

Corvias™ Community News

SEPTEMBER 2013

EIELSON AFB

airforce.corviasmilitaryliving.com

COMMUNITY OFFICE

354 Broadway Street, Amber
Hall, Suite 215
907-372-2299

Corvias™

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SERVICE REQUESTS

Corvias offers residents several convenient ways to submit maintenance service requests. Residents may submit their work orders to the Corvias Community Office in any of the following ways:

- Phone: 907-372-2302
- E-mail: eielson.service@corvias.com
- Website: airforce.corviasmilitaryliving.com/eielson
- In-person at the Community Office:
354 Broadway Street, Amber Hall, Suite 215

The Community Office is open Monday through Saturday, 8:30 a.m. to 5:30 p.m. The office will be open on Labor Day, Monday, September 2, from 9 a.m. to 1 p.m.

All maintenance requests are handled by the Corvias maintenance team, who wear Corvias uniforms. Service requests fall into one of three categories – emergency, urgent or routine – that will determine its priority. For a complete description of work order procedures and explanation of priorities, please refer to the Resident Responsibility Guide.

MEET THE CORVIAS TEAM

Welcome to better living at Eielson Air Force Base with Corvias Military Living! Corvias was founded to improve the quality of life of service members and their families. We are eager to bring our nationally-recognized customer service to you and look forward to becoming part of the Eielson community.

Our entire team is ready to start serving you and your family on September 1. Josh Crawford will oversee the community office team of Stuart, Pamela, Amanda and Scarlet. The maintenance team is led by Dave Sponsel and will be joined by Ron, Richard, Fred, John, Bill, John, Rachelle, Paul, Eric and Ryan. We invite you to stop by our office located at 354 Broadway Street, Amber Hall, Suite 215 to get to know your Corvias Military Living team.

Information at your finger tips



Today we launched an enhanced version of our website to better serve you. For Eielson -specific information, simply visit airforce.corviasmilitaryliving.com and click on the Eielson icon.

Our site offers access to a variety of interactive features, including online service request submissions, lawn and trash schedules, community calendars, and more. We encourage you to take a look around and become familiar with the website – it's your 24/7



Service Schedules

Corvias offers a variety of services to make your life easier including trash, recycling and lawn care. Please visit the calendar on our website for your service dates: airforce.corviasmilitaryliving.com/eielson

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NEW SERVICES

Beginning the week of September 2, Corvias Military Living's contractor, Mainscape Inc., will mow your lawn, giving you more time with your family. All we ask is that you prepare your lawn:

- Removing toys, lawn furniture, decorative lighting, tools, hoses, etc. from your yard the day prior to lawn mowing.
- If you have a fence, unlock your gate prior to your lawn care day.
- Cleaning up pet waste prior to your lawn care day, and keeping pets indoors on your service day.

Visit airforce.corviasmilitaryliving.com for your lawn care schedule.

If you prefer to maintain your own lawn, please contact the Community Office. If you have a backyard trampoline, you will not receive mowing services in the rear of your home. You will be responsible for maintaining your fenced backyard areas.

Another exciting update: curbside trash pick-up will begin in September! Please check our website for your trash collection day. Trash contractor Mainscape, Inc. will provide you with a trash bin prior to the first collection. These bins are only to be used for trash. Please recycle using the brightly colored dumpsters located in various locations on base.

Finally, Corvias will provide pest control services. If you need additional pest control services, please contact the Community Office beginning September 1.

Looking Ahead



The winter months are quickly approaching at Eielson and Corvias is excited to extend a snow management program to on-base housing residents. We will manage snow for all roadways and sidewalks located throughout the Eielson housing community.

While residents are still responsible for their walkways and driveways, Corvias will provide additional support to families of deployed service members. All you need to do is bring a copy of the deployed family member's orders to the Community Office, and we will extend the snow management service to the walkway and driveway at your residence.

GREEN CORNER

If you use cold water to wash your clothes, you will have enough energy to recharge your laptop 17 times.

SUICIDE PREVENTION THROUGH COMMUNITY SUPPORT



A sense of community is one of the most important factors in building ready and resilient service members and families. In the military community, support from others is the best resource in helping to face daily stressors, including feelings of isolation caused by being away from friends and family, long duty hours, financial stress, and other challenges.

It is important for the military community to recognize when someone they care for is distancing themselves from their loved ones, their unit, or when their behavior is a source of concern. Some additional signs of someone contemplating suicide can include giving away personal belongings or other actions as obvious as saying final goodbyes.

If someone is in need of help, there are several resources to assist. The Military Crisis Line (MCL), 800-273-8255, also called the Veteran's Crisis Line, is a joint Department of Defense and Department of Veterans' Affairs initiative. The MCL is staffed with caring, qualified VA responders who understand the challenges of military life. The MCL is a free, confidential service available 24/7 to all active-duty, National Guard, and reserve service members, as well as their families and friends.

Upcoming Events



Sunday, September 1
Corvias begins operations

Monday, September 2
Labor Day
Community Office open 9 a.m. to 1 p.m.

Tuesday, September 3-Friday, September 6
Holiday lawn care schedule
airforce.corviasmilitaryliving.com/eielson

Monday, September 9-Friday, September 13
Regular lawn care schedule begins
airforce.corviasmilitaryliving.com/eielson

Stay up-to-date. Visit the events calendar at: airforce.corviasmilitaryliving.com/eielson/calendar