



U.S. ARMY



# Fort Bliss Garrison Commander Housing Town Hall 2nd Quarter 2023

**COL Brady**  
Garrison Commander  
US Army Garrison, Fort Bliss

9 May 2023



# Garrison Commander's Introduction

## Purpose of Town Hall

1. As part of an Army-wide focus on housing the Fort Bliss Garrison Commander conducts quarterly Town Halls to disseminate Fort Bliss privatized housing information and provide a forum for direct resident input
2. Q&A session will be held at the end of the meeting – please hold your input until that time





# Garrison Commander's Introduction (Cont.)

## Participation Guidelines

1. **There will never be REPRISALS** for providing information or reporting substandard conditions
2. Keep your comments related to housing matters.  
**Matters not related to privatize housing will not be discussed in this forum**
3. When providing input start with area you live in and how long you have been in your quarters
4. Be specific, brief and respectful
5. Address **your own issues**. Do not speak for others
6. Town Hall will adjourn no later than one hour from start time





# Installation Participants

1. COL James Brady - Garrison Commander
2. CSM Gerardo Gonzalez - Garrison Command Sergeant Major
3. Ms. Aurora Castaneda - Deputy to the Garrison Commander
4. MAJ Justin Smith - Directorate of Emergency Services (DES),  
Chief of Police
5. Mr. Phillip Wrobel - Balfour Beatty Communities (BBC), Project  
Director
6. Ms. Leticia Stevens - Fort Bliss Family Homes, Community  
Director
7. Ms. Tammy Mathis - DPW, Housing Division, Branch Chief
8. Installation subject matter experts





# Agenda

1. Plain Language Brief/Resident Responsibilities
2. Tenant Informal Dispute Resolution
3. List of Government Contact Information for Assistance
4. DES Updates
5. BDE Sponsorship Point of Contacts
6. Fort Bliss Family Homes Information and Updates
7. Questions and Answers







# Plain Language Brief - Tenant Bill of Rights

## The Military Housing Privatization Initiative ***Tenant Bill of Rights and Tenant Responsibilities***

- The Department of Defense is fully committed to ensuring our nation's most valued resource – it's Military Service Members and their families have access to safe, quality and well-maintained homes and communities on DoD installation
- The Military Housing Privatization Initiative, highlights 18 Rights and 5 Responsibilities for Service Members and their Families while they reside in privatized family housing.
- The Plain Language Brief – Tenant Bill of Rights and Tenant Responsibilities can be found on the U.S Army Fort Bliss website:

<https://home.army.mil/bliss/index.php/about/Garrison/directorate-public-works/housing-division>





# Tenant Informal Dispute Resolution

## OPORD 21-044 IMCOM Tenant Informal Dispute Resolution for Privatized Military Housing

- IMCOM Directorates and garrisons will execute the informal and formal dispute resolution process outline in OPORD 21-044 in order to allow tenants of privatized military housing timely and fair resolutions of disputes.
- AMC Mission: to allow tenants of privatized military housing prompt and fair resolution of housing disputes in accordance with the rights and responsibilities set forth in the Universal Lease, OASD guidance and Federal law
- AMC Intent: provide improved accountability and management of tenant disputes with privatized military housing and improve protections for our Soldiers and Families
- Tenant Informal Dispute Resolution Procedures can be found on the U.S Army Fort Bliss website:

<https://home.army.mil/bliss/index.php/about/Garrison/directorate-public-works/housing-division>





# Government Points of Contact

Please report unresolved issues or concerns with Fort Bliss Family Homes in the order below:

1. Directorate of Public Works (DPW), Housing Division, Residential Communities Initiative (RCI)
  - (915) 568-5209
2. DPW, Housing Division, Housing Chief
  - (915) 568-5314
3. DPW, Director
  - (915) 568-6200
4. Deputy to the Garrison Commander
  - (915) 568-5473
5. Garrison Commander
  - (915) 568-2833
6. **ARMY Hotline: (915) 744-8903**







# Things to Know About Mold

- 1) Mold is a naturally occurring microscopic fungi that can grow on indoor and outdoor surfaces. Mold can live in all environments, climates, and seasons but requires oxygen, moisture, and a nutrient source to grow.
- 2) There are no EPA or other federal standards regarding exposure to mold or mold spores.
- 3) Most people have no reactions to mold.
- 4) Mold exposure can irritate the eyes, nose, and respiratory tract; and can be associated with allergic reactions, asthma attacks, nasal and sinus conditions, and lung conditions.





# Mold Prevention Tips

- 5) There is no practical way to eliminate all mold and mold spores in the indoor environment; the way to control indoor mold growth is to control moisture.
- 6) In humid, moist, or damp conditions, mold may grow on paper, wood products, dust particles, insulation, drywall, carpet or upholstery
- 7) Clean and dry any damp or wet materials and furnishings within 24-48 hours to prevent mold growth.
- 8) Keep heating, ventilating, and air-conditioning (HVAC) drip pans clean, flowing properly, and unobstructed.





# Fort Bliss DES Updates

## 90 Day Property Crimes by Neighborhoods

Neighborhood	January	February	March
Aero Vista	8	3	2
Chamizal	2	2	2
Corregidor	1	0	0
George Moore	2	2	0
Kelly Park	2	3	3
La Noria	1	4	1
Linguist	0	2	0
Logan Heights	4	2	2
Paso Del Norte	2	3	1
Pershing Heights	1	1	0
Rio Bravo	8	4	1
WBAMC	2	1	0

Red Bricks, Hayes and 108s had no reported property crimes within the last 90 days





# Fort Bliss DES Updates

## 90 Day Speeding Tickets by Neighborhoods

Neighborhood	January	February	March
Aero Vista	4	23	5
Rio Bravo	1	1	0
Kelly Park	36	12	4
Linguist	0	0	1
Paso Del Norte	0	18	2
Logan Heights	0	0	56
George Moore	3	3	5
Pershing Heights	0	6	0
WBAMC	23	0	0

Border Road, Hayes, Red Bricks, Chamizal, Corregidor, La Noria and N. Main Post had no speeding tickets or traffic citations within the last 90 days





# Fort Bliss DES Updates

## 1. Fundraising on Installation

If you want to fundraise on the installation, you must have approval from the Fort Bliss MWR (915)568-3500

## 2. Solicitation on Installation

There is **no** solicitation on the installation for donations unless approved by Fort Bliss MWR

- Approved only by Garrison Leadership
- Boy Scouts of America
- Girl Scouts of America

## 3. DES Point of Contact Numbers

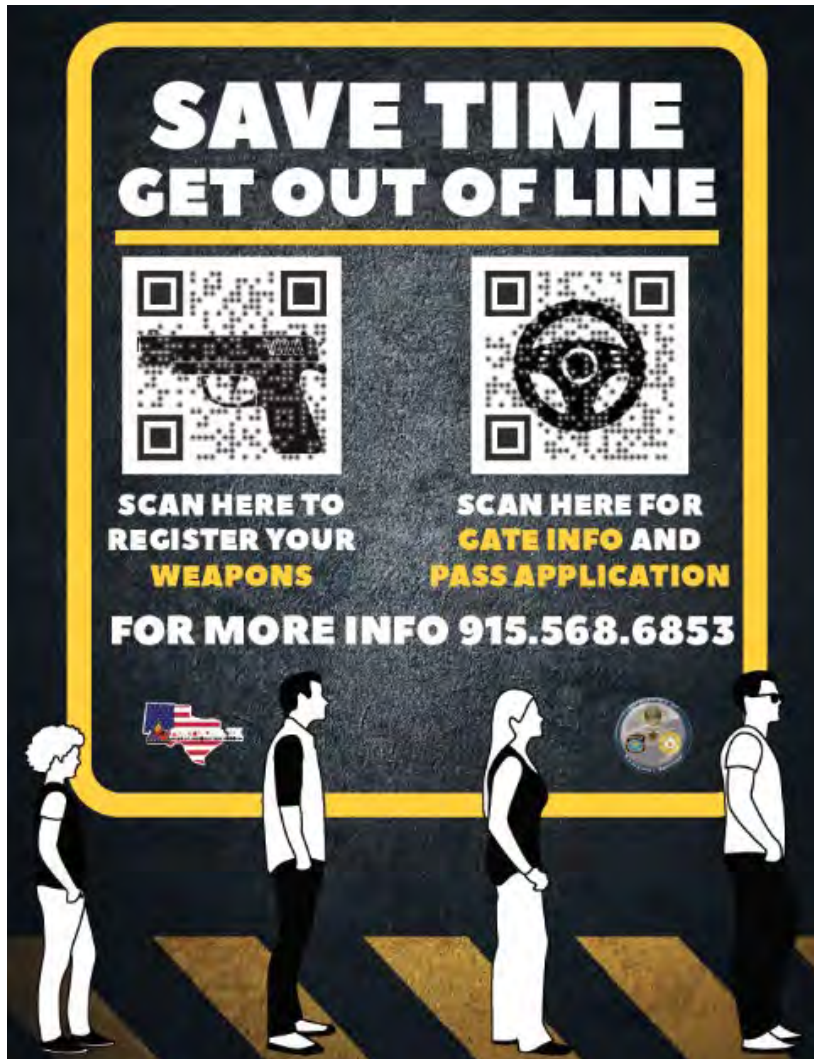
- Military Police Desk (915) 744-1237/9128
- Chief of Police (915) 744-9363
- Chief of Guards (915) 744-9317
- Visitor Control Center (Post Access)
  - (915) 569-6159 Chaffee VCC
  - (915) 568-3215 Buffalo Solider VCC

**If you need to report a crime or observe suspicious activity, please contact the Fort Bliss Dispatch at (915)744-2115 or for Emergencies: Dial 911**





# Fort Bliss DES Updates



- Minimizes effort from customers
- Available at various locations throughout Fort Bliss
- Completely eliminates the need to visit the VCC (Weapons Registration)
- PSI Chief at 744-9146, or DES OPS at 744-9144
- PLEASE SHARE!







# Brigade Sponsor Point of Contacts

## Sponsorship Zones

## Unit Sponsor

Zone 1: Paso Del Norte and Lindquist Heights

1/1 AD

Zone 2: Logan Heights, The 108s and George Moore Park

2/1 AD

Zone 3: North/South Main Post and Red Bricks

11 ADA

Zone 4: Pershing Heights and Corregidor

1 AD DIVARTY

Zone 5: Upper and Lower Beaumont

WBAMC

Zone 6: Aero Vista

NCOL CoE

Zone 7: Rio Bravo

1 AD CAB

Zone 8: Van Horne

5 AR

Zone 9: Hayes

528 HC

Zone 10: Chamizal Vista

3/1 AD

Zone 11: La Noria

1AD SB

**If you need assistance contacting the Unit Sponsor, please call the HOTLINE (915) 744-8903 or the Army Housing Office (915) 568-2898**





# Fort Bliss Family Homes Update



# Agenda

- Planned Development Years 2021-2026
- Work Order Process/Work Order
- Home Based Business
- Community Reminders
- Issue Resolution Process
- Trash updates
- Life work events
- Deployed Spouses

# PLANNED DEVELOPMENT

## Summary:

- Army/Fort Bliss Family Homes Partnership
- Proposed Development Work
  - Received Preliminary Army approval, work will begin Fall 2023
  - Scope of Work has been prioritized from past CEL responses and needs of the individual neighborhoods/homes
  - Work will occur concurrently in various neighborhoods
  - Types of replacement/refurbishment work includes:
    - HVAC – Duct work
    - Landscaping
    - Plumbing
    - Dead Tree Removal
    - Exterior Painting
    - Roofing
    - Playgrounds/Courts
    - Encapsulation of Lead-Based Paint
- Budget of \$20M to complete the required improvements
- Work will begin Fall 2023 and completed by 2027

## Additional Work:

- Landscaping – Refurbishment
  - Damage from August 2021 Rainstorm
  - Impacted over 1,100 homes, yards and common area
  - Neighborhoods impacted:
    - Lower Beaumont – Work Complete
    - Hayes - Work Complete
    - Lindquist Heights – Work Complete
    - Entrance and North End of Paso Del Norte - TBD
    - George Moore Park - TBD
    - 108's – In Progress
    - Logan Heights – In Progress
- New Roofs - 108's Homes
  - Work to begin in May 2023.
- Playground/Ball Courts – Refurbishment
  - Expediting Approval Process
    - Anticipate work to begin Summer 2023
  - Replace/Refurbish Various Locations
  - Add New Dog Park
  - Currently - 64 facilities to 46 replaced/refurbished facilities



# Work Order Process

- Live work order agents are available 24/7 to assist residents with requests
  - Residents can call the maintenance phone number and get connected to an agent
  - Agents are monitoring submissions to the Resident Portal 24/7, too!
    - If residents place an emergency work order outside of business hours, a maintenance technician will still be dispatched to respond immediately to the request





## Work Order Process

- Agents will schedule work order appointments immediately
  - If a resident calls in a request, the agent will schedule the appointment while on the phone
  - If a resident submits a request through the Resident Portal, they will receive an email from **Balfour Beatty Communities, LLC** with an appointment date and time
    - Note: Email may go to resident's spam folder
      - To prevent this, add the email address `no-reply@rentcafe.com` to whitelisted addresses
      - We recently sent instructions for how to complete this via email! Be sure to complete to prevent messages from going to spam going forward



## Key Texting and calling in a Work Order

- You will receive a text message system to confirm resident satisfaction with maintenance work
  - Text Message will come from **844.974.0618**
  - This is not a part of the SatisFacts or other survey program
  - Response is required to close out the work order in our system
    - Respond with “Y” if you’re satisfied with completed work
    - Respond with “N” if you’re not satisfied with completed work
    - A member of our team will reach out to you for next steps to ensure satisfaction



# HOME BASED BUSINESS

STEP 1: Pick up a Home Based Business packet from the DFMWR Headquarters (Bldg. 11 Pershing Rd.), ACS Employment Readiness (2494 Ricker Rd.) or online at <https://bliss.armymwr.com/programs/home-based-business>

STEP 2: Fill out application in detail about your Home-Based Business. Once finished, take to each directorate/office listed on the application and receive an approval signature

STEP 3: Submit application to DFMWR Headquarters building. (Bldg. 11 Pershing Rd – 2<sup>nd</sup> Floor)

STEP 4: Once returned, DFMWR processes it for legal review and the Garrison Commander's approval or disapproval

STEP 5: You are notified of the final decision

# COMMUNITY REMINDERS

- Community Pools and Kelly Park Splash Pad will be opening Memorial Day Weekend.
- If you just moved in and you have pets, please remember to visit the Fort Bliss Vet Clinic and get your pets registered on post.
- Please report issues directly to the Community Office and/or Management for immediate action.
- Follow our Facebook page about upcoming community events!



# ISSUE RESOLUTION

What if my issue is not being resolved to my satisfaction?

## Management

- Assistant Community Experience Manager, located at your Neighborhood Community Office
- Community Experience Manager (915) 504-5992
- Operations Director (915) 443-7392
- Facility Director (915) 443-7441
- Assistant Facilities Director (267) 473-2034
- Quality Control Specialist (267) 315-1327
- BBC Cares Help Line (877) 253-6988



## Helpful Hints

1. Recyclables are lighter than trash:

Wait until your bin is at least half full before putting out to prevent items from blowing away.

2. Bring it in:

Don't let empty bins get blown away (can be a DAF of \$100).

3. Hold on to that lid:

Injuries may occur if the wind blows the lid open.

Call Bulk Pick up at 915-490-5860 (appliances/Furniture)

## Lets Talk Trash





# Special event Programs

- Follow us on Facebook and Instagram for our calendar of events and special programming
- Adult crafts
- Birthday club winners
- Post information

**23 MAY**

Special Events Manager  
**Jen Adauto**  
[jadauto@bbegrp.com](mailto:jadauto@bbegrp.com)  
915-726-4746

**Fort Bliss**  
FAMILY HOMES

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
	1 <b>NEWSLETTER</b> AVAILABLE	2 <b>YUM WALKING TACOS</b> 4PM @ KELLY PARK	3 <b>MAY THE 4TH BE WITH YOU</b> TEMA PORT TO SOCIAL MEDIA	4 <b>CINCO DE MAYO</b>	5 <b>CHECK US OUT ON...</b> f Instagram	
7	8	9 <b>TOWN HALL MEETING ALL COMMUNITIES</b> 5PM @ KELLY PARK PAVILIONS	10 <b>FLOWER GIVEAWAY</b> 9:30PM @ CHAMIZAL VISTA	11 <b>Hostess DAY!</b> ALL DAY @ PM & RS	12 <b>MILITARY SPOUSE APPRECIATION DAY</b>	13
14 <b>HAPPY BIRTHDAY</b>	15 <b>TODDLER PLAYTIME</b> 10AM @ KELLY PARK	16 <b>NATIONAL DO SOMETHING GOOD FOR YOUR NEIGHBOR DAY</b> @ KELLY PARK	17 <b>Flower and...</b> 5:30-6:30PM Every Wed @ KELLY PARK	18 <b>Snack Time!</b>	19	20 <b>YARD of the MONTH</b> DEADLINE: 5/20
21	22	23	24 <b>Certificate RESIDENT SATISFACTS WINNER</b>	25 <b>Kids JUNE Birthday Club</b> DEADLINE: 5/25	26 <b>MEMORIAL DAY</b> 9:30PM @ LOBAN PAVILION	27
28	29 <b>MEMORIAL DAY</b> OFFICES CLOSED	30	31 <b>ADULT CRAFTS</b> 10AM @ PASO DEL NORTE			

EMAIL JEN TO RSVP FOR ALL EVENTS, WHEN IT IS REQUIRED.

**EVENTS FREE TO FORT BLISS FAMILY HOMES RESIDENTS**  
#FortBlissLiving



# Deployed Spouses Program

- Contact your community center by calling, email and or stopping by.
- Please have a copy of your orders and your POA if applicable.
- Fill out the paperwork-please indicate if you have pets.
- We will be out every other week (GMI) to mow your backyard.
- Please ensure that your area is free of toys, pet solid waste and debris.
- Not deployed but still want yard maintenance-contact your team at FBFH and receive mowing prices.







# Digital Garrison App



**CONNECT WITH YOUR COMMUNITY**  
Get your installation services and post information on the NEW Digital Garrison app on your smartphone or tablet.

**DIGITAL GARRISON**  
POWERED BY 

Available on the  

**MAKE THE CONNECTION**

**-1-**  
**GET INFO ON THE GO**  
Get connected with your community by finding information on services, dining, events and more.

**-2-**  
**FIND YOUR WAY**  
Navigate your way around your installation with real time maps, facility location contact info, weather and more.

**-3-**  
**FIND DEALS FAST**  
Check out the hottest deals on brands you love straight from your Exchange.

**-4-**  
**SHOP YOUR FAVORITE CATEGORIES**  
See latest offers on electronics, fashion trends, home goods and more.

   
Services Hotlines

     
Deals MILITARY STAR Sweepstakes Real Time

     
Events Installation Recreation Dining

**DIGITAL GARRISON**  
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Download on the  



Digital Garrison

- Download the “Digital Garrison” app from Google Play or Apple App Store
- Set up an account and ensure Fort Bliss is selected as your installation
- NOTE: Digital Garrison is updated automatically from the Fort Bliss main website



Get your installation services, weather, maps, gate information & more on the NEW Digital Garrison app on your smartphone or tablet.

Stay up to date with what's going on in your community, with the NEW Digital Garrison app on your smartphone or tablet.

Find great dining options, while on the go, with the NEW Digital Garrison app on your smartphone or tablet.

Looking for gate, facility or service information on your local installation? Check out the NEW Digital Garrison app today!

Download the NEW Digital Garrison app to find great deals on the top brands and products you love.





Q&A

