



# Kirtland Family Housing Fact Sheet

## Your Resident Service Team

### Resident Service Specialist

**Ava Bentz**  
Villages 4, 5, 6

Ava.Bentz@huntcompanies.com

### Resident Service Specialist

**Shannon Lefebvre**  
Villages 2, 7

Shannon.Lefebvre@huntcompanies.com

### Resident Service Specialist

**Frederick Martinez**  
Pershing Park, Villages 1, 3

Frederick.Martinez@huntcompanies.com

### Work Order Calls

If you have a maintenance request, call (844) 887-6838 24 hours a day or enter a work order on-line at [www.kirtlandfamilyhousing.com](http://www.kirtlandfamilyhousing.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 our welcome center or contact your Resident Service Specialist.

Each work order is assigned a work order number.

### 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 resident. The sender is [cdr@yardi.com](mailto:cdr@yardi.com).

Residents will also receive a warm call from the team to check on work order satisfaction.

### Emergency

Classified when the problem presents an immediate danger to residents or threatens to damage property. Examples include: roof leak, overflowing drains, broken water pipes, sewage back ups, electrical outages, fire, gas leak, or loss of heat or air conditioning.

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

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

### Completed Surveys

The completed survey is compiled into a report and is reviewed weekly by management. The appropriate Manager or Director will reach out for feedback should the survey warrant one and expedite an issue if needed.

### Urgent

Classified when the problem does not present an immediate danger to residents or threaten to damage property. Examples include: Failure of appliances, water heaters, defective electrical outlet, exhaust fans, lights out, low pressure, slow leaks, sink stoppage etc.

**Goal Response Time:**  
**2 hours**

**Goal Completion Time:**  
**2 business days**

### What Happens After Hours?

An on-call technician receives the call from the call center if it is classified as an emergency or urgent. A routine work order will be entered into the system the next day. On-call tech makes contact with the resident and gives a time frame for arrival.

There is one on-call tech and one back up tech on-call daily. There could be delays if multiple calls are received at the same time.

### Routine

Classified when the work order does not qualify as an emergency or urgent call such as broken floor tiles, loose baseboards, or a ripped window screen. These are handled on a first come first serve basis.

**Goal Response Time:**  
**3 business days**

**Goal Completion Time:**  
**5 business days**

### 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.

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

Please notify us at our office at (888)-563-6299 if we have failed to respond and you have not heard from our team.

If your work order was closed, but not complete 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 time frame we will be able to complete your work. You will be notified of this change.

### 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 phones by the Maintenance Manager while they are out in the community.



# Kirtland Family Housing Fact Sheet

## Your Leadership Team

### Community Manager

**Veronica Lopez**

Veronica.Lopez@huntcompanies.com

### Community Manager

**Kevin Tom**

Kevin.Tom@huntcompanies.com

### Maintenance Manager

**Bill Ward**

Bill.Ward@huntcompanies.com

### Maintenance Manager

**Chris Sole**

Chris.Sole@huntcompanies.com

### Maintenance Director

**Paul Melendez**

Paul.Melendez@huntcompanies.com

### Community Director

**Vivian Gasbarro**

Vivian.Gasbarro@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 (505) 232-2049 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 reduced cost Self Help items for your convenience. They are located at the Kirtland Family Housing leasing office. Items available include: specialty light bulbs, touch up paint, HVAC filters, vertical blind slats, smoke detector batteries, etc.

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

### Landscaping

Landscaping is completed weekly 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

HMC Twitter: <https://twitter.com/huntmilitary>

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

Website: [www.kirtlandfamilyhousing.com](http://www.kirtlandfamilyhousing.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 (888) 563-6838 or email. Reaching out via social media may delay your request. We strive to be your first source for information or resolution.

### Appropriate Contact Methods

The completed survey is compiled into a report and is reviewed weekly by Management. The appropriate Manager or Director will reach out for feedback should the survey warrant one and expedite an issue if needed.

### 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 MHO Office on establishing the proper dispute resolution. The MHO will facilitate a discussion with Kirtland Family Housing (KFH) so that we can jointly determine a way forward.

### DFH and Leadership

MHO and your Wing Command 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.