

Housing Walking Town Hall Lower Beaumont Housing Community

Garrison Installation: Fort Bliss, Texas

Garrison Command Attendees: Garrison Commander (GC), Garrison Command Sergeant Major (CSM), and Director of Public Works

Army Housing Office Attendees: RCI Branch Chief, Housing Managers

Fort Bliss Family Homes Attendees: Fort Bliss Family Homes (FBFH) Operations Director, Customer Experience Managers, Facilities Director, Assistant Facilities Director, Resident Engagement Specialist, Assistant Customer Experience Managers, and Area Maintenance Managers

When: 13 February 2024, 5:00-6:00pm

Summary: Garrison Command, Army Housing Office, and FBFH conducted a walking Town Hall in Lower Beaumont community. Town hall consisted of one mile; focusing on 76 homes. Seven tenants and their families were approached and greeted by all members of the town hall committee; tenants provided feedback regarding their experience living in Fort Bliss Family Homes.

Town Hall Trends:

- Tenant satisfied with work orders for pest control issues addressed in timely manner
- Tenants satisfied with neighborhood and security
- Tenant satisfied with move-in experience, quality of home, and work order process
- Tenants expressed concerns about frequent power outages
- Veteran spouse dissatisfied with customer service from FBFH and other concerns
- Leadership identified faded speed limit signs
 - FBFH to replace two signs

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