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**From:** Kahn, Carl [REDACTED]@fema.dhs.gov]  
**Sent:** 10/11/2016 11:25:25 AM  
**To:** Treadaway, James [REDACTED]@fema.dhs.gov]; Ford, Robert A [REDACTED]@fema.dhs.gov]; Means, Mike [REDACTED]@CBIFederalServices.com]; Neal, John [REDACTED]@CBIFederalServices.com]; Dulin, Thomas [REDACTED]@CBIFederalServices.com]; Mitchell, John - (CBI) [REDACTED]@cbi.com]  
**CC:** Jones, Robert [REDACTED]@fema.dhs.gov]; Glaze, Johnny [REDACTED]@fema.dhs.gov]; Bailey, Ruby [REDACTED]@fema.dhs.gov]; Trupp, Craig [REDACTED]@fema.dhs.gov]; Edwards, Sharon [REDACTED]@fema.dhs.gov]; Clemons, John [REDACTED]@fema.dhs.gov]; Kahn, Carl [REDACTED]@fema.dhs.gov]  
**Subject:** REFERRED TO FEMA CO for DISPOSITION: HOTLINE IS OUT OF COMPLIANCE WITH CONTRACT for the below URGENT Maintenance  
**Importance:** High

Kevin,

20 hours and not reply since the applicant made her urgent call to the CBI CC.

CBI has not replied to the CORs concern by either verbal (met w/John Mitchell about this yesterday afternoon) or by email (see below string).

This item will be referred to the FEMA CO for disposition.

Thank you.

Carl Kahn

Acquisitions Quality Assurance Specialist  
Disaster Acquisition Response Team (DART)  
Expeditionary Force Section  
DHS-FEMA-MSB-OCPO-AOD-EB  
Desk: [REDACTED]  
Cell: [REDACTED]  
Email: [REDACTED]@fema.dhs.gov

**From:** Kahn, Carl  
**Sent:** Monday, October 10, 2016 8:42 PM  
**To:** Treadaway, James [REDACTED]@fema.dhs.gov>; Ford, Robert A [REDACTED]@fema.dhs.gov>; Means, Mike [REDACTED]@CBIFederalServices.com>; Neal, John [REDACTED]@CBIFederalServices.com>; Dulin, Thomas [REDACTED]@CBIFederalServices.com>; Mitchell, John - (CBI) [REDACTED]@cbi.com>  
**Cc:** Jones, Robert [REDACTED]@fema.dhs.gov>; Glaze, Johnny [REDACTED]@fema.dhs.gov>; Bailey, Ruby [REDACTED]@fema.dhs.gov>; Trupp, Craig [REDACTED]@fema.dhs.gov>; Kahn, Carl [REDACTED]@fema.dhs.gov>  
**Subject:** STIL NO REPLY: NO CONTRACTOR REPLY: HOTLINE IS OUT OF COMPLIANCE WITH CONTRACT for the below URGENT Maintenance: DR-4277-LA 450580656 FEMA THU MAINTENANCE LINE BUSY / Mailbox Full

Kevin,

There may have been a reply but I did not see one:

- applicant repair issue
- CC no responses

Thank you.

Carl Kahn

Acquisitions Quality Assurance Specialist  
Disaster Acquisition Response Team (DART)  
Expeditionary Force Section  
DHS-FEMA-MSB-OCPO-AOD-EB  
Desk: [REDACTED]  
Cell: [REDACTED]  
Email: [REDACTED]@fema.dhs.gov

Sent from my iFEMA mobile device

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**From:** Kahn, Carl

**Sent:** Monday, October 10, 2016 4:17:03 PM

**To:** Treadaway, James; Ford, Robert A; Means, Mike; Neal, John; Dulin, Thomas; Mitchell, John - (CBI)

**Cc:** Jones, Robert; Glaze, Johnny; Bailey, Ruby; Trupp, Craig; Kahn, Carl

**Subject:** NO CONTRACTOR REPLY: HOTLINE IS OUT OF COMPLIANCE WITH CONTRACT for the below URGENT Maintenance: DR-4277-LA 450580656 FEMA THU MAINTENANCE LINE BUSY / Mailbox Full

Kevin, for this hotline issue it is important to note FEMA has not received any feedback from the contractor on this non-working hotline.

Has this been fixed?

Thank you.

Carl Kahn

Acquisitions Quality Assurance Specialist  
Disaster Acquisition Response Team (DART)  
Expeditionary Force Section  
DHS-FEMA-MSB-OCPO-AOD-EB  
Desk: [REDACTED]  
Cell: [REDACTED]  
Email: [REDACTED]@fema.dhs.gov

**From:** Kahn, Carl

**Sent:** Monday, October 10, 2016 1:06 PM

**To:** Treadaway, James [REDACTED]@fema.dhs.gov>; Ford, Robert A [REDACTED]@fema.dhs.gov>; Kahn, Carl [REDACTED]@fema.dhs.gov>; Means, Mike [REDACTED]@CBIFederalServices.com>; Neal, John [REDACTED]@CBIFederalServices.com>; Dulin, Thomas [REDACTED]@CBIFederalServices.com>; Mitchell, John - (CBI) [REDACTED]@cbi.com>

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

**Subject:** HOTLINE IS OUT OF COMPLIANCE WITH CONTRACT for the below URGENT Maintenance: DR-4277-LA 450580656 FEMA THU MAINTENANCE LINE BUSY / Mailbox Full

**Importance:** High

Kevin, this maintenance line is not answering as the message box is full.

The FEMA COR tested the line, and this hotline is NOT functional per contract.

Rectify immediately and return the hotline in compliance of contract for emergency maintenance per contract.

Notify FEMA when this is rectified immediately.

This applicant has system stuck on heat at 99 deg for 2 days.

Thank you.

Carl Kahn

Acquisitions Quality Assurance Specialist

Disaster Acquisition Response Team (DART)

Expeditionary Force Section

DHS-FEMA-MSB-OCPO-AOD-EB

Desk: [REDACTED]

Cell: [REDACTED]

Email: [REDACTED]@fema.dhs.gov

**From:** Treadaway, James

**Sent:** Monday, October 10, 2016 12:30 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>; Trupp, Craig [REDACTED]@fema.dhs.gov>

**Subject:** FW: DR-4277-LA 450580656 FEMA THU MAINTENANCE LINE BUSY / Mailbox Full

Carl/Robert please have this issue addressed.....Thanks

Frank Treadaway

CBIFEMA-CONG4E-0073589

DR LA 4277

Manufactured Housing Unit Leader  
[REDACTED]

**From:** Morris, Alecia

**Sent:** Monday, October 10, 2016 12:16 PM

**To:** Trupp, Craig [REDACTED]@fema.dhs.gov>; Treadaway, James <[REDACTED]@fema.dhs.gov>

**Subject:** FW: DR-4277-LA 450580656 FEMA THU MAINTENANCE LINE BUSY / Mailbox Full

More maintenance line complaints

*Alecia Lynn Morris*

**IA Liaison / DR-4277-LA**

**IA Liaison Unit**

**Field Services Section – IHP Branch**

[REDACTED] Cell

## **ESP<sup>®</sup> Empathy | Simplicity | Partnership | Professionalism**

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**From:** FEMA-IHPHelpdesk

**Sent:** Monday, October 10, 2016 10:44 AM

**To:** Morris, Alecia [REDACTED]@fema.dhs.gov>

**Cc:** FEMA-IHPHelpdesk [REDACTED]@fema.dhs.gov>

**Subject:** DR-4277-LA 450580656 FEMA THU MAINTENANCE LINE BUSY / Mailbox Full

Alecia,

Please see an issue with the Maintenance phone line. I tried it as well and the mailbox is full, so callers aren't able to leave their information. This applicant below has had the heat thermostat stuck at 99 degrees and that could be a concern that could need some immediate help.

Rosemary Vincent

Emergency MGMT Specialist (Recovery)

IHP Helpdesk

Coordination Unit  
[REDACTED]

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**From:** FEMA-NPSC-Performance-Standards  
**Sent:** Monday, October 10, 2016 10:39 AM  
**To:** FEMA-IHPHelpdesk [REDACTED]@fema.dhs.gov>  
**Cc:** Keltner, Gary <[REDACTED]@fema.dhs.gov>  
**Subject:** FW: FEMA THU MAINTENANCE LINE BUSY / Mailbox Full

Please note we are receiving calls regarding maintenance issues for the MHUs and callers are not able to reach them or leave a message. I am acting POC for the PSA group and have received several of these messages from our staff.

I have attached one such callers information below. We are asking them to try to call back later.

Thank you,

**Claudia Brown**

Program Analyst, Performance Standards & Analysis

IA, Recovery Directorate, DHS/FEMA

[REDACTED] Office [REDACTED]

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**From:** Keltner, Gary  
**Sent:** Monday, October 10, 2016 10:30 AM  
**To:** Brown, Claudia [REDACTED]@fema.dhs.gov>  
**Subject:** FEMA THU MAINTENANCE LINE BUSY

CALLER SAYS HIS THU THERMOSTAT IS STUCK ON HEAT AT 99% FOR 2 DAYS. HIS CALL INTO THE MAINTENANCE LINE SAYS THE MAIL BOX IS FULL.

I ADVISED TO TRY LATER. COULD BE A TREND?

CBIFEMA-CONG4E-0073591

[REDACTED] NO CONTACT NEEDED.

Gary Keltner  
Program Analyst  
Performance Standards Unit

Applicant Services Section  
IHP Program Delivery Branch

Office: [REDACTED]

Telework: [REDACTED]

[REDACTED]@fema.dhs.gov

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