

## **Housing Walking Townhall 108s Housing Community**

**Garrison Installation:** Fort Bliss, TX

**Garrison Command Attendees:** Garrison Commander (GC), Garrison Command Sergeant Major (CSM), Director of Directorate of Public Works, Army Housing Office Chief

**Army Housing Office:** 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, Area Maintenance Managers, Regional Operations Director

**When:** 17 Oct 2023, 5:00-6:00pm

### **Summary:**

17 October 2023, Garrison Command, Army Housing Office, and FBFH conducted a walking Town Hall in the 108s housing community. Townhall consisted of one mile; focusing on sixty-six homes. Five 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:**

- Tenants were satisfied how easy it was to submit work orders on Rent Café
- Tenants were satisfied with maintenance work order timely response
- Tenants satisfied with security of their neighborhood
- Tenants dissatisfied with refuse contractor breaking trash bins
  - Tenants to submit work orders for damaged bins
- Tenants dissatisfied with inoperable community streetlights
  - FBFH in process of fixing all inoperable streetlights
  - Army Housing Office will continue to follow-up on streetlight repairs
- Tenants dissatisfied with vehicles parking on sidewalks
  - Military Police to patrol communities and distribute citations

## Garrison Monthly Walking Townhall 108s Housing Community

