

## **ADDRESSING PRIVATIZED HOUSING CONCERNS**

### **KEY HOUSING POINTS OF CONTACT:**

Balfour Beatty Communities (BBC) Maintenance:	805-734-1488
BBC Facility Manager:	805-734-1488
BBC Assistant Community Manager	805-734-1445
BBC Community Manager:	805-734-1445
BB Cares Helpline	877-253-6988
Air Force Military Housing Office (MHO):	805-606-3434 or 805-606-1840 <a href="mailto:30ces.ceih@us.af.mil">30ces.ceih@us.af.mil</a>
First Sergeant or Unit Leadership	Consult your unit for contact info
AF Call Center (intended for issues that cannot be resolved via BBC, MHO, or base leadership)	800-482-6431

### **MAINTENANCE ISSUES/WORK ORDERS**

Maintenance issues should first be addressed by calling the maintenance service desk (805-734-1488) or by submitting a work-order via the online resident portal at:

[www.vandenbergfamilyhomes.com](http://www.vandenbergfamilyhomes.com)

Please elevate any concerns regarding maintenance work accomplished or lack of response to the next levels (Facility Mgr, Community Mgr, BB Helpline)

### **COMMUNITY MANAGEMENT AND OTHER GENERAL ISSUES**

General issues (i.e. policy, leases, friendly reminders, etc) should be brought to the attention of a Resident Specialist (RS) in the Community Mgmt office (734-1445).

Please elevate unresolved concerns to the next level (Asst Community Mgr, Community Manager, BB Helpline).

### **BEYOND THE COMMUNITY MANAGER AND BBC**

If you elevated your concern to BBC Mgmt and your issue is still unresolved please contact the MHO. MHO Reps will:

Attempt to mediate a resolution to your concerns.

Ensure BBC's actions/policies/processes comply with the terms of the lease

Involve unit or base leadership as necessary to help resolve issues

### **BEYOND THE MHO, UNIT AND BASE LEADERSHIP**

If your concern remains unresolved after elevating it to BBC Mgmt, the MHO and unit/base leadership you may contact the AF Call Center to request assistance from the AF Civil Engineer Center's Housing division.

### **OTHER RESOURCES AVAILABLE**

30 SW/JA or independent legal counsel

California Landlord-Tenant Law

Resident Lease