

Message

---

**From:** Dulin, Thomas [REDACTED]@cbifederalservices.com]  
**Sent:** 10/7/2016 7:20:02 PM  
**To:** Neal, John [REDACTED]@cbifederalservices.com]  
**CC:** Means, Mike [REDACTED]@cbifederalservices.com]; Nevins, Daniel [REDACTED]@cbifederalservices.com]; [REDACTED]  
**Subject:** Maintenance Hotline

Robert Jones called me in and they are getting complaints about the Maint . #. He told me that he called the Maint. # and spoke to Melanie, she told him that they are responsible for only 15% of the units. She also said that FEMA should be ashamed of themselves because they know that they(D&D) can't handle the calls and she is the only person taking the calls.

He asked that we get a handle on this and tighten it up.

Thomas Dulin

CB&I Federal Services

[REDACTED]-Cell

[REDACTED]@cbifederalservices.com