

**Sector Columbia River**  
**Leased Housing Work Order Process**

Work orders at leased apartment complexes are corrected by each individual property manager. The Coast Guard housing office will serve as the intermediary to ensure work orders are being addressed in a timely manner.

1. Submit a work order by emailing [D13-SMB-SecColRvr-HousingWorkOrders@uscg.mil](mailto:D13-SMB-SecColRvr-HousingWorkOrders@uscg.mil) Please include your address/apartment #, a point of contact with phone number, and description of the problem. If you have an urgent issue, please contact the local property manager and then follow up with the Coast Guard office later.

Birch Court property manager -	(503) 861-1296
Bayshore property manager -	(503) 861-3721
Sowins property manager -	(503) 861-1717
Community Property Management -	(503) 325-5678
Shadow Hills Apartments -	(503) 245-6480

2. The Coast Guard housing office will submit work orders for any discrepancies found during annual, check-in, or check-out inspections.

3. Our housing office will send the work order request to the local property manager via email and copy all residents in the apartment. The unit command chief will also be copied if requested.

4. In accordance with Oregon state law, property managers may enter the residence within the next 7 days to address the maintenance issue without additional notification to the residents. Residents do not need to be home when the maintenance occurs. If the property manager has not started work within 7 days, they must provide additional notification to the residents before entering the apartment.

5. If the property manager has not completed the work order in a timely manner, residents should alert the Coast Guard housing office via the email address above or by phone (503-325-0205).

6. The housing office will follow up monthly with each property manager to verify work order completion.