

Message

**From:** Means, Mike [REDACTED]@cbifederaleservices.com]  
**Sent:** 10/26/2016 7:06:39 PM  
**To:** Kahn, Carl ([REDACTED]@fema.dhs.gov) [REDACTED]@fema.dhs.gov [REDACTED]@fema.dhs.gov  
**CC:** Neal, John [REDACTED]@cbifederaleservices.com]; Nevins, Daniel [REDACTED]@cbifederaleservices.com]; Kirkland, William E. [REDACTED]@cbifederaleservices.com]; [REDACTED] Dulin, Thomas [REDACTED]@cbifederaleservices.com]; Mitchell, John - (CBI) [REDACTED]@cbi.com]  
**Subject:** FW: Leo's MHP, [REDACTED] Maintenance History  
**Attachments:** D&D\_MAINTENANCE AND PMI REPORT 10-25-2016.xlsx; MLU MAINTENANCE AND PMI REPORT 10-24-2016.xlsx; TCG COMPREHENSIVE MAINT LIST.xlsx

Carl and Robert

As a follow up, we have encountered a maintenance trend with these type of HVAC units many times especially on this mission and you have approved many fan-relay switches already. It has to do with a continuous air-flow design. Some units have them installed already. Some do not. We only address the ones as we have been instructed to on a case by case basis.

Mike

**From:** Means, Mike  
**Sent:** Wednesday, October 26, 2016 1:53 PM  
**To:** Kahn, Carl ([REDACTED]@fema.dhs.gov); [REDACTED]@fema.dhs.gov  
**Cc:** Neal, John; Nevins, Daniel; Kirkland, William E.; [REDACTED]; Dulin, Thomas  
**Subject:** Leo's MHP [REDACTED] Maintenance History

Carl

In accordance with the COR request last night, please find below. According to our call center and maintenance records review we have never received a maintenance call for [REDACTED] at Leo MHP and there has been no work orders issues since RFO based on this fact. In addition to this we have also researched the PMI records to determine if a PMI had been completed and have determined through interviews that our maintenance personnel have been by this location two times to perform a complete PMI and have received no response based on door knocking. We cannot locate ever receiving a contact name or phone number for the occupants, since the RFO's was completed prior to the occupant being licensed into the unit. Please see below.

- Issue  
None received to date
- Call date  
None
- Call time  
None

- Caller name  
NA
- Operator name  
NA
- Reply to the caller  
NA
- WO issued to the maintenance contractor  
NA
- WO date  
NA
- WO time  
NA
- Contractor response date  
NA
- Contractor response time  
NA
- Contractor diagnosis  
NA
- Diagnosis date  
NA
- Diagnosis time  
NA
- Contractor fix/resolution/WO completion  
NA
- WO completion date  
No work order on file
- WO completion time  
NA
- Notes/remarks/comments  
None
- Part(s) repaired/replaced  
NA no work order issued for this location
- Part(s) repaired/replaced date  
NA
- Part(s) repaired/replaced time  
NA
- Replaced part(s) current disposition/location

NA

Attached are also all of our maintenance records to date per 13:42.

Mike

**From:** Kahn, Carl [mailto:██████████@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, ██████████ 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

Disaster Acquisition Response Team (DART)

Expeditionary Force Section

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