

Garrison Walking Town Hall Summary

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 and Directorate of Emergency Services Deputy Chief of Police
3. **ARMY HOUSING OFFICE ATTENDEES:** RCI Branch Chief, Housing Managers
4. **PRIVATIZED PARTNER ATTENDEES:** Balfour Beatty Communities Senior Community Manager, Neighborhood Managers, Facilities Manager, Assistant Facilities Manager, Resident Engagement Specialist, Assistant Neighborhood Managers, Area Maintenance Supervisors
5. **WHEN:** NOV 15 2022, 5:00 – 6:00 PM

SUMMARY:

Garrison, Army Housing Office and BBC conducted monthly walking town hall in Corregidor neighborhood. Eight tenants provided positive feedback regarding overall satisfaction of home and felt neighborhood was safe. Four tenants provided negative feedback concerning their experience living in Fort Bliss Family Homes. Tenants expressed dissatisfaction with maintenance process and move in condition of homes. GC and GCSM reminded each tenant to check their emails for the DoD Tenant Satisfaction Housing Survey, launched Oct. 25 and encouraged each tenant to participate.

TOWN HALL TRENDS:

Maintenance

- Tenants satisfied how easy it is to submit work orders via app
- Tenants dissatisfied with the timely response to their work order request
- Tenants dissatisfied with backlog of pending work orders with mold and roof repairs
- Tenants dissatisfied with BBC communication with BBC call center, work order scheduling and follow ups
- Tenants dissatisfied with the move in condition of the home, regarding cleaning, and carpet condition

BBC to Address

- Mold Remediation completed repair, follow up home visit
- Broken drawer/cabinet and dishwasher work order

POC: Army Housing Office, Directorate of Public Works

Corregidor Walking Town Hall

November 15, 2022



