities Manager has still not adequately addressed your concerns you may contact the Community Manager at 734-1445.

COMMUNITY MANAGEMENT AND OTHER GENERAL ISSUES

1. General issues (i.e. policy, leases, friendly reminders, etc) should be brought to the attention of a resident specialist in the Community Management office (734-1445).
2. If you still have concerns after speaking with the resident specialist you may ask to speak with the Assistant Community Manager by dialing the same number (734-1445).
3. If, after speaking with the Assistant, you still feel your concerns were not adequately addressed please contact the Community Manager (734-1445).

BEYOND THE COMMUNITY MANAGER

If you had to elevate your concern to the Community Manager in either of the above situations and you still are dissatisfied you can take one or both of the following steps:

1. Contact the AF Housing Program Manager or the AF Capital Asset Manager to request assistance in mediating a resolution to your concerns (606-3434/1840).
 - a. They can attempt to mediate a resolution between you and Community Mgmt.
 - b. Please note, AF reps do not have any authority to direct the Project Owner (PO); however, they can ensure practices comply with the terms of the ground lease.
2. Should you still be dissatisfied, you may address your concern to the next level in the PO's (Balfour Beatty Communities) chain of command at the corporate level.
 - a. The PO's Community Manager, AF Housing Program Manager, or the AF Capital Asset Manager will be able to provide you the contact information.

NOTE: Balfour Beatty Communities personnel can be contacted by e-mail via the website as well.

OTHER MEANS TO EXPRESS CONCERNS

1. Comment Cards – these can be obtained from either the Community Management or Maintenance office. In addition, any resident specialist or maintenance technician will be able to obtain one for you at your request. Once completed just drop it in the mail.
 - a. The card will be mailed directly to the corporate office, where it's logged and forwarded to the local Community Management office for resolution.
 - b. If you supply your contact information on the comment card the Community Management office will attempt to contact you to resolve your concern.
2. Resident Mayors – each neighborhood has an elected resident “Mayor”. You may contact your mayor to advise him/her of concerns so they can bring it to management’s attention. Mayor information can be found at www.vandenbergfamilyhousing.com under “Neighborhoods” or by calling Community Management at 734-1445.
 - a. Resident Mayors have an open line of communication with Community Management and might already have helpful information relative to your concern.
 - b. Resident Mayors can also bring your concerns to the attention of the Management Review Committee, co-chaired by both BBC and AF leadership.
3. Town Hall Meetings – these meetings are held to advise residents of pertinent community information and to provide residents a forum to express/discuss concerns.
 - a. Town Hall meetings are advertised in the monthly online and hard copy quarterly newsletters in addition to other AF means of advertising (i.e. base bulletin)
 - b. The PO encourages you to bring your concerns to these forums as it might assist others as well and will help them to continuously improve the community.
4. Annual CEL Survey –conducted annually by an independent party to assess resident satisfaction with numerous aspects of the housing community.
 - a. Surveys helps BBC ensure efforts to improve are in line with resident desires.
 - b. Completed surveys go directly to the 3rd party company. Compiled results are provided to both BBC and the AF annually. Comment cards which accompany surveys go directly to BBC so they can attempt to immediately resolve concerns.

In closing, Balfour Beatty Communities encourages those with concerns to bring them to their attention so they can be addressed. They truly do want your input, as good feedback is critical to the continuous improvement of the community as a whole.

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