



To Our Valued Residents:

The Villages of Benning understands that you are likely highly engaged in taking action within your home and daily activities to protect yourself and family from potential exposure to COVID-19. We wanted to share with you that our team is also actively monitoring the COVID-19 pandemic and adjusting our operations and services to ensure that they are consistent with the recommendations of the U.S. Centers for Disease Control and Prevention (CDC), the Occupational Health and Safety Administration (OSHA) and the Fort Benning Garrison. We are committed to implementing procedures targeted at preventing the possible spread of this illness in the Fort Benning community and to most importantly, protect you.

In consideration of the above, starting today, **March 18, 2020**, we want to inform you of some community changes that are intended to support the health and welfare of our residents and team members. Effective now and until further notice, we are:

- Adjusting operations at our Village Management Offices and the Villages of Benning Welcome Center in support of the CDC's guidelines for "social distancing." Instead of visiting an office in person, we request that residents use the telephone and online ActiveBuilding resident portal to connect with a member of our team. If you have not created an account with ActiveBuilding, please contact a member of our community management team and we will assist with this process. **It is important to ensure that your mobile numbers are entered and/or updated for SMS Notifications. Also, please verify that the correct email address is entered, as we have noticed that many residents changed these upon arriving at Ft. Benning.** Telephone numbers for our offices are included at the end of this message.
- Suspending routine and preventative maintenance work orders that would require our team to enter a home, while prioritizing our response to emergency, life/health/safety-related and urgent work orders.



- Requesting that residents notify a member of the community management team if anyone in your residence may have been exposed to COVID-19, has recently traveled from an affected area, may have flu-like symptoms, is under self-quarantine or has tested positive for COVID-19, so that we may take the proper precautions. Refer to the Travel section of the CDC's [website](#) for a complete list of high risk countries.
- Closing the Self Help Center to walk-ins. However, you may submit a work order for your self-help items through the online ActiveBuilding resident portal or by calling the **24-hour maintenance line at 706.685.3929** and we will deliver the item(s) to your front door for as long as we are able.
- Closing our neighborhood and welcome center common facilities, including fitness centers, game rooms, computer rooms, pool areas, playgrounds and other common areas. Residents with neighborhood center reservations affected by the closure will be contacted directly by a member of our community management team.
- Canceling all Villages at Benning-hosted events.

If you have changes to previously scheduled move out plans as a result of changes to your PCS or TDY orders, please call your community management office to notify us and know that we are committed to doing our best to accommodate your needs.

We will continue to update you with email messages and post to our Facebook page as our services need to be adjusted. Please make sure that the Villages of Benning has your current contact information, both email and cell phones, so that we may continue to keep you and your family informed. To check on or update your contact information, please reach out to a member of our community management team.



Your safety is our highest priority and we truly appreciate the trust that you place in our team. Should you have any questions, please reach out to a member of our community management team for assistance. In the interim, thank you for your patience and understanding as we may need to adjust our service, staffing or operations moving forward.

- The Villages of Benning Team

CONTACT US

For assistance, please feel free to call any of the following offices, each of which, unless otherwise noted, we currently have open from 8:30 a.m. to 5:30 p.m. Monday through Friday:

East Main Post Village Management Office | 706.685.3925

Custer and Upatoi Village Management Office | 706.685.3930

Davis/Bouton Village Management Office | 706.685.3940

Indianhead Village Management Office | 706.685.3933

McGraw Village Management Office | 706.685.3935

Patton Village Management Office | 706.610.5500

Porter Village Management Office | 706.864.0486

**Villages of Benning Family Housing Welcome Center |
706.685.3939 (open 8 a.m. to 5 p.m.)**

**AS ALWAYS, SHOULD YOU HAVE A MAINTENANCE EMERGENCY,
PLEASE CALL THE 24-HOUR MAINTENANCE REQUEST LINE AT
706.685.3929.**