

MAY NEWSLETTER 2021

~Work Orders: 210-225-5564 ~Fort Sam Resident Center: 210-270-7638 ~Harris Heights Office: 210-824-9587 Watkins Office: 210-832-8104

LMH Community Pools Reopen with Social Distancing

Our goal is to provide residents with a healthy environment and fair access to enjoy our amenities.

LMH Community Resident Center pools opened last month, with maximum occupancy limits for each of the three community pools.

Fort Sam Houston Resident Center (Main Pool): has a maximum occupancy of 50 residents. Both the Harris Heights Community Center and the Watkins Terrace Community Center Pools have a maximum occupancy of 40 residents.

The lounge chairs and tables were removed from the pool area. Because of that, we were able to free up more hours for swimming.

Last year, as a COVID-19 precaution, LMH closed the pool after each one hour swim session, in order to sanitize pool tables and chairs.

This year, residents are encouraged to bring their own lounge chairs for use at the pool, as LMH does not have personnel on site to sanitize. Residents who bring their own lounge chairs, must remove them after pool use.

Residents can RSVP to use the pool for up to 2 hours straight, or elect to split usage for one hour in the morning, and one hour in the afternoon. Reservations are available for up to 14 hours per week, to allow usage for all residents, due to limited pool capacity. At this time, only the leaseholders and approved dependents listed on DEERS are allowed to use the pool. **Guests are NOT Permitted.** Additionally, residents will only be able to reserve time at the pool in their housing area.



Contact your Community Center if you have questions or need assistance.

**Fort Sam Houston Resident Center:
210- 270-7638**

**Watkins Terrace: 210-832-8104
Harris Heights: 210-824-9587**

We are making fair access as easy as possible by utilizing a new solution called Amenity Pass.

How to get your Amenity Pass

STEP 1: Go to amenitypass.app on your smartphone, tablet, or computer. Search for "Lincoln Military Housing" and tap/click on the result in the list.

STEP 2: Tap/click on the amenity you want to use, select any available time for the pass, and tap/click "CONTINUE" at the bottom of the screen.

STEP 3: Enter your apartment #, passcode, and name. You may also need to enter your phone number and/or email (this info will not be shared with outside parties). When everything has been entered, tap/click "GET PASS" at the bottom of the screen.

Benefits of Amenity Pass:

- * View amenity rules and limits right from your phone/computer
- * View current and future occupancy of each amenity
- * Get an electronic pass in seconds
- * Schedule a pass for up to 48 hours in advance
- * Built-in time limits per unit keep amenity usage fair for everyone



Lincoln Military Housing will be closed in observance of Memorial Day

Please call 210-225-5564 for maintenance emergencies.

For all other emergencies, dial 911.



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 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 your community center office and ask to speak to the 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 your community center office.

Fort Sam Houston Resident Center..... 210-270-7638
Watkins Terrace.....210-832-8104
Harris Heights.....210-824-9587

PCSing soon? Find your new home at
MilitaryHomesToday.com

Home finder service for Privatized Housing





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



HVAC Filter Change and Filter Delivery at your Service

LMH will now ask if you would like to have the maintenance technician leave two extra filters when you submit a work order for a filter change. The technician will change your filter, and then leave the two

additional filters for subsequent months. Each filter will be date for the following months. If you do not wish to have additional filters left, its ok. Just let us know.

As a reminder: It is a general recommendation that you change the air filter in your home every 30 days. The longer the filter is in place, the more dirt, dust and allergens are trapped clogging the filter and decreasing efficiency.

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 your community center office at one of the numbers listed below:

FSH Resident Center: 210-270-7638

Watkins Terrace: 210-832-8104

Harris Heights: 210-824-9587

Ask to speak to the Village Manager.

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.

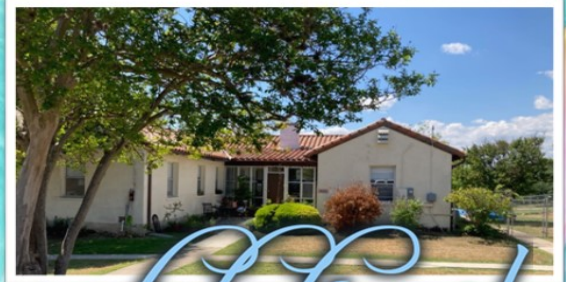


LMH & RCI work together throughout the process to ensure all issues receive the appropriate attention.

Yard of the Month Winners



Gorgas.....MAJ Jeremy Naylor
Patch/Chaffee.....Mr. Moses West
Harris Heights..... CPT Michael Will
Watkins Terrace.....PO1 Aaron Oswald
Artillery Post.....COL Anthony S'Chevalier



Congratulations!



SPRING 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. If you would like to maintain your own yard, please let us know! Contact your community center at the numbers listed below :

FSH Resident Center: 210-270-7638~

Watkins Terrace: 210-832-8104~Harris Heights: 210-824-9587

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.*****

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 Allen Call Center Manager
Jessica Huber Service Manager

OPERATIONS

PHONE: 210-226-5597

Patricia Aleman Operations Director
Kerry Oden Maintenance Director
Shequita Sims District Manager
Brandon Taylor Maintenance District Manager
Jill Palmer Accountant
Jennifer Martyszyn Accounting Assistant
Tracy Emmons Administrative Assistant
Joseph Guerrero Construction Project Manager
Megan Jacob Service Manager
Melissa Joaquin Service Manager

FORT SAM HOUSTON RESIDENT CENTER

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

PHONE: 210-270-7638

Bonnie Griffith Village Manager
Victoria Morales Waitlist Manager
Sharonda Reed Service Manager
Stephanie Ruediger Service Manager
Gary Patrick Maintenance Supervisor
Patrick Holder Maintenance Technician
Salvador Navarro Maintenance Technician
Ron Pelayo Maintenance Technician
Andrew Ruedas Maintenance Technician
Leonard Martinez Porter

HARRIS HEIGHTS

Includes Patch Chaffee & Marvin R Wood

PHONE: 210-824-9587

Natasha Kapua Village Manager
Priscilla Espinoza Service Manager
Cecilia Coahuilas Service Manager
Kim Greenwood Housekeeping
Brian Lozano Maintenance Supervisor
Norman Sandoval Maintenance Technician
Clay Moden Maintenance Technician
Anthony Casarez Maintenance Technician

WATKINS TERRACE

PHONE: 210-832-8104

Sara Rodriguez Village Manager
Lauren Lewis Service Manager
Veronica Guerrero Service Manager
Victor Maldonado Maintenance Supervisor
Felipe Hildago Gonzalez Maintenance Technician
Ray Cisneros Maintenance Technician
Jacob Davila Porter

MAINTENANCE SHOP

PHONE: 210-354-3678

Efren Munoz Shop Technician
Robert Hernandez Quality Control Technician
Christine Anglin Quality Control Service Manager

we're all in this together

SOCIAL DISTANCING What Does it Mean?



AVOID

- Group gatherings
- Sleep overs
- Playdates
- Concerts
- Theater outings
- Athletic events
- Crowded retail stores
- Malls
- Gyms
- Visitors
- Non-essential workers in your house
- Mass transit systems



USE CAUTION

- Visit grocery store
- Get take out
- Pick up medications
- Visit the library
- Church services
- Traveling



SAFE TO DO

- Take a walk
- Go for a hike
- Yard work
- Play in your yard
- Clean out a closet
- Read a good book
- Listen to music
- Cook a meal
- Family game night
- Facetime
- Stream a favorite show
- Call a friend
- Check on elderly neighbor

Social distancing is the practice of reducing close contact between people to slow the spread of infectious diseases. Social distancing measures include limiting large groups of people coming together, closing buildings and canceling events.

LMH Social Distancing Continues

In order to do our part to help prevent the spread of the COVID-19 virus in our communities and keep our Service Members, families, and team members safe and healthy, **all LMH offices are currently closed; however we are open for business. We have limited staff in the office but we are available by phone and email.** Work orders can still be submitted by calling 210-225-5564 (Call LMH), by submitting work orders on line or by using the LMH Resident app.

Please Remember to ONLY submit emergency work orders via telephone call. DO NOT submit on line or using the APP