



VISION

Leaders in Excellence
Serving those
who serve

MISSION

Provide installation
base support to
enable readiness

USAG FORT BELVOIR



Housing Focus Group

28 August 2019

COL Michael H. Greenberg
Garrison Commander

CSM Jason R. Young
Garrison Command Sergeant Major



Agenda



- Ground Rules
- COL Greenberg's Welcome/Introductions
- Five Challenges
- Housing Focus Group Tracker
- Legal Assistance contact information
- Focus Group Feedback by Village
- Way Ahead



Ground Rules

- 1. Stay mentally and physically present**
 - Be present and don't attend to business that doesn't pertain to the meeting.
 - Listen attentively to others and don't interrupt or have side conversations.
 - Treat all meeting participants with the same respect you would want from them.
- 2. Contribute to meeting goals**
 - Participate by sharing ideas, asking questions and contributing to discussions.
 - Share your unique perspectives and experience and speak honestly.
 - If you state a problem or disagree with a proposal, try to offer a solution.
- 3. Give everyone a chance to participate**
 - Share time so that all attendees can participate.
 - Be patient when listening to others speak and do not interrupt them.
 - Respect each other's thinking and value everyone's contributions.
- 4. Attack the problem, not the person**
 - Respectfully challenge ideas, not the person.
 - Blame or judgment will get us further from a solution.
 - Honest and constructive discussions are necessary to get the best results.



Four Challenges



- Communication
- Quality of work
- Work orders over 30 days
- Transitioning homes



Housing Focus Group Tracker

as of 261558aug 19



Issue	Question/Comment	Status
Mold Checklist/SOP	<ul style="list-style-type: none"> • Is there a mold remediation SOP. 	<ul style="list-style-type: none"> • Mold remediation SOP complete
Staffing level status	<ul style="list-style-type: none"> • Who has been hired? Villages? Positions? • Consideration for hiring a scheduling coordinator (coordinate contractors, Garrison QA, maintenance) 	<ul style="list-style-type: none"> • Received approval to expand dedicated quality control (QC) department
Traffic calming / speeding	<ul style="list-style-type: none"> • What is the outcome on the speed tables? Speed detectors? 	<ul style="list-style-type: none"> • Under evaluation - consideration changes to gates and gate hours • Monitors under consideration
USO/9th street parking/ parking in general	<ul style="list-style-type: none"> • Could a resident only parking sign be placed on ninth? • Could parking spaces be painted on ALL curbs to help with car spacing? 	<ul style="list-style-type: none"> • It is open parking.
Deployed Spouses Program	<ul style="list-style-type: none"> • Is this still a program? What does it entail? <p>Can we get send information sent via the housing email distribution list, FB Villages at Belvoir page, and via a one pager (document)</p>	<ul style="list-style-type: none"> • Ms. Robinson volunteered to assist • Current program not effective • Published newspaper article
Active Building Resident Portal	<ul style="list-style-type: none"> • The fine print of the app program- absolves Housing is liability for using these app- (we need to check the validity of this) - if so, why? • Resend notification with link to residents via housing email distribution list due to low participation • Are we able to receive our past work order history? 	<ul style="list-style-type: none"> • Clark must address
Turnover - 6 year	<ul style="list-style-type: none"> • What is going to be done? • Can we make sure to flush water heaters and lines to prevent build up and/or cracking? 	<ul style="list-style-type: none"> • Clark must address

UNCLASSIFIED



Housing Focus Group Tracker

as of 261558aug 19



Issue	Question/Comment	Status
Garrison Commander QA Team	<ul style="list-style-type: none"> • Who is in the team? • What is their checklist for assessment? • Is the checklist being provided to new residents? • Consideration for a QA team to go IN WHEN a contractor is doing the work for emergency/urgent work orders 	<ul style="list-style-type: none"> • The team consists of government employees • Standardized checklist
Updated Self - Help Price Sheet	<ul style="list-style-type: none"> • Could we be provided one? • The quality of the air filters, lightbulbs, etc. needs addressed 10. Maintenance/Contractors • Do we have a system of repercussions in place yet for doing things incorrectly, unprofessional behavior towards residents, especially threatening behavior? 	<ul style="list-style-type: none"> • Clark must address
Work Order History	<ul style="list-style-type: none"> • Consideration for a modification to the portal to have a drop-down box which allows access to past work histories, including large things like flooding, leaks, mold, and lead • Receive access to this prior to signing a lease (work order history) 	<ul style="list-style-type: none"> • Clark must address
Reimbursement	<ul style="list-style-type: none"> • What is the policy for reimbursement? What are people receiving? • Consideration to change BAH reimbursement to begin after 24 hours of displacement • Should families be displaced for an issue and it not be fixed correctly, and need to be displaced again, consideration for displacement days to be cumulative 	<ul style="list-style-type: none"> • Clark must address
Life Health Safety Inspections	<ul style="list-style-type: none"> • Are these currently on hold? Why? Any idea of the Pentagon timeline? • Consideration for a pre and post LHS inspection (True North and then post remediation for example) • Could the GC QA team walk WITH families during the LHS? 	<ul style="list-style-type: none"> • Proposal submitted to higher HQ

UNCLASSIFIED



Housing Focus Group Tracker

as of 261558aug 19



Issue	Question/Comment	Status
Lead Abatement	<ul style="list-style-type: none"> • Standard operating procedure/protocol • RRP Program (Renovation, repair, painting) still in effect? 	<ul style="list-style-type: none"> • Clark must address
Playground Fixes (repairs, benches, etc..)	<ul style="list-style-type: none"> • What is the timeline on fixes? • Will we be given a list of deemed priority fixes? 	<ul style="list-style-type: none"> • All playgrounds inspected by staff and prioritized for repairs and/or possible replacement • For those identified as eligible for possible replacement, additional inspection to be performed by Institute for Building Technology and Safety (IBTS) inspectors for recommendations
Bus Stops	<ul style="list-style-type: none"> • Who has been spoken with? • Will they be moved by school start? • Which ones are moving? 	<ul style="list-style-type: none"> • Must verify it was completed
Stop Signs	<ul style="list-style-type: none"> • When will the stop signs be installed? 	<ul style="list-style-type: none"> • Herryford stop signs approved by Department of Emergency Services • Dig Permit submitted to DPW for approval, installation expected NLT 6 September
Laundry Room Repairs	<ul style="list-style-type: none"> • When are the repairs beginning? • How many homes are being renovated? 	<ul style="list-style-type: none"> • Pilot completed in June • Project has the budget to complete improvements in 13 units– expected completion September • Improvements in remaining homes will begin upon budget approval • Project awaiting budget approval for completion 153 homes

UNCLASSIFIED



Housing Focus Group Tracker

as of 261558aug 19



Issue	Question/Comment	Status
Dead trees in need of removal/trimming	<ul style="list-style-type: none">• When will trees that are leaning be removed?	<ul style="list-style-type: none">• Trees determined to be an immediate hazard are removed with all others tracked to be addressed at a later time as permissible• Seasonal and EPA restrictions
Houses not being "move-in" ready	<ul style="list-style-type: none">• Some new residents moved in when the home was not move in ready.	<ul style="list-style-type: none">• 13-day turn cycle put into effect 1 August
Chemicals being sprayed without notice	<ul style="list-style-type: none">• The residents were not notified of the chemical spray.	<ul style="list-style-type: none">• notification will be sent to residents to notify that applied as part of mowing schedule
Grass cutting schedule	<ul style="list-style-type: none">• Request that grass cutting be published.	<ul style="list-style-type: none">• More regular posts to Facebook with schedule (subject to weather conditions)
Displacement		<ul style="list-style-type: none">• Working with Advocacy Group to develop displacement folder

UNCLASSIFIED



Fort Belvoir Legal Assistance Office



- Licensed Attorneys and paralegals are available to assist with personal civil legal issues at no cost
- Serves Active Duty Service Members, retirees, and their dependents as well as Reservists and civilians preparing for deployments
- Located at 9990 Belvoir Drive, Bldg 257
- 8 am to 3 pm Monday thru Thursday (appointments only), 9 am to 2 pm on Fridays (no appointments needed) NOTE: Home closing documents do require an appointment
- Phone: 703-805-2856
- Facebook: www.facebook.com/fortbelvoirlegalassistance

Website: <https://home.army.mil/belvoir/index.php/my-fort-belvoir/all-services/legal-assistance-office>



Village Feedback



Belvoir

Cedar Grove

Colyer

Dogue Creek

Fairfax

Gerber

Herryford

Lewis



Village Feedback



Park

River

Rossell Village

Vernondale

Woodlawn

George Washington

Jadwin Loop



Way Ahead



- Next Town Hall: 12 November 2019, 6:30 pm – 8:00 pm, Location: Thurman Hall
- Next Garrison Focus Group meeting: Wednesday, 25 September 2019 @ 6 pm, Garrison HQ's Command Conference Room (4th Wednesday of every month)