

Resident's Bill of Rights

Your satisfaction is important to us.

We want you to know that you are extremely important to us. Your satisfaction with our service is paramount and an integral part of our business model. We understand you have choices and we hope our service, professionalism, integrity and caring lead you to allow us to serve you and your family during your stay at Fort Eustis.

We feel that high quality customer service helps to create customer loyalty and trust. With that loyalty and trust we hope to forge long-lasting positive relationships which will ultimately allow us to better understand the needs and desires of our residents.

Our guarantee to you is to stand by our "Bill of Rights" to continually provide you "World Class" customer service in support of the Army's Family Covenant.

We will provide excellent service. We will continually strive to "Wow" our customers with the quality and timeliness of our services in a pleasant and friendly manner.

We will provide honest and straightforward communications. We will provide a genuine and consistent service each and every day.

We will continually strive to be the "best". Every opportunity, every action, every time.

We will provide service in a timely manner. You will be promptly informed of any actions that delay completion of work or other action.

We will practice teamwork. Together, we will continually search for opportunities to provide an array of services and amenities that will make you feel great about calling this home.

We value our residents. We will treat everyone with integrity, respect and professionalism.

We welcome feedback, and suggestions. We will encourage and consider ideas that will aid us in achieving our goal of continuous improvement and excellent customer service.

You will receive open communication and dialogue in an effort to resolve issues. If you feel at any time your expectations have not been met, we would like the opportunity to make things right or provide a full and complete explanation of our position. You have the right to speak to our Community Manager, Dolly Fenstermacher 757-369-8347. If you feel your expectations still have not been met you should speak with the Project Director, Mr. Brad Collier, at 757-328-9818. If you are still not satisfied you should contact your local RCI Director, Kathy Dean 757-369-3628.



Balfour Beatty
Communities

Fort Eustis/Fort Story Housing LLC