

GARRISON MONTHLY WALKING TOWN HALL SUMMARY
La Noria Community

1. **GARRISON INSTALLATION:** Fort Bliss, TX
2. **COMMAND LEADERSHIP ATTENDEES:** Garrison Commander (GC), Command Sergeant Major (GC CSM), Directorate of Public Works - Housing Division Chief
3. **ARMY HOUSING OFFICE ATTENDEES:** RCI Branch Chief, Housing Managers
4. **PRIVATIZED PARTNER ATTENDEES:** Balfour Beatty Operations Director, Customer Experience Managers, Facilities Director, Assistant Facilities Director, Resident Engagement Specialist, Assistant Customer Experience Managers, Area Maintenance Managers

5. **WHEN:** April 11th 2023, 5:00 – 6:00pm

SUMMARY:

On April 11th, 2023 - Garrison, Army Housing Office and BBC conducted walking town hall in La Noria neighborhood focusing on 286 homes. Thirteen tenants provided feedback regarding their experience living in Fort Bliss Family Housing. Seven tenants provided negative feedback concerning speeding, neighbors, pest control and maintenance issues. Six tenants expressed satisfaction with size of homes and the quiet neighborhood. Tenants overall expressed satisfaction with the neighborhood and condition of the homes.

TOWN HALL TRENDS:

Maintenance

- Tenants satisfied with maintenance work orders timely response
- Tenants satisfied how easy it is to submit work orders on Rent café app.

Military police

- Tenants dissatisfied with speeding throughout the neighborhood

GARRISON MONTHLY WALKING TOWNHALL PHOTOS LA NORIA COMMUNITY



