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USAG FORT BELVOIR



Housing Focus Group

29 October 2019

COL Michael H. Greenberg
Garrison Commander

CSM Jason R. Young
Garrison Command Sergeant Major



Agenda



- Mr. Burn's 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.



Issue	Question/Comment	Status	Date Added	Suspense
1. 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"> 3 dedicated quality control (QC) personnel Second QC supervisor position vacant 74 personnel as of 29 Oct 	UNK	
2. Traffic calming / speeding	<ul style="list-style-type: none"> What is the outcome on the speed tables? Speed detectors? Can rumble strips be installed 	<ul style="list-style-type: none"> Received resident areas of concern Identified areas within housing ground lease vs DPW jurisdiction Will survey residents to investigate possible improvements in areas under housing's control 	UNK	29Oct19
3. 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 curbs to help with car spacing? 	<ul style="list-style-type: none"> Garrison update 	UNK	
4. Deployed Spouses Program	<ul style="list-style-type: none"> Is this still a program? What does it entail? Can we get send information sent via the housing email distribution list, FB Villages at Belvoir page, and via a one pager (document) 	<ul style="list-style-type: none"> September newspaper article Dedicated MMS personnel assigned to program 	UNK	



Issue	Question/Comment	Status	Date Added	Suspense
5. 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"> • Potential scope list provided 	UNK	
6. 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 	<ul style="list-style-type: none"> • Updated pricing list distributed • Can provide higher quality air filters at self help (budget item for 2020) • Mulch offered at Community Centers come Spring 2020 	UNK	29Oct19
7. Reimbursement & Displacement	<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 • Will Families be provided Per Deim per Day 	<ul style="list-style-type: none"> • Under consideration military-wide at Pentagon level 		
8. Life Health Safety Inspections	<ul style="list-style-type: none"> • Are these currently on hold? Why? Any idea of the Pentagon timeline? • Could the GC QA team walk WITH families during the LHS? 	<ul style="list-style-type: none"> • First – make-ready for displaced resident transfer • Second – under review for further execution • Garrison unable to staff QA walks with inspectors 	UNK	



Housing Focus Group Tracker



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9. 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 • Projected replacements (2020-2021): Gerber – Middleton Rd, Jadwin Loop, Rossell – Rossell Loop, Woodlawn – Gristmill • Playground/rides for special needs family members will be part of the design process for new playgrounds 	UNK	29Oct19
10. 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"> • Pilots completed • Gearing for mid-November start • Marketing materials with all relevant info (how long it will take, what to expect, etc...) will be mailed, put on Resident Portal, Facebook • Goal to finish prior to January 2021 – requires coordination with residents and concerns about work during holidays are acknowledged. 	UNK	



Housing Focus Group Tracker



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11. Dead trees in need of removal/trimming	<ul style="list-style-type: none"> When will trees that are leaning be removed? Behind Belvoir area court (mentioned in Jun 19) and Jadwin Loop. 	<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 Continue to provide "at risk" trees 	UNK	
12. 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 try to be sent to residents to when applied as part of mowing schedule The Villages requested that mowing company give advanced notice for herbicide spreading 	UNK	29Oct19
13. Fire ladder's for two story place homes	<ul style="list-style-type: none"> Can RCI purchase ladders for homes or rent them 	<ul style="list-style-type: none"> Consult on an individual basis 	25Sep19	27Nov19
14. Sitgreaves handy cap curb painted yellow	<ul style="list-style-type: none"> Is the curb going to be re-painted 	<ul style="list-style-type: none"> Requires clarification 	25Sep19	



Housing Focus Group Tracker



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15. GW lights	<ul style="list-style-type: none">• Can lights be installed on the walkway going down Surveyor	<ul style="list-style-type: none">• Not under housing area of control	25Sep19	
16. Pot holes	<ul style="list-style-type: none">• Repair pot holes on Fairfax Road	<ul style="list-style-type: none">• Garrison update	25Sep19	
17. Low wire	<ul style="list-style-type: none">• Raise or remove wire location Potomac Loop	<ul style="list-style-type: none">• Dead line• Coordination ongoing	25Sep19	
18. Dog Park	<ul style="list-style-type: none">• Potential dog park Lewis Village	<ul style="list-style-type: none">• Preparing survey for Lewis Village residents	25Sep19	
19. Vernondale Community Center appliances	<ul style="list-style-type: none">• Check appliances for cleanliness after renting• Replace light	<ul style="list-style-type: none">• Vernondale neighborhood center open for individual rental starting 6 Nov	25Sep19	



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Four Challenges



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



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>



Way Ahead



- Next Town Hall: 12 November 2019, 6:30 pm – 8:00 pm, Location: Thurman Hall
- Next Garrison Focus Group meeting: Wednesday, 27 November 2019 @ 6 pm, Garrison HQ's Command Conference Room (4th Wednesday of every month)