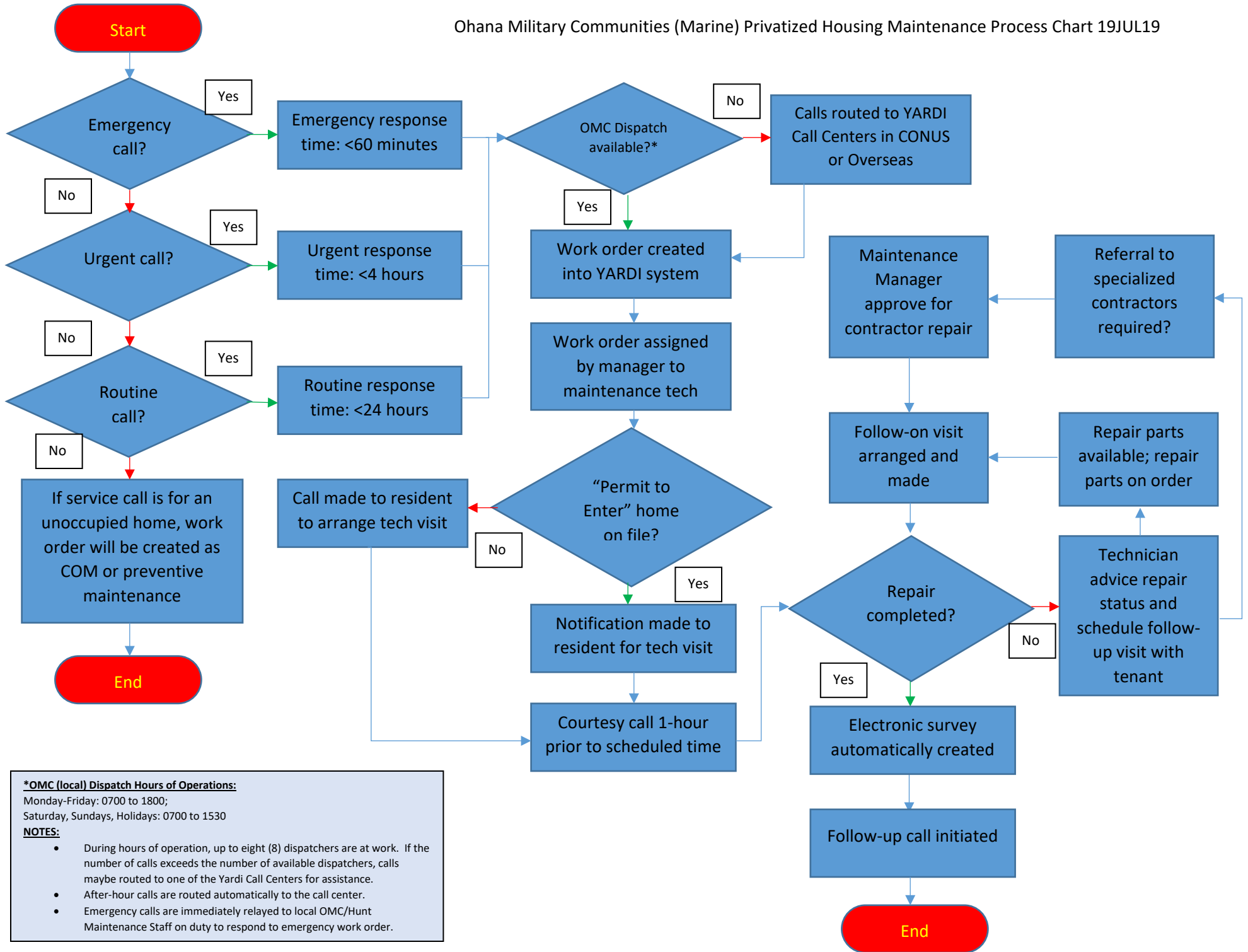


Ohana Military Communities (Marine) Privatized Housing Maintenance Process Chart 19JUL19



**\*OMC (local) Dispatch Hours of Operations:**  
 Monday-Friday: 0700 to 1800;  
 Saturday, Sundays, Holidays: 0700 to 1530

**NOTES:**

- During hours of operation, up to eight (8) dispatchers are at work. If the number of calls exceeds the number of available dispatchers, calls may be routed to one of the Yardi Call Centers for assistance.
- After-hour calls are routed automatically to the call center.
- Emergency calls are immediately relayed to local OMC/Hunt Maintenance Staff on duty to respond to emergency work order.