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**From:** DD Emergency Services Mobile [REDACTED]@hotmail.com]  
**Sent:** 10/26/2016 6:54:08 PM  
**To:** Means, Mike [REDACTED]@CBIFederalServices.com]  
**Subject:** Re: Leo's MHP, [REDACTED] Maintenance History

Mike

Yes there are maintenance history on the bard ac units for 2011 2012 they are wired to have fan run all the time for fresh air this has been a issue and the Fan relay is a recommended remedy

Bill

**William J. Hamblin**

CEO.

[REDACTED]@hotmail.com

Phone: [REDACTED]

Cell: [REDACTED]

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**From:** DD Emergency Services Mobile [REDACTED]@hotmail.com>

**Sent:** Wednesday, October 26, 2016 1:33:15 PM

**To:** Means, Mike

**Subject:** Re: Leo's MHP [REDACTED] Maintenance History

Mike

[REDACTED] at Leo MHP has not had any calls to maintenance calls to the Hot line or there has been no work orders issues since RFO

was done. The maintenance person has been there two time to perform a complete PMI with know one home, we have no name or phone number of the occupants, in [REDACTED] this info has not been given to maintenance company due to RFO's were done before occupant was moved in.

Bill

**William J. Hamblin**

CEO.

[REDACTED]@hotmail.com

Phone: [REDACTED]

Cell [REDACTED]

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**From:** Means, Mike [REDACTED]@CBIFederalServices.com>  
**Sent:** Wednesday, October 26, 2016 12:54:42 PM  
**To:** [REDACTED]@hotmail.com  
**Cc:** Neal, John; Nevins, Daniel; Kirkland, William E.; [REDACTED] Dulin, Thomas  
**Subject:** FW: Leo's MHP, [REDACTED] Maintenance History

Bill

We need the following by 1:30 today plus any records you may have for this [REDACTED] Leo' MHP.

Thanks

Mike

**From:** Kahn, Carl [REDACTED]@fema.dhs.gov]  
**Sent:** Wednesday, October 26, 2016 12:37 PM  
**To:** Means, Mike; Dulin, Thomas; Mitchell, John - (CBI)  
**Cc:** Kahn, Carl; Ford, Robert A; Endicott, Howard; Gibbons Jr., William; Jones, Robert; Bailey, Ruby  
**Subject:** Leo's MHP, [REDACTED] Maintenance History

John, et al:

Per COR request last night, FEMA leadership needs to have the full maintenance history for this unit.

Full maintenance history includes detail such that there are no questions about this unit's history, including:

- Issue
- Call date
- Call time
- Caller name
- Operator name
- Reply to the caller
- WO issued to the maintenance contractor
- WO date
- WO time
- Contractor response date
- Contractor response time
- Contractor diagnosis
- Diagnosis date
- Diagnosis time
- Contractor fix/resolution/WO completion
- WO completion date
- WO completion time
- Notes/remarks/comments
- Part(s) repaired/replaced
- Part(s) repaired/replaced date

- Part(s) repaired/replaced time
- Replaced part(s) current disposition/location

Additionally, FEMA leadership wants to know:

- Is there any maintenance history for the same HVAC type (apparently BARD)/same unit type (apparently Lexington)
- See above for the format of this maintenance history

If you have any questions, please let us know.

Thank you.

Carl Kahn

Acquisitions Quality Assurance Specialist

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