



# **HOW CAN WE HELP?**

# THREE-STEP PROCESS FOR RESIDENT CONCERNS

The Housing Service Center is committed to making your living experience with Liberty Military Housing exceptional. Our team is dedicated to ensuring that all feedback and concerns are resolved in a timely manner. Should you have any question or concerns while living with us, each housing area within the Southwest Region Metro area has its own advocacy team. Please contact your location specific advocate as identified below. The team is here to help.

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## STEP ONE

For unresolved issues Contact:

**Liberty Military Housing District Manager** 

Or

Liberty Military Housing at your Service 888-578-4141 LMHResident.com

Admiral Hartman 858-274-3151	<b>Gateway Village</b> 619-222-4853	<b>Miramar</b> 858-397-1012
<b>Bayview Hills</b> 619-434-3290	<b>Howard Gilmore</b> 619-825-8530	<b>Pomerado</b> 858-689-1685
<b>Chesterton</b> 858-565-0625	Flag/NASI/NAB/ NBPL/ NAVMEDCTR 619-259-2400	<b>Strand</b> 619-435-2933
<b>Chollas</b> 619-564-6373	<b>Orleck/Aero</b> 858-576-1798	<b>Terrace</b> 619-262-0649
<b>East County</b> 619-334-5192	<b>Santo/Canyon</b> 858-576-2254	<b>Village at NTC</b> 619-255-0020
<b>Lofgren</b> 619-397-2972		Village at Serra Mesa 858-874-8240



### **STEP TWO**

Unsatisfied with results?

Contact the General Management Office at **Liberty Military Housing:** 858-874-8100



### STEP THREE

If your Issue continues to be unresolved please contact the Housing advocacy for your area:

NBSD Lvnne Kleis 619-556-8037 lvnne.m.kleis.civ@us.navv.mil NBPL Rosa Alcala 619-556-8863 rosa.l.alcala.civ@us.navy.mil NBC/MCAS Andres Cayabyab 619-556-8671 andres.a.cayabyab.civ@us.navy.mil





