



## VISION

Leaders in Excellence  
Serving those  
who serve

## MISSION

Provide installation  
base support to  
enable readiness

# USAG FORT BELVOIR



## Housing Focus Group

25 September 2019

COL Michael H. Greenberg  
Garrison Commander

CSM Jason R. Young  
Garrison Command Sergeant Major



# Agenda



- Mr. Burns Welcome/Introductions
- Ground Rules
- Housing Focus Group Tracker
- Five Challenges
- 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.



# Housing Focus Group Tracker



Issue	Question/Comment	Status
Mold Checklist/SOP	<ul style="list-style-type: none"> <li>• Is there a mold remediation SOP.</li> </ul>	<ul style="list-style-type: none"> <li>• Mold remediation SOP combined with displacement policy</li> <li>• Recent procedures under consideration this week requiring possible adjustments</li> </ul>
Staffing level status	<ul style="list-style-type: none"> <li>• Who has been hired? Villages? Positions?</li> <li>• Consideration for hiring a scheduling coordinator (coordinate contractors, Garrison QA, maintenance)</li> </ul>	<ul style="list-style-type: none"> <li>• 3 dedicated quality control (QC) personnel</li> <li>• 76 personnel as of 25 SEP</li> </ul>
Traffic calming / speeding	<ul style="list-style-type: none"> <li>• What is the outcome on the speed tables?</li> <li>• Speed detectors?</li> </ul>	<ul style="list-style-type: none"> <li>• Under evaluation - consideration changes to gates and gate hours</li> <li>• Enforcement of traffic violations left to Police</li> <li>• Working to identify "hot spots"</li> </ul>
USO/9th street parking/ parking in general	<ul style="list-style-type: none"> <li>• Could a resident only parking sign be placed on ninth?</li> <li>• Could parking spaces be painted on curbs to help with car spacing?</li> </ul>	<ul style="list-style-type: none"> <li>• Open parking on</li> <li>• Resident update on parking proposal</li> </ul>
Deployed Spouses Program	<ul style="list-style-type: none"> <li>• Is this still a program? What does it entail?</li> </ul> <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"> <li>• Recent newspaper article</li> <li>• Villages at Belvoir update and changes</li> <li>• Clarification on history of program</li> </ul>
Active Building Resident Portal	<ul style="list-style-type: none"> <li>• Resend notification with link to residents via housing email distribution list due to low participation</li> <li>• Are we able to receive our past work order history?</li> </ul>	<ul style="list-style-type: none"> <li>• 56% adoption rate of Active Building</li> <li>• Notification link resent to residents who have yet to enroll</li> <li>• Personal work order history available to all residents</li> </ul>
Turnover - 6 year	<ul style="list-style-type: none"> <li>• What is going to be done?</li> <li>• Can we make sure to flush water heaters and lines to prevent build up and/or cracking?</li> </ul>	<ul style="list-style-type: none"> <li>• After PCS Season, The Villages now has bandwidth</li> <li>• Project does not have budget approval at this time</li> <li>• Discussion of potential scope</li> </ul>



# Housing Focus Group Tracker



Issue	Question/Comment	Status
Garrison Commander QA Team	<ul style="list-style-type: none"> <li>• Who is in the team?</li> <li>• What is their checklist for assessment?</li> <li>• Is the checklist being provided to new residents?</li> <li>• Consideration for a QA team to go IN WHEN a contractor is doing the work for emergency/urgent work orders</li> </ul>	<ul style="list-style-type: none"> <li>• The team consists of government employees</li> <li>• Standardized checklist</li> <li>• Checklist distributed</li> </ul>
Updated Self - Help Price Sheet	<ul style="list-style-type: none"> <li>• Could we be provided one?</li> <li>• The quality of the air filters, lightbulbs, etc. needs addressed 10. Maintenance/Contractors</li> </ul>	<ul style="list-style-type: none"> <li>• Updated pricing list distributed</li> <li>• New policy of preventive maintenance</li> </ul>
Work Order History	<ul style="list-style-type: none"> <li>• 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</li> <li>• Receive access to this prior to signing a lease (work order history)</li> </ul>	<ul style="list-style-type: none"> <li>• Always able to check personal work order history</li> <li>• Lead or asbestos related work is disclosed when applicable</li> <li>• New leasing policy</li> </ul>
Reimbursement	<ul style="list-style-type: none"> <li>• What is the policy for reimbursement? What are people receiving?</li> <li>• Consideration to change BAH reimbursement to begin after 24 hours of displacement</li> <li>• 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</li> </ul>	<ul style="list-style-type: none"> <li>• Displacement policy distributed</li> <li>• Mold/displacement guide under review based on new suggestions</li> </ul>
Life Health Safety Inspections	<ul style="list-style-type: none"> <li>• Are these currently on hold? Why? Any idea of the Pentagon timeline?</li> <li>• Could the GC QA team walk WITH families during the LHS?</li> </ul>	<ul style="list-style-type: none"> <li>• Proposal to roll these inspections out</li> <li>• Garrison unable to staff QA walks with inspectors</li> </ul>



# Housing Focus Group Tracker



Issue	Question/Comment	Status
Lead Abatement	<ul style="list-style-type: none"> <li>• Standard operating procedure/protocol</li> <li>• RRP Program (Renovation, repair, painting) still in effect?</li> </ul>	<ul style="list-style-type: none"> <li>• LBP materials distributed</li> <li>• RRP program still in effect</li> </ul>
Playground Fixes (repairs, benches, etc..)	<ul style="list-style-type: none"> <li>• What is the timeline on fixes?</li> <li>• Will we be given a list of deemed priority fixes?</li> </ul>	<ul style="list-style-type: none"> <li>• All playgrounds inspected by staff and prioritized for repairs and/or possible replacement</li> <li>• For those identified as eligible for possible replacement, additional inspection to be performed by Institute for Building Technology and Safety (IBTS) inspectors for recommendations</li> </ul>
Bus Stops	<ul style="list-style-type: none"> <li>• Who has been spoken with?</li> <li>• Will they be moved by school start?</li> <li>• Which ones are moving?</li> </ul>	<ul style="list-style-type: none"> <li>• Update from Garrison and The Villages</li> </ul>
Stop Signs	<ul style="list-style-type: none"> <li>• When will the stop signs be installed?</li> </ul>	<ul style="list-style-type: none"> <li>• Poles are installed after dig permit was approved</li> <li>• Villages coordinating with DES to provide proper notice of change in traffic pattern</li> </ul>
Laundry Room Repairs	<ul style="list-style-type: none"> <li>• When are the repairs beginning?</li> <li>• How many homes are being renovated?</li> </ul>	<ul style="list-style-type: none"> <li>• Pilot completed in June</li> <li>• Hiring of 3<sup>rd</sup> Party QAQC in July</li> <li>• Scope discussion, finalization in August</li> <li>• Completion of 10 of 13 units through 9/25, remainder complete by COB 9/27</li> <li>• Completion of remaining 152 pending budget approval</li> </ul>



# Housing Focus Group Tracker



Issue	Question/Comment	Status
Dead trees in need of removal/trimming	<ul style="list-style-type: none"> <li>When will trees that are leaning be removed?</li> </ul>	<ul style="list-style-type: none"> <li>Trees determined to be an immediate hazard are removed with all others tracked to be addressed at a later time as permissible</li> <li>Seasonal and EPA restrictions</li> <li>Continue to provide “at risk” trees</li> </ul>
Houses not being “move-in” ready	<ul style="list-style-type: none"> <li>Some new residents moved in when the home was not move in ready.</li> </ul>	<ul style="list-style-type: none"> <li>Significant changes to leasing policy</li> </ul>
Chemicals being sprayed without notice	<ul style="list-style-type: none"> <li>The residents were not notified of the chemical spray.</li> </ul>	<ul style="list-style-type: none"> <li>Notification will try to be sent to residents to when applied as part of mowing schedule</li> <li>The Villages requested that mowing company give advanced notice for herbicide spreading</li> </ul>
Grass cutting schedule	<ul style="list-style-type: none"> <li>Request that grass cutting be published.</li> </ul>	<ul style="list-style-type: none"> <li>More regular posts to Facebook with schedule (subject to weather conditions)</li> <li>Resident feedback on how this is going?</li> </ul>
Displacement		<ul style="list-style-type: none"> <li>Copies of displacement policy being passed around</li> <li>Trifold tied in with Mold SOP for review</li> </ul>



# Four Challenges



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





# Update on Laundry Room Repairs



- Completed improvements on 7 of the 13 units
- Scheduled improvements of the remaining 6 units
- Prepared to execute on improvements in the remaining 152 units that have the potential to experience this issue once funding becomes available



# 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. Phone: 703-805-2856
- 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
- Facebook: [www.facebook.com/fortbelvoirlegalassistance](https://www.facebook.com/fortbelvoirlegalassistance)

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



# Way Ahead



- Next Town Hall: 12 November 2019, 6:30 pm – 8:00 pm, Location: Thurman Hall
- Next Garrison Focus Group meeting: Wednesday, 23 October 2019 @ 6 pm, Garrison HQ's Command Conference Room (4<sup>th</sup> Wednesday of every month)