

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 Heidi Smith	ORLECK / AERO	858-576-1798 Rachel Martinez
BAYVIEW	619-434-3290 Genalynn Belmudez	SANTO / CANYON	858-576-2254 Mercedes Castillo
CHESTERTON	858-565-0625 Jenise Brown	MIRAMAR	858-397-1012 Marion Fields
CHOLLAS	619-564-6372 Michael Beardslee	POMERADO	858-689-1685 Heidi Delapena
EAST COUNTY	619-334-5192 Sandy Rovelo	STRAND	619-435-2933 Jessie Wolfe
LOFGREN	619-397-2972 Darlene Alvarado	TERRACE	619-262-0649 Na-Tasha Mobley
GATEWAY VILLAGE	619-222-4853 Alshawna Sandoval	VILLAGE AT NTC	619-255-0020 Alicia Bighames
HOWARD GILMORE	619.825.8530 Viana Lopez	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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