

Message

From: Neal, John [REDACTED]@CBIFederalServices.com]
Sent: 9/30/2016 12:01:02 AM
To: Means, Mike [REDACTED]@CBIFederalServices.com]; Nevins, Danie [REDACTED]@CBIFederalServices.com]; Dulin, Thomas [REDACTED]@CBIFederalServices.com]
Subject: Fwd: Leo's MHP [REDACTED]



John Kevin Neal
Sr. Project Manager
CB&I Federal Services
Engineering & Construction
Cell [REDACTED]

[REDACTED]@cbifederalservices.com

Begin forwarded message:

From: "Neal, John" [REDACTED]@CBIFederalServices.com>
Date: September 29, 2016 at 6:56:59 PM CDT
To: "Ford, Robert A" <[REDACTED]@fema.dhs.gov>
Subject: Re: Leo's MHP [REDACTED]

Let's talk in person, playing politics and CYA bs isn't helping move this mission along. My one and only concern is helping people in LA get housed and I mean that. If you are really concerned like all of the people working for me are in helping people get in houses let's work together. Your TMs don't know what the real story is. We are working night and day to help these people. I am trying not to copy everyone for show. That doesn't help get the job done and that is what you and I as the leaders should care about.

Kevin

John Kevin Neal
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On Sep 29, 2016, at 6:48 PM, Neal, John [REDACTED]@CBIFederalServices.com> wrote:

Robert i sent an email earlier we have been instructed not to replace appliances. Give me to ok to replace them and the problem is fixed immediately. Maintenance doesn't fix appliances. Rhetoric doesn't move this along. Provide clear concise instruction to replace defective equipment and we will do it.



John Kevin Neal

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On Sep 29, 2016, at 6:39 PM, Ford, Robert A [REDACTED]@fema.dhs.gov> wrote:

Kevin, Please see below. We are still getting reports about the communication between our survivors and CBI's maintenance hot line. Please sort this out, the survivors shouldn't be treated unkindly for any reason. The survivors need immediate help in most cases and not lectures or excuses that their needs can't be met. Let us know if this can be straightened out, we can't have this happen anymore.

Robert Ford
Recovery-IA-TAC
Program Support Branch
Contract Management Section
FEMA Cell- [REDACTED]

From: Treadaway, James

Sent: Thursday, September 29, 2016 6:31 PM

To: Kahn, Carl [REDACTED]@fema.dhs.gov>; Ford, Robert A [REDACTED]@fema.dhs.gov>

Cc: Jones, Robert [REDACTED]@fema.dhs.gov>; Glaze, Johnny [REDACTED]@fema.dhs.gov>; Bailey, Ruby [REDACTED]@fema.dhs.gov>

Subject: FW: Leo's MHP [REDACTED]

This is the statement from our TM

Frank Treadaway
DR LA 4277
Manufactured Housing Unit Leader
[REDACTED]

From: Prevot, Vincent

Sent: Thursday, September 29, 2016 6:18 PM

To: Treadaway, James [REDACTED]@fema.dhs.gov>

Subject: Leo's MHP [REDACTED]

Frank - while at [REDACTED] in this park for An RFO inspection, the applicant in [REDACTED] arrived at her unit(I did not get her name).

She states that her refrigerator was not working and she lost all of her food and medicine that needs to be refrigerated. I checked the breakers and they were all functional. I checked the refrigerator and it is on, but not getting cold in the top or bottom. I had the applicant take her things out of the refrigerator and the construction guys helped me get the refrigerator out of [REDACTED]. When we returned to [REDACTED] to swap the refrigerators, channel 9 news was present and recording the event. We swapped the refrigerators but the new one for [REDACTED] was a couple of inches too tall to go under the shelf above the refrigerator. The construction guys will find the appropriate size refrigerator

tomorrow and replace it. The applicant agreed and said this was acceptable.

The applicant states that she called maintenance two days ago and was greeted by someone named Melanie, but she was not 100 percent certain of the name. The applicant states She told maintenance what her issue was and maintenance told her to stop relying on the government to do everything for her, that she could go buy her own refrigerator for \$50 or put her stuff in an ice chest outside with ice on it. The applicant states maintenance told her she was just a welfare person.

(This is what the applicant told me)

The applicant states she wants to be reimbursed \$70 for her food because she bought the food that went bad using disaster food stamps. I informed her that I would document this, but that she was welcome to call the FEMA 800 number to request this as well.

While preparing to leave, the news persons approached me and asked if I was in charge of this park. I informed them that I was not, and referred them to FEMA PIO. He thanked me and went away.

Please have someone follow up tomorrow to ensure the right size refrigerator (5 feet tall from top to floor) is identified and placed in the applicant's unit.

Thanks

Sent from my iFEMA mobile device.