

LINCOLN MILITARY HOUSING

EVERY MISSION BEGINS AT HOME

Since 2001, Lincoln has worked closely with all levels of the armed services to create a new and vastly improved standard of military housing. Today, we are proud to say that we have developed or manage more than 36,000 military family homes across the country

Lincoln Military Housing proudly offers off and on base housing at military installations across the country. At each of our installation communities, it is our mission to provide military families and individuals the comfort and amenities that meet their needs and enhance military living.

Mission Statement: To provide military families with exemplary service in a quality home environment.

To provide employees with unparalleled opportunities for personal and professional development.

To provide our military partners with quality homes and vibrant neighborhoods.



Core Values: Balance, Commitment, Communication, Empowerment, Integrity, Respect

Joint Base Lewis-McChord Housing

Since 2002, we have partnered with Joint Base Lewis-McChord to help military families live the American dream that they protect. Our ultimate goal is to create a community that sets the highest standards for development and service - a home that our Military families will love and a community that they will feel a part of.

Lewis-McChord Communities has designed and built over 140 brand new homes and has meticulously renovated over 3,100 existing homes. We also feature five community centers that the families of Joint Base Lewis-McChord can use for special events and community gatherings.

Our Neighborhoods

















Renovations

- ▶ <https://youtu.be/c0xccUw9D88>
- ▶ Lincoln Military Housing (LMH), partner to the U.S. Army for the construction and management of on-base housing at Joint Base Lewis-McChord (JBLM), continues to deliver on its commitment to improving military housing, has begun a \$71.12 million project at Joint Base Lewis-McChord impacting 429 homes in the Davis Hill Community.
- ▶ This major renovation project began on November 30, 2020, and will be conducted over the next six years and is part of the long-term goal of renovating legacy homes throughout the portfolio.
- ▶ All units will receive a significant renovation to the exterior and interior. The interior layouts are being modified to enlarge the bathrooms and create open floor plans.
- ▶ The exterior scope includes; new siding and trim, conversion of carports to garages, new windows and sliders, new light fixtures, and front yard landscape & hardscape.
- ▶ The interior renovations will include new electrical panels and wiring, new switches and plugs, new electrical fixtures, new plumbing water lines, new plumbing fixtures, air conditioning, new cabinets and countertops, new appliances, new luxury vinyl plank flooring with new baseboards and trim, and new window coverings.

Construction Projects and Renovations

- ▶ **Additional projects LMH has in the works at JBLM include:**
 - Renovations in the historic Bricks Community
 - Improving traffic flow and adding parking options in Greenwood
 - Laundry room renovations on 62 homes in Parkway to provide each home with a new washer and dryer unit
 - Park improvements and converting carports to garages in Beachwood and Madigan
 - New paving, sidewalks, siding, and fencing at various communities throughout JBLM

Our Renovated Homes









Become A Vendor

Becoming Our Vendor Partner

Lincoln Military Housing is a property management company that hires contractors to perform certain maintenance and repairs as well as provide parts and supplies for residential housing upkeep. We also support the administration of the housing function and support the quality of life of residents in our communities. Therefore, we challenge all our vendor partners to understand our resident's particular needs and be aware that the vendor is a partner in supporting our military families and ultimately those who serve America.

Our Procedure:

- ▶ If you do business in the geographic area of JBLM, we first encourage you to contact an on-site District Manager and present your product or service. This is the most common and successful method to introduce you to Lincoln.
- ▶ If you wish, you may call a Regional General Management Office (“GMO”) and ask to speak with a Regional Property Manager or Regional Maintenance Director.
- ▶ Finally, you may submit written correspondence by fax or mail addressed to a Regional General Management Office.
- ▶ Upon approval of the Regional Property Manager or the Regional Maintenance Director, you will be provided with a link to the Lincoln Vendor Registry. At that time you will be instructed on how to fulfill the following requirements:
 - ▶ – Provide vendor contact information
 - ▶ – Agree to the Vendor Insurance Requirements
 - ▶ – Print, sign and fax IRS Form W9
 - ▶ – Provide certificates of insurance

Maintenance

- ▶ At JBLM we have over 5 thousand homes. A total of 24 different neighborhoods, each with their unique quality and service needs.
- ▶ Our inhouse maintenance team consists of 10 Maintenance Supervisors and about 65 Maintenance Techs.
- ▶ We currently have a total of 30 approved vendors that we have partnered with that support us in servicing both occupied and vacant homes.
- ▶ Every year at JBLM, LMH turns just about 2,500-3,000 homes for families that PCS out to get them ready for new incoming families.

Occupied Homes Services

Services we provide to our residents involving both in house maintenance and vendor support:

- ▶ Window replacements
- ▶ Roof repairs
- ▶ Abatement
- ▶ Drywall Repairs
- ▶ Painting
- ▶ Cleaning
- ▶ Flooring installation/repairs
- ▶ Plumbing
- ▶ Electrical
- ▶ HVAC

Vacant Home Turn Services

Process of a turn:

30 days prior to a family moving out, our district teams perform a pre move out inspection. During this inspection our service manager completes a full assessment of the home, the purpose of this inspection is to identify any major needs/damages in the home that can help us prepare and schedule any vendor work necessary to turn the home when it becomes vacant.

Repairs in a vacant are but not limited to:

- ▶ Drywall repairs
- ▶ Damaged doors replacement
- ▶ Countertop/tub resurfacing
- ▶ Countertop replacements
- ▶ Painting
- ▶ Floor install
- ▶ Carpet replacement
- ▶ Roof repairs
- ▶ Window/sliding door replacements
- ▶ Abatements
- ▶ Cabinet repairs or replacements
- ▶ Cleaning

These is a list of common items that we come across in some of our neighborhoods.

These are areas of support in which we are looking for small or large businesses.

Vendors and Trades

- ▶ General contractors
- ▶ Roofers
- ▶ Painters
- ▶ Concrete Work
- ▶ Cleaners
- ▶ Flooring
- ▶ Electricians
- ▶ HVAC
- ▶ Plumbers
- ▶ Window/Glass
- ▶ Carpentry
- ▶ Abatement
- ▶ Restoration

FAQs and Vendor Advice Toward Becoming a Lincoln Military Housing Vendor

▶ **I would like to be a vendor for Lincoln Military Housing (LMH). What do I need to do?**

LMH has specific requirements to be a vendor. All vendors must agree to LMH's standards and business practices. They must also be screened by our team and properly insured.

▶ **What is the process for becoming a vendor?**

All vendors must register with Registry Monitoring Insurance Services (RMIS), LMH's vendor insurance and document tracking system, before they can be approved to work onsite and offsite. Our onsite management team will send a request for you to register as a vendor. Once you register in RMIS and complete the requested items online, you will be provided with a vendor ID that is specific to you.

▶ **What are the requested items in the registration process?**

They include contact information (e.g., the company name, remittance address, phone and fax numbers), a completed online W-9 IRS form, tax ID number, business entity name, the names of company principals to be screened, a signed Vendor Insurance Requirements Agreement (VIRA) and insurance agent contact information. Vendors also need a credit card to pay the annual compliance fee of \$54.95 for offsite vendors and \$92.50 for onsite vendors.

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- ▶ **What if I am unable to complete some of the items in the registration process? Can I still be a vendor? Additionally, what if I never go onsite to the property? Do I still need to pay the fee?**
 - ▶ If you are unable to complete all the items in the registration process, you will not be a vendor for LMH. All vendors must pay the compliance fees whether they are onsite or offsite. The fees are used to administer the VIRA, tax ID number validation and annual screenings. Unfortunately, there are no exceptions.
 - ▶ **I have sent in everything and I am still waiting to become certified. Who do I follow up with and how do I know where things are in the process?**

After you complete the registration, you will be assigned a vendor ID that is unique to you. You can check the status of your certification anytime by logging into www.lincolnvendors.com and clicking on “Check Certification Status” link. You can also call RMIS at (866) 396-1105 or log on to the vendor website and start a live chat with a representative. Lastly, you can email RMIS directly at questions@registrymonitoring.com. As a reminder, please always provide your vendor ID when utilizing any of these means of communication.



▶ **How long does the registration process take to be an approved vendor with LMH?**

From start to finish, it's about 20 minutes. However, there are certain processes that RMIS needs to validate your insurance. Additionally, because the insurance certificates must be received from the vendor's agent directly, the process can sometimes take longer. After all requirements are met and received by RMIS and the certification process is complete, the vendor's point of contact will receive an MSA (Master Service Agreement) via DocuSign to be executed by the vendor's principal contact, which completes the process.

- ▶ **What else do I need to know about being an LMH vendor?** RMIS ensures that you are following LMH's vendor requirements at all times. Additionally, RMIS will be advising you and your insurance agent 10 days prior to your insurance expiring of any potential lapses in coverage. If there is a lapse, without your agent providing RMIS with a new certificate of insurance for renewal, you may not do work for LMH until you provide RMIS proof that the insurance has been renewed. The property is also informed when a vendor's insurance expires. This makes it imperative that your agent send in insurance information in a timely manner to avoid any interruption of services.

Covid Guidelines

- ▶ At this time our vendors and team members are still required to wear a mask while in our offices and in resident homes, regardless of their vaccination status.
- ▶ Please ensure your team members adhere to the following LMH guidelines:
 - We require that all of your employees wear proper PPE to comply with OSD, CDC, and local guidance, including but not limited to face covering, gloves, and booties.
 - Vendors, suppliers, or service partners may not send employees or representatives to our communities who are ill or exhibit symptoms of illness.
 - Should any of your employees or representatives who have been in our communities in the past 14 days test positive for COVID-19, we request that you notify us of the dates and areas of the community that may have been exposed.
- ▶ As we continue to emerge from this crisis, we sincerely appreciate your continued support. We are grateful to have strong partners like you to assist us with appropriate response measures, prevent the spread of the virus, and keep our communities thriving.
- ▶ We ask that you continue to keep us informed of any impacts to your company and workforce, including inventory delays, schedule modifications, services available, and the status of your supply chain. In this way, we can work collaboratively to avoid any unnecessary challenges. If you have any questions, please reach out to lincolnmilitary@lpsi.com.

Visit Our Website for More Information

- ▶ <https://lincolnmilitary.com/>
- ▶ <https://lincolnmilitary.com/who-we-are/become-a-vendor/>

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Thank you!