

# How Can We Help?



Do you have a needed repair, a suggestion, or a concern? Lincoln Military Housing is committed to enriching the lives of military families through providing quality homes and vibrant communities. We want to provide you with an avenue to address your needed repair, suggestion, or concern, and the process to escalate it, should that be necessary. Below is an outline of our Three-Step Process for concerns and opportunities to provide feedback.

## Three-Step Process for Resident Concerns

### Step One

Identify the issue and contact Lincoln Military Housing:

#### LMH District / Office Manager

ADM HARTMAN	858-274-3151 Lou Scott	ORLECK / AERO	858-576-1798 Rachel Martinez
BAYVIEW	619-434-3290 Genalynn Belmudez	SANTO / CANYON	858-576-2254 Mercedes Castillo
CHESTERTON	858-565-0625 Heidi Smith	MIRAMAR	858-397-1012 Marion Fields
CHOLLAS	619-564-6372 Michael Beardslee	POMERADO	858-689-1685 Robin Wallace
EAST COUNTY	619-334-5192 Lisa Collins	STRAND	619-435-2933 Jessie Wolfe
FLAG	619.259.2400 Johnny Martinez	TERRACE	619-262-0649 Tom Vogt
GATEWAY VILLAGE	619-222-4853 Alshawna Guzman	VILLAGE AT NTC	619-255-0020 Alicia Bighames
HOWARD GILMORE	619.825.8530 Kanisha Monteiro	VILLAGE AT SERRA MESA	858-874-8240 Nichole Collins
LOFGREN	619-397-2972 Darlene Juarez		

### Step Two

If the issue is unresolved, contact:

**LMH General Management Office**  
**858-874-8100**

### Step Three

If the issue is still unresolved, contact:

**Navy Family Housing**  
**619-556-8443**