the timbers

WE ARE HERE FOR YOU!

Fort Drum Mountain Community Homes takes resident concerns very seriously and desires to address and resolve any issues in a timely manner to the satisfaction of all parties involved.

For any resident concerns or questions the first stop is your community office.

The Lodge
(315) 777-8000

If your concern cannot be resolved at the community office level, our **Operations Director** is here to help.

Cristina Lansinger
9035 S. Riva Ridge Loop, Fort Drum, NY 13602
(315)955-6800

If your concerns are not fully addressed by the Operations Director, the **Director of Property Management** is available to assist.

Jenna Waite
9035 S. Riva Ridge Loop, Fort Drum, NY 13602
(315)955-6800

If your concerns are not fully addressed by the Director of Property Management, the **Project Director** is available to assist.

John Bredehoeft
9035 S. Riva Ridge Loop, Fort Drum, NY 13602
(315)955-6800

If necessary, Fort Drum Mountain Community Homes will work with its military partners or command throughout the resolution process. Our goal is to address all concerns in a timely manner and resolve them to the satisfaction of everyone involved.

If you do not feel your concerns are being effectively addressed through the dispute resolution process outlined above, please contact our corporate office.

WinnResidential MHS Corporate Office
military@winnco.com
(617) 239-4596

EQUAL HOUSING OPPORTUNITY