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**From:** Neal, John [REDACTED]@CBIFederalServices.com]  
**Sent:** 10/7/2016 7:21:50 PM  
**To:** Bill Hamblin [REDACTED]@hotmail.com]  
**CC:** Dulin, Thomas [REDACTED]@CBIFederalServices.com]  
**Subject:** Fwd: Maintenance Hotline

Bill we can't have this BS I don't know who Melanie is but she needs to be told how to respond. This isn't going to help sell what we discussed.

Kevin

John Kevin Neal  
Sr. Project Manager  
CB&I Federal Services  
Engineering & Construction  
Cell [REDACTED]

[REDACTED]@cbifederaleservices.com

Begin forwarded message:

**From:** "Dulin, Thomas" [REDACTED]@CBIFederalServices.com>  
**Date:** October 7, 2016 at 2:20:02 PM CDT  
**To:** "Neal, John" [REDACTED]@CBIFederalServices.com>  
**Cc:** "Means, Mike" [REDACTED]@CBIFederalServices.com>, "Nevins, Daniel" [REDACTED]@CBIFederalServices.com>, [REDACTED]  
**Subject:** Maintenance Hotline

Robert Jones called me in and they are getting complaints about the Maint. #. He told me that he called the Maint. # and spoke to Melanie, she told him that they are responsible for only 15% of the units. She also said that FEMA should be ashamed of themselves because they know that they(D&D) can't handle the calls and she is the only person taking the calls.

He asked that we get a handle on this and tighten it up.

Thomas Dulin

CB&I Federal Services  
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