

How Can We Help?

Do you have a suggestion, concern, or a needed repair that your maintenance technician was unable to resolve to your satisfaction? Lincoln Military Housing and the Navy are 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 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 |
| LOFGREN | 619-397-2972 Darlene Alvarado | TERRACE | 619-262-0649 Tom Vogt |
| GATEWAY VILLAGE | 619-222-4853 Alshawna Sandoval | VILLAGE AT NTC | 619-255-0020 Alicia Bighames |
| HOWARD GILMORE | 619.825.8530 Steve Mallon (ADM) | VILLAGE AT SERRA MESA | 858-874-8240 Nichole Collins |
| FLAG/ NASNI/ NAB/ NBPL/ NAVMEDCTR | | | 619.259.2400 Johnny Martinez |

Lincoln At your Service 24-HR Toll-Free Hotline: 888-578-4141

www.LincolnServiceTrack.com

Step Two

If the issue is not resolved, contact:

LMH General
Management Office:
858-874-8100

Step Three

If the issue is still unresolved, please call:

Navy Family Housing
619-556-8443

Or, send email to:
SanDiegoHousing@navy.mil

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HOUSING

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