

Let us Introduce Ourselves!

Administration Division

Sherry Farley – President & CEO: sfarley@frontierhousing.org

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Lending Division

Cindy Faulkner – Director of Lending: c.faulkner@frontierhousing.org

Kelly Fleck – Loan Originator: kelly@frontierhousing.org

Ronnica Mabry – Loan Underwriter/Closer: ronnica@frontierhousing.org

Homebuyer Education Division

Chris Robbins – Homebuyer Education Coordinator: crobbins@frontierhousing.org

Finance Division

David Thomas – Chief Financial Officer: d.thomas@frontierhousing.org

Dawn Bhatt – Accounts Payable Clerk: dbhatt@frontierhousing.org

Ronda Utterback – Staff Accountant: ronda@frontierhousing.org

Angie Allen – Grants and Loans Administrator: a.allen@frontierhousing.org

Rhonda Logan – Administrative Assistant: rlogan@frontierhousing.org

Communities, Design and Construction Division

Josh Trent – Communities and Design Director: josh@frontierhousing.org

Phillip Cox – Site Manager

Stephanie Cooley – Design and Programs Specialist: stephanie@frontierhousing.org

Tom Lewis – Green Rehab Specialist: t.lewis@frontierhousing.org

Caleb McVey – Construction Specialist: c.mcvey@frontierhousing.org

Contact us at -

606-784-2131

or on the web at www.frontierhousing.org



Frontier Housing

*Customer
Service
Charter*

Frontier Housing
5445 Flemingsburg Rd
Morehead, KY 40351



We are with you every step of the way...

At Frontier, we constantly strive to improve service and forge closer relationships with you, while remaining open and accountable. This charter sets out the standards you can expect from us. It explains how to get information and how to let us know if you have concerns and suggestions to help us serve you better.

Our Mission Statement

Our mission is to provide affordable housing solutions to build better communities.

Your Rights

When you contact Frontier with a request or a complaint, you can expect to:

- Be treated with courtesy and respect.
- Be provided with detailed instructions for any future inquiry or follow-up.
- Be kept informed of the process and outcome.
- Have your personal details kept confidential.
- Have the issue investigated thoroughly and objectively.



“A special thanks for holding my hand through the entire loan process and construction of my new home.”

Satisfied Customer

Our Promise to You...

Our Service Standards >>>

We are committed to responding to you quickly and efficiently and aim to meet set standards when providing services. Here are our standards when you visit us in person, talk to us on the telephone, or email us.

Face to Face Contact -

When you visit us in person, we will:

- Provide a professional, polite and attentive service.
- Aim to provide accurate and complete information.
- Listen to your requests and discuss fully your requirements and options.

Phone Contact-

When you phone our office at 606.784.2131, you can expect:

- Your call to be answered in a timely manner.
- Staff to take responsibility for your inquiry and reduce transferred calls.
- Your call to be returned by the next working day, if your inquiry is not immediately resolved.

Email Contact-

When you email a staff member or submit an inquiry via our website, we will:

- Acknowledge receipt of your email no later than the next business day.
- Let you know when a full response will be provided if we cannot respond in this timeframe.

Delivering on our promise>>>

Frontier's customer service promise is based on our service standards. But it is broader and more inclusive than individual standards. To honor our promise, Frontier recruits service-oriented professionals and provides them with the tools and training to assist you. Our people are integral to our success.

We promise to:

- Use plain language.
- Keep your information confidential, subject to freedom of information and privacy legislation.
- Consider customer service skills when recruiting staff.
- Carry out ongoing customer service training programs.
- Focus on customer satisfaction when we manage and appraise staff.
- Formally acknowledge staff providing excellent customer service.
- Review and improve forms, systems and procedures from a customer perspective.
- Be sensitive to the needs and beliefs of customers of all ethnic origins.