



Your Management Team

Community Director

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Work Order Calls

If you have a work order, call 757-766-0136 24 hours a day or enter a work order online at langleyfamilyhousing.com.

After hours, a call center will take the call and notify the on call maintenance technician.

Additionally, you can place a work order request through the resident portal, in person at one of our welcome centers, or by contacting your Resident Service Specialist (RSS) of your neighborhood.

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.

Target Response Time:
1 hour

Target Completion Time:
24 hours

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.

Target Response Time:
4 hours

Target Completion Time:
24 hours

Routine

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

Target Response Time:
24 hours

Target Completion Time:
72 business hours

My Work Order Is Not Complete What Do I Do?

If a part needs to be ordered or a vendor needs to be called out, this will change the category of your work order and times may change for completion. You will be notified of this change.

If the work order is not responded to within the time frame, you can call 757-865-1330 for an update.

You can contact your RSS to escalate an issue. If you do not know who your RSS is call 757-865-1330

Completed Work Order

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

After completion, a work order survey is automatically generated. Watch your non.us.af.mil email address to give your feedback.

The sender is cdr@yardi.com and the email message is Work Order Survey

Completed Surveys

Your RSS will call each completed work order to ensure you are satisfied.

The completed survey is compiled into a report and is reviewed monthly by Management. The Community Manager for your section will reach out, as will the RSS, for feedback, should the survey warrant one and expedite an issue if needed.

What Happens After Hours?

An on-call technician receives the call from the call center if it is classified as emergency or urgent. A routine work order will be addressed the next business 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.

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 work orders, close work orders, and gives them the ability to review and update work orders.

Calls are sent to their phones by the Maintenance Manager while they are out in the community.



Your Resident Service Team

Executive Homes Coordinator

Lori Gutzwiller

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Resident Service Specialist

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Resident Service Specialist

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Resident Service Specialist

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Resident Service Specialist

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Resident Service Specialist

Teniesha Wilson
Frontier Crossing

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Resident Service Specialist

Monica Church
Freedom Terrace 2000

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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 757-865-1330 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 typically bounce back emails or limit content.

Self Help

We have Self Help items for your convenience. They are located at the Main Base Maintenance Shop and the East Side Office.

Items available include: specialty light bulbs, grass seed, plungers, toilet seats, HVAC filters, lawn mowers, shovels, rakes, specialty batteries and much much more.

If an item is not listed that you would like to consider adding, please contact your RSS.

Landscaping

Landscaping is completed weekly from April to October. It is bi weekly from November to March.

If you choose to fence in your backyard, you will be responsible for the lawn maintenance.

You are also responsible for the maintenance of your flower beds.

The landscape schedule is located in General Documents on the Langley Family Housing website with updates posted to Facebook.

Communication

We love our residents and provide several free monthly events and information to you.

Monitor us as follows:

Facebook page at www.facebook.com/langleyfamilyhousing

Website: langleyfamilyhousing.com

Other avenues include: emails, text messages, phone calls, and flyers.

Communication

Our team is here to assist you. Should you have any issues, we kindly ask you to reach out to us for issues you may have.

We monitor our Facebook page, but not hourly, so the quickest way to reach us is via 757-865-1330 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

Your first point of contact should be our offices for your housing needs. That is why we have a dedicated Resident Service Specialist for each neighborhood.

If you are unsure of who your RSS is please contact our team as we are happy to introduce you.

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 the response is inadequate, your issue should be escalated to your Community Manager and then the Community Director as needed. We are here to serve you.

Dispute Resolution

If you still feel your issue is not resolved, we will work in conjunction with the HMO Office on the dispute resolution. The HMO will facilitate a discussion with Langley Family Housing and you so we can conjointly determine a way forward.

LFH and Leadership

LFH and your Air Force 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. To include dispute resolution per your lease agreement. We believe this provides the best service possible to you.