

# Campbell Connection

*“Residents First”*

## Command Sergeants Major Village Receives New Pavilion

The residents of the Command Sergeants Major (CSM) Village gathered over Labor Day at their new community pavilion. In a separate gathering, all of the staff that made the pavilion a reality celebrated their great team effort with a barbeque.

This summer, Fort Campbell Family Housing's (FCFH) Property Management team received a request from residents of the CSM Village to build a pavilion in their playground area. The request was granted with much enthusiasm. The development team was completing the Amenities Plan at the time of the request, and the CSM Village was scheduled to receive new playground equipment and a picnic pavilion. After a few internal phone calls, a review of plans and discussions with Just 4 Play, a local equipment provider, the FCFH team determined it

The FCFH/Actus Lend Lease team completed the project very quickly - seven days from preliminary plans to finished structure. Managers, field superintendents and construction crews joined together securing permits, issuing purchase contracts, assembling material, scheduling crews and constructing the pavilion.

For all those involved, it turned out to be a successful “win” for the Fort Campbell community. A win for our Soldiers and their families who have a new pavilion and increased pride in their neighborhood. And it was a win for FCFH, listening to our clients and displaying the flexibility and capability that have become the trademark of the Residential Communities Initiative (RCI).



*Above: The pavilion at completion.*

*Right: On the Wednesday before Labor Day, sub-contractors begin work to erect the steel frame for the pavilion.*



*Left: By Thursday afternoon, the final portions of the roof were being set.*



*Right: Jim Switzer, Director of Property Management, conveys his appreciation to all of those that helped make the pavilion possible.*



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## Employees of the Quarter

Fort Campbell Family Housing (FCFH) recently named two very deserving Employees of the Quarter. The award is usually given to one employee per quarter, but Yolanda McDaniel and Katrina Richards, who work the Wait List at FCFH, made the 2<sup>nd</sup> quarter successful as a team. During the 2<sup>nd</sup> quarter, they assigned 711 houses and achieved an average occupancy of 95.4% for the quarter. Also during this time, Fort Campbell experienced high turnover, in which 798 move outs occurred. Katrina and Yolanda maintain a professional and friendly demeanor when dealing with the many Soldiers and families that visit them on a daily basis. They are always willing to assist and go above and beyond for our customers. For their outstanding accomplishments, they received a surprise recognition party from their FCFH co-workers, which included a certificate, cake and a plaque. Congratulations to both Yolanda and Katrina!



Above: Yolanda and Katrina, FCFH Employees of the Quarter.

## FCFH Holds Partnering Session



Above: Tom Skrodzki, Asset Manager of FCFH, welcomes the team to the partnering session.

Fort Campbell Family Housing (FCFH) held a partnering session on September 8 & 9 at the Sportsman's Lodge, Fort Campbell, KY. Present were members of Actus Lend Lease, Lend Lease Residential, J&J Maintenance, and the Army — all of which make up the team at FCFH. A positive working climate is important to everyone at FCFH, and this session was intended to bring everyone closer and strengthen the common goal of serving Soldiers and their families. An unbiased facilitator guided the activities over the two-day session. Goals and objectives for the future of FCFH were prepared as a team. Feedback received following the partnering was unanimously optimistic, which is an excellent indicator that the session made a positive difference for the future of the project company.

### Key Statistics from the Month of August

Available Homes 4,098

Occupancy reached 96% as of Aug 31.

Move Ins: 330

Move Outs: 241

As of the end of August, 94.96% of the total executed contracts, or \$12.717M, has been awarded to local businesses and 70.63% (\$10.571M) to qualified small businesses.

### Fort Campbell Family Housing Welcomes New Community Services Manager

FCFH recently welcomed Rex Brown as our new Community Services Manager. Rex is retired from the military and has an extensive background in community and leisure services for military families. We look forward to working with Rex and welcome him aboard!

### Special Events for Fort Campbell Family Housing:

- October 2 - Post-wide Yard Sale!
- October 20 - Clearing Quarters Workshop.
- October 27 - Scrapbooking Workshop, 6 p.m.
- Ongoing - Weight Watchers sign-up @ Lee/Pierce office.