



MARCH NEWSLETTER 2021

LMH RENTERS INSURANCE REQUIREMENT EFFECTIVE IN MARCH

Last fall, LMH began notifying residents of our intent to discontinue the renters insurance provision for residents living in JBSA-FSH. Effective this month, all residents are required to provide a minimum of \$100,000 per occurrence of Liability Insurance. If you have not already furnished proof of liability insurance, please provide a Declaration Sheet, Certificate of Coverage or Confirmation of Coverage letter to your LMH Community Office. While LMH only requires liability insurance, we strongly encourage you to obtain personal property coverage in addition to the required liability insurance.

HERE ARE A FEW THINGS TO KEEP IN MIND WHEN SHOPPING FOR LIABILITY AND PERSONAL PROPERTY COVERAGE

KNOW WHAT YOUR POLICY COVERS:

Most policies will cover either the actual cash value or replacement cost of your personal belongings.

KNOW WHO YOUR POLICY COVERS:

Renters Insurance typically covers spouses and immediate family members who live with you. Some policies even cover dogs.

KNOW HOW MUCH COVERAGE YOU NEED:

A general policy may cover most of your belongings. High value items such as jewelry, expensive art or musical equipment, and collectibles may need additional coverage based on appraisal amounts.

CHECK WITH CURRENT INSURANCE CARRIER: Often you may be provided

the opportunity to bundle your insurance with existing policies for a better rate.

SHOP AROUND AND COMPARE PRICES:

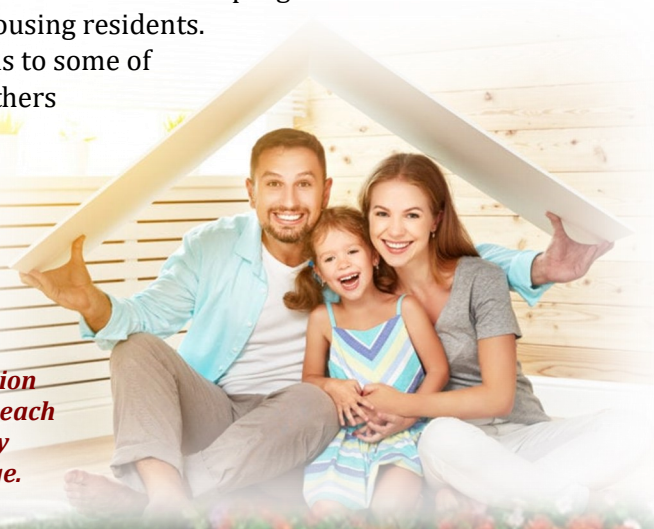
To help get you started below is an insurance program that can satisfy your lease obligation and meet your personal needs.

Living without renters insurance could have a profound impact on you and your family

You may also choose to purchase a policy through Resident Shield. The Resident Shield program offers access to insurance coverage options for Fort Sam Houston Lincoln Military Housing residents.

These insurance options are designed to help residents with solutions to some of life's unexpected situations that may arise, such as legal liability to others resulting from personal negligence, damage to or loss of personal belongings as a result of theft, fire and storms or other unfortunate events. Resident Shield Coverage extends to anyone named on the lease and your guests. In addition, residents do not need to obtain Interested Party, Certificate Holder or similar designation if a policy is purchased through Resident Shield.

FORT SAM HOUSING LINCOLN MILITARY HOUSING makes no representation regarding the suitability of Resident Shield for any particular response; each resident has unique circumstances and care should be taken to regularly review your particular circumstances to determine appropriate coverage.



ATTENTION PATCH/CHAFFEE, MARVIN R WOOD AND HARRIS HEIGHTS RESIDENTS

In April 2021, the Harris Heights Team will relocate to the Harris Heights Community Center, located on Patch Road. Notice to Vacate, and other administrative processes will be conducted at the Patch Road location. Natasha, Priscilla and Cecelia will be available at the Fort Sam Houston Resident Center on Dickman Road during the month of March. So, if you have any questions about the new location or need assistance, please call 210-270-7638, and they will be happy to help.

We look forward to seeing you at the Harris Heights Community Center; located at 3751 Patch Rd.



In YOUR Resident Guide

The Resident Guide should be used as a source of information for you, your family and guests. It contains information about rules that were established for the benefit of all families living in Lincoln Military Housing. LMH sends the Resident Guide via email prior to your move in. If you cannot locate your Resident Guide, please let us know. We will send you another copy. Below is an example of some of the information that can be found in your Resident Guide.

Recreational Vehicles: Storage of Boats, RV's, Trailers and other recreational vehicles, is not permitted in the housing areas. Residents are asked to make arrangements for the storage of these items with Outdoor Recreation, or off post. Recreational vehicles are permitted at your home for 24 hours before and after use.

Pets in LMH :

Please be aware of the following policies to help ensure "quiet enjoyment" of others. If you are contacted regarding pet disturbances, you may be required



to remove your pet from the home within seven (7) days notification, as outlined in your lease agreement. As a reminder, **pets are not permitted to be tethered, chained or loose in housing areas.** Pets must be kept inside your home at all times, except when on a leash accompanied by an adult, or securely contained in a LMH approved fenced backyard, **provided with adequate water, food, shelter and protection from inclement weather.** Pet waste must be picked up immediately in all private and common areas. ****Remember a pet registration and deposit is required for all new pets.***

Residents who acquire a new pet must also complete a new pet addendum and register your new furry family member at the FSH Veterinary Clinic.

Water Conservation:

The Edwards Aquifer is the primary source of water for Central Texas. It stretches for over 8,000 sq. miles only 500 feet below the surface and supplies over 1.3 million people with high quality drinking water. Its Important to conserve water and do what we can to decrease our water consumption. Please remember to adhere the water restriction policy.



ISSUE RESOLUTIONS FOR RESIDENTS

Your Satisfaction is Important to us!

If you have questions, concerns or feel your expectations have not been met, we would like to have the opportunity to make things right or provide an explanation of our position. The steps below will assist you with resolution of an issue should anything occur at your home that causes you dissatisfaction with LMH.

The first step is to contact the Main Office by 210-270-7638, or for Watkins Terrace Residents, call 210-832-8104. Ask to speak with the Village Manager for your area. Relay the issue to them and give them the opportunity to resolve it.

If the issue is not resolved to your satisfaction then you should request to speak with the District Manager and/or Maintenance District Manager. In almost every case one of the District Managers can resolve your issue.

In the unlikely event the District Managers can not satisfy your request, LMH will schedule a meeting with the RCI Asset Manager, LMH Management, the Service Member and command.



LMH & RCI work together throughout the process to ensure all issues receive the appropriate attention.

Winter Lawn Care for Residents Living in JBSA-FSH

Everyone wants a beautiful lawn, which involves a certain amount of care and work. Lincoln Military Housing takes some of the work out of lawn care by mowing and blowing grass clippings from all unfenced areas. Residents in **JBSA-FSH are responsible for watering lawns and shrubs.**

Grass does not take in moisture during the winter months the same way it does in the spring and summer. But the soil still needs water. A little water during the winter months is needed to ensure healthier grass in the spring. So, make sure the soil has a fine layer of moisture added to it periodically. Watering strengthens grass, enabling it to fight

potential damage caused by cold weather.

Leaves on the ground could seem like a great way to enhance the soil and give it rich nutrients. In fact, dead leaves can catch excess moisture and leave wet spots on the lawn. When this happens, moss, mold, and other destructive plant life can wreck your grass.

During the winter months, the mowing schedule is modified to twice a month. Often mowing is accomplished specifically to mulch and blow leaves from the lawn. However if you prefer to forego mowing and rake leaves, or you would like to maintain your own lawn, year-round, please contact the office.



WINTER MOWING SCHEDULE: *Please Note: Service may be accomplished a day early, if time allows. If a scheduled day falls on a Holiday or in the event of inclement weather, LMH will notify residents via Facebook and/or email of schedule changes. Weather related service interruptions may be rescheduled for the weekend.*

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
Gorgas, Hancock, Infantry , Artillery Includes Fields in Wheaton & Artillery	Wheaton Graham Dickman	Patch/Chaffee Marvin R Wood & Staff Post	Harris Heights Includes Open Fields in Gorgas & Watkins	Watkins Terrace/ Includes remaining Fields in Watkins



LMH provides FREE basic mowing & blowing for JBSA-FSH. Please call LMH at 210-270-7638, or 210-832-8104 in Watkins Terrace, and let us know if you would like to maintain your own yard.

Prevention of Damage During LMH Mowing Service

Residents are reminded to keep the areas around the perimeter of your home free of items that would restrict Gratr Landscapes from servicing your yard. If these items are not removed the Gratr Landscapes mowing crew will not be able to mow. Yards that are skipped because the Gratr Landscapes mowing crew was unable to access the perimeter, without causing damage to the property or mowers, will be revisited on the next scheduled mowing day. **Residents will not be reimbursed for damaged items that are not**

removed or obstructed from the mowers view during service. Residents who experience damage to vehicles or other personal items have 72 hours from mowing day to submit a damage claim. Neither Gratr nor LMH will be responsible for damage not reported within that time period.

Your claim will be investigated, and money for damages reimbursed or paid directly for repair, if it is determined the loss was caused by Gratr Landscapes.

*****In order to avoid damage to items like water hoses or toys, please ensure the areas around your yard are clear of personal items before your scheduled mowing day.*****



SERVICE REQUESTS & MAINTENANCE TIPS

GARBAGE DISPOSAL: Keep the cover in the stopper position when not in use. This will prevent foreign material from accidentally dropping into the disposal unit. Be sure to have the COLD water turned on. It is

important to maintain a sufficient flow of water to flush shredded waste through the drains, even after the disposal unit has been turned off. DO NOT put bones, bottle caps, glass, foil, rags, cigarettes, string, paper, anything fibrous like celery, corn husks or artichokes down garbage disposal. Grease will also build up and cause clogging.

DISHWASHER: Rinsing your dishes before loading will prevent the drain from clogging. If you have dishwasher safe plastic and wooden items, load them in the top rack only. Please do not place fragile glassware in the dishwasher; the jet action may cause breakage. San Antonio has extremely hard water. Use Lemi-Shine every time you use your dishwasher to

eliminate hard water stains. Lemi-Shine is available at the Commissary and other local grocery stores.

TOILETS: Clogged toilets can be prevented by ensuring that only toilet tissue, used in moderation, is flushed down the toilet. Keeping a plunger on hand will allow you to quickly solve clogs yourself. Maintenance assistance is available for serious back-ups. If you are unable to solve the issue quickly, please remember to turn off the water at the back of the toilet while you wait for a tech. Please note: If LMH finds that a toilet was clogged, due to negligence, i.e. flushing of baby wipes, toys, sanitary napkins, or like items, you could be charged for repairs.

SMOKE DETECTORS: Your home is equipped with smoke detectors. The proper functioning of the smoke detector is critical to your safety. So, we recommend you test yours monthly. Immediately notify LMH if your smoke detector is malfunctioning.

WE
ARE
HERE
— TO —
HELP



URGENT / EMERGENCY
WORK ORDER CLASSIFICATION

The requests below are considered emergency service requests and will be handled as quickly as possible:

Broken Locks / Keys / Lock Outs / Windows
Carbon Monoxide or Smoke Detectors inoperable / beeping
Chipping Paint inside lead based paint homes
Faucet running / can't turn off
Fire / Flood
All A/C's out (1, 2 or 3 units in home) or 1 A/C in home
Natural Gas Leak
Plumbing Leaks-currently leaking
Plumbing/Toilet Stoppages (1 bath only)
Power / Water outage / No hot water
Sewage Back-Up / Kitchen sink backed up on one or both sides
Water Intrusion inside home
Ovens inoperable-Holidays only (Thanksgiving & Christmas)
Light fixtures, receptacles not working (shorting or sparking only)
Refrigerator inoperable
Ceiling cracks in historical homes
Garage doors unable to close or open
Rodents inside home

Due to the COVID-19 pandemic, the following maintenance issues have been approved for URGENT classification on a temporary basis until further notice:

Inoperable oven/stove
Inoperable garbage disposal
Toilet, or tub/shower clogged even if there is more than one working toilet or tub/shower
LMH-owned washer and/or dryer not working
Dishwasher not draining -This DOES NOT INCLUDE reports of a dishwasher not cleaning/drying dishes.

We greatly appreciate your help & understanding.
Please do not hesitate to contact us with any questions.
210-225-5564

Traffic in Housing Area

When entering or leaving the housing areas, you are asked to operate your vehicle at a speed not to exceed the posted speed limits. Please be mindful of children and other pedestrians playing near streets, skating, skateboarding or riding their bikes. Also, remember FSH prohibits the use of handheld cellular devices while operating a motor vehicle on post.



Minol
Powered by **Brunata**

Minol Mock Utility Billing to Continue until Further Notice

Last year the utility billing program was suspended for Army Privatized housing. During the suspension, families living on Fort Sam Houston will not pay for use of extra utilities, or receive rebates for using less.

The Resident Pay Utility Program is an Office of the Secretary of Defense (OSD) program intended to provide residents with an incentive to conserve energy. The utilities policies are based on a Department of Defense initiative to provide incentives to residents in privatized housing to decrease utility consumption and save energy.

The Army's program calculates a baseline average usage for homes, then credits those using less than the baseline amount, or bills the resident who uses more than the baseline average. The Army's suspension of the utility billing program is not part of a DoD requirement, and the DoD policy regarding utility billing in privatized housing remains unchanged.

LMH residents will continue to receive mock bills from Minol until further notice. In the meantime, if you have questions, please call 210-270-7638 or in Watkins Terrace, 210-832-8104 and ask to speak to your Village Manager.



NOTICE TO VACATE REMINDER

Active Duty residents are reminded to provide a 30 Day Notice to Vacate.

There are plenty of things that have to get done when its time for a military move. Often submitting your notice to vacate the home, ends up on the bottom of your to-do-list. However, it is important to get this detail correct to avoid adding frustration to what could already be a stressful transition. It is important to understand the details required by your lease to make the transition from LMH an easy one. Failing to provide adequate notice could result in additional expenses.

Here are some things to remember before scheduling your HHG's pick up:

- Your Notice to Vacate (NTV) must be received in writing **at least** 30 days prior to move-out, after your six month lease has been fulfilled. LMH accepts NTVs 60 days and even 90 days in advance. **If you anticipate being discharged due to the findings of a medical board assessment, please submit your NTV immediately and ask to speak with your Village Manager.** It is recommended that notice be given as soon as you think you will be leaving, even if you are not sure of the date. If you're not sure, we can work with you in the event your orders are changed or cancelled.
- You do not need to wait until you have orders in hand to submit your notice.**
- If you are unable to submit your NTV, a spouse or appointed representative can also complete the packet with a signed Power of Attorney.

Early Termination: Grounds for early termination can be found on page 1; paragraph 5 of the Family Occupancy Agreement (Lease).

In accordance with the lease, if you seek early termination you must deliver a written notice stating the grounds for early termination along, with appropriate documentation supporting the grounds for early termination. LMH reviews all supporting documents in determining your ability to fulfill the lease contract. If your supporting documents do not support you're ability to give the appropriate notice or fulfill the lease term, your request will not be granted. Whether you are retiring, ETSing or PCSing, providing adequate notice of your intent to vacate the home will minimize the stress and frustration of your transition. Please call us at 210-270-7638 if you have questions. Watkins Terrace residents, please call 210-832-8104.



**PCSing soon? Find your new home at
MilitaryHomesToday.com
Home finder service for Privatized Housing**

Wear a cloth face covering or mask to reduce the spread of COVID-19

You may have the virus **even if you don't have symptoms**.
Protect yourself and others by wearing a cloth face covering or mask.

person with COVID-19	person without COVID-19	chance of spreading COVID-19
neither person wearing face covering + less than 6 feet apart		very high
only healthy person wearing face covering + less than 6 feet apart		high
only person with COVID-19 wearing face covering + less than 6 feet apart		medium
both wearing face covering + less than 6 feet apart		low
both wearing face covering + at least 6 feet apart		very low
staying home		virtually none

LINCOLN AT YOUR SERVICE

LMH would like to take this opportunity to welcome all of our New Residents. We're glad you're here! Our goal is to be the Military home provider of choice, a goal we attain through our residents and employees. Please let us know if there is anything we can do to help you and your family get settled into your new home.

CALL CENTER

PHONE: 210-225-5564

LaTisha AllenCall Center Manager
Jessica HuberService Manager

OPERATIONS

PHONE: 210-226-5597

Patricia Aleman Operations Director
Kerry OdenMaintenance Director
Shequita SimsDistrict Manager
Brandon TaylorMaintenance District Manager
Jill PalmerAccountant
Jennifer MartyszynAccounting Assistant
Tracy EmmonsAdministrative Assistant
Joseph GuerreroConstruction Project Manager
Megan JacobService Manager

FORT SAM HOUSTON RESIDENT CENTER

*Includes Wheaton, Graham, Dickman, Gorgas
Hancock, Artillery, Staff Post & Infantry Post*

PHONE: 210-270-7638

Bonnie GriffithVillage Manager
Victoria MoralesWaitlist Manager
Sharonda ReedService Manager
Stephanie RuedigerService Manager
Gary PatrickMaintenance Supervisor
Patrick HolderMaintenance Technician
Salvador NavarroMaintenance Technician
Andrew RuedasMaintenance Technician
Leonard MartinezPorter

HARRIS HEIGHTS

Includes Patch Chaffee & Marvin R Wood

PHONE: 210-270-7638

Natasha KapuaVillage Manager
Priscilla EspinozaService Manager
Cecilia CoahuilasService Manager
Kim GreenwoodHousekeeping
Brian LozanoMaintenance Supervisor
Norman SandovalMaintenance Technician
Ron PelayoMaintenance Technician
Clay ModenMaintenance Technician
Derek SmithMaintenance Technician
Paul HaskellMaintenance Technician
Anthony CasarezMaintenance Technician

WATKINS TERRACE

PHONE: 210-832-8104

Sara RodriguezVillage Manager
Lauren LewisService Manager
Veronica GuerreroService Manager
Victor MaldonadoMaintenance Supervisor
Felipe Hildago GonzalezMaintenance Technician
Ray CisnerosMaintenance Technician
Jacob DavilaPorter

MAINTENANCE SHOP

PHONE: 210-354-3678

Efren MunozShop Technician
Robert HernandezQuality Control Technician
Alvaro GonzalesQuality Control Technician
Christine AnglinQuality Control Service Manager



Yard of the Month

March Winners

Dickman: MAJ Daniel Raboin
Marvin R Wood: HM3 Jeremy Esquivel
Harris Heights: MSgt John White
Infantry Post: LTC Ryan Hunt



DAYLIGHT
Saving Time is Here!

Don't forget to change
Your clocks, and enjoy an extra
hour of sunshine.

SUNDAY, MARCH 14

SPRING AHEAD