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USAG FORT BELVOIR



Housing Town Hall

13 August 2019

MG Omar J. Jones, IV
Commanding General, JFHQ-NCR/MDW

COL Michael H. Greenberg
Garrison Commander

CSM Jason R. Young
Garrison Command Sergeant Major

Agenda

- COL Greenberg's Welcome (Purpose and Why are we Here?)
- MG Jones' Comments/Remarks
- COL Greenberg's Garrison Housing Update (Ongoing Processes, Trends, Reporting Options and Hotlines)
- Discussion with Senior Leaders



Purpose

- Fort Belvoir residents, this is your Town Hall.
- You have an absolute right to safe, clean, and healthy homes.
- Your senior leaders want to hear your concerns.
- You are encouraged to give us candid feedback, with the reassurance there will be **NO REPRISALS**.
- Our commitment to you is to provide open, honest, and transparent communication between leadership and residents.



Why are we here?

- On February 13, 2019, during congressional testimony, the Department of Defense was made aware of substandard family housing conditions at military installations.
- The Army Leadership has stated: “It is unacceptable for our families who sacrifice so much to have to endure these hardships in their own homes.”
- The Army has launched a phased approach in response to complaints, to include town hall meetings, home visits, and barracks inspections.
- At Fort Belvoir, your **Senior Leaders** are committed to ensuring the obligations of providing safe, clean and quality housing are being met.



Major General Omar J. Jones IV

Comments



Initiatives

- Quarterly Housing Town Hall
- Monthly Focus Group
- Levels of Escalation
- Quality Assurance
- Transitions Homes
- Life Health Safety Inspections
- On-going Laundry Room Modifications
- Playgrounds & Villages Initiatives



Reporting Options

Work Orders:

- Contact Michaels Management Services Maintenance for routine or emergency work order requests.
- Use the online app for non-emergency work orders only.

Steps for Resolving Issues:

- **Three levels of escalation**
- Contact Garrison Housing Office
- Call the Garrison Commander's Housing Hotline: **571-259-9867**
- Submit your issue to the Interactive Customer Evaluation (ICE) System

Emergencies:

- Non Emergencies: **(703) 806-4277**



Garrison Commander's Housing Hotlines

- Established two housing hotlines: a telephone hotline at **571-259-9867** and the Interactive Customer Evaluation (ICE) system.
- If you're in need of a work order, please submit through the normal Michaels Management Services channels.
- If an emergency work order has not been corrected within 24 hours, please use the telephone hotline or submit an ICE comment to notify the Garrison Leadership.
- To use the ICE system, submit your feedback through the DPW, Housing Services Office ICE link: <https://ice.disa.mil/>, type 'Fort Belvoir' in the search menu, then select 'housing' from the menu on the left. Find 'DPW, Housing Services Office' and click on that link to take you to the ICE form that goes directly to Garrison Leadership.



Historic Window Initiative

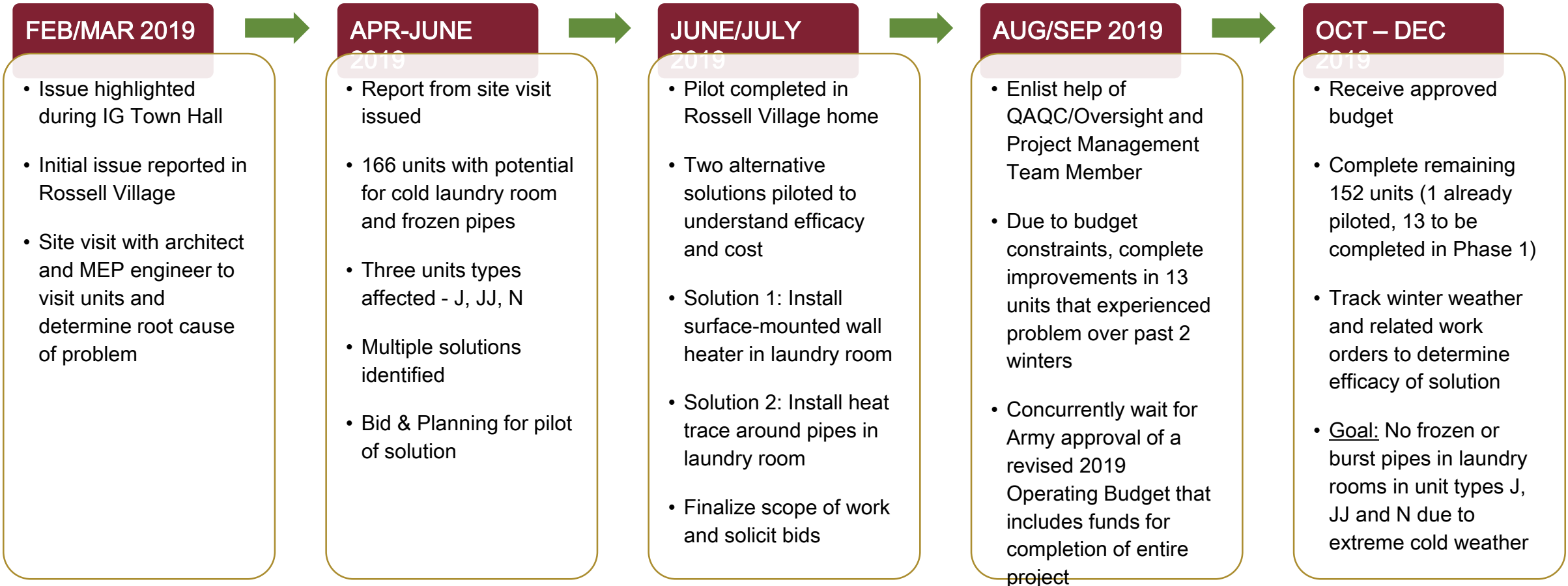
- The Fort Belvoir Historic District contains 170 historic homes in four different villages: Jadwin Loop, Belvoir, Gerber, & Park
- Residents of historic homes gave partnership a priority list during privatization
- Memorandum of Agreement (MOA) executed Jun 2014 for Window Initiative scheduled to take 12 years to complete
- By end of August 99 of 170 homes will be complete; approximately 25% are rehab
- Average offline time for rehabilitation 128 days, replacement 35 days
- Window work and clearance testing completed by certified third-party vendors
- Due to unique nature of each historic home windows are custom built

Village	# Homes	Avg # Windows/Home	# of Windows
Jadwin	31	25	775
Gerber	76	17	1,292
Park	2	32	64
Belvoir	61	40	2,440
Total	170	28 (average)	4,571

Village	Belvoir	Gerber	Jadwin	Park
Homes	61	76	31	2
Complete	32	43	23	0
% Complete	52%	57%	74%	0%



Laundry Room Modifications



Playgrounds & Villages Initiatives

- 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
- Since last Town Hall, additional staffing added to team includes 2nd assistant facilities director, 4th maintenance supervisor, 3rd customer service representative, a facilities operations manager and 4 new maintenance technicians
- Received approval to expand dedicated quality control (QC) department to 5 team members (1 QC manager, 2 QC supervisors and 2 QC inspectors)
- Displacement procedure launched with sit down meeting with resident to go over what to expect during displacement
- Water conservation initiative launched 5 August with 180 homes having 541 fixtures (toilet, showerheads and/or aerators) replaced to date



Discussion



USAG Fort Belvoir



END of BRIEF

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