

CONSTRUCTION COMMUNICATION GUIDE

HOW TO COMMUNICATE/ GET SUPPORT AROUND CONSTRUCTION ISSUES

We want to make it easy for residents to give feedback and receive information during construction. Refer to this sheet for project contacts and a schedule of communications about construction.



URGENT ISSUES

I have a problem or question about construction. Who do I contact?

- **LIFE SAFETY ISSUES CALL 911**



- **PIEDMONT HOUSING REPRESENTATIVE**
Andy Miller - Director of Real Estate Development
amiller@piedmonthousing.org
(434) 422-5497



- **HARKINS BUILDERS REPRESENTATIVE:**
Jon Spaulding - Assistant Projects Manager
jspaulding@harkinsbuilders.com
(434) 363-3453

GENERAL OVERSIGHT

Who is monitoring the project on behalf of residents?

COMMUNITY REPRESENTATIVE



- **COMMUNITY REPRESENTATIVE:**
Myrtle Houchens - Community Liaison
mhouchens@piedmonthousing.org
(434) 825-9226

ADVISORY COMMITTEE

- **REGULARLY SCHEDULED MEETINGS:** Will include a general construction update
- **QUARTERLY IN DEPTH MEETING:** Every three months, one meeting will include a detailed update with revised delivery projections and review

FEEDBACK

How can I give feedback about construction/ the project?

COMMUNITY MEETINGS

- **FREQUENCY:** There will be monthly meetings. Refer to the schedule on reverse.
- **CONTENT:** A portion of these meetings will have an open forum to take resident feedback and address concerns. Due to the limited number of meetings, this is not the best means of getting immediate issues addressed. For immediate issues, refer to the “Urgent Issues” column.

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SCHEDULE OF COMMUNICATIONS



The goal for communication during construction is to have frequent opportunities to provide updates and hear concerns from Friendship Court residents and the Advisory Committee.

WEEKLY

WEEKLY UPDATES

- **WHEN:** Monday mornings
- **WHERE:** ZOOM
- **WHO:** PHA, construction contractor, Advisory Committee members
- **WHAT:** Issues from previous week, workplan for coming week, meeting takeaways to be sent via email afterwards to all AC members, not just those who participated

MONTHLY

COMMUNITY MEETINGS

- **WHEN:** At construction kickoff and then monthly. Meeting details will be posted at piedmonthousingalliance.org/friendship-court and shared in the monthly Friendship Court newsletter
- **WHERE:** Hybrid ZOOM + In person
- **WHO:** PHA, construction contractor, property management, and residents
- **WHAT:** Construction update; expectations for coming weeks, resident questions/concerns

MONTHLY NEWSLETTER

- **WHEN:** First week of the month
- **WHERE:** Delivered to residences & available online
- **WHAT:** Construction update; expectations for coming months, resident questions/concerns