



U.S. ARMY



# Fort Bliss Garrison Commander Housing Town Hall 4th Quarter 2022

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

27 Sep 2022



# 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 privatized 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. Mr. Todd Pidone - Directorate of Emergency Services (DES),  
Deputy 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. Yolanda Brown - DPW, Housing Division 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. Fort Bliss Family Homes Information and Updates
6. 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 – its Military Service Members and their families have access to safe, quality and well-maintained homes and communities on DoD installations.
- 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 outlined 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/application/files/5916/6179/0658/Web\\_Fort\\_Bliss\\_Plain\\_Language\\_Brief\\_22Jun22\\_8-29-22.pdf](https://home.army.mil/bliss/application/files/5916/6179/0658/Web_Fort_Bliss_Plain_Language_Brief_22Jun22_8-29-22.pdf)





# 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
  - [usarmy.bliss.id-readiness.mbx.imcom-dpw-housing@army.mil](mailto:usarmy.bliss.id-readiness.mbx.imcom-dpw-housing@army.mil)
2. DPW, Housing Division 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**









# Bliss Public Portal

← → ↻ <https://www.facebook.com/FortBlissGarrison>

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40K followers • 312 following



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**Intro**  
Welcome to the Official Facebook Page for Fort Bliss, Texas, where you'll find all of the Garrison.

Page • Government organization  
Fort Bliss, TX, United States, Texas  
usarmy.bliss.1-ad.mbx.1-ad-fort-bliss-pao@mail.mil

**Featured**

 **U.S. Army Fort Bliss** ✓  
September 18 at 4:17 PM · 🌐  
#SmilesForMiles  
This weekend Fort Bliss MWR and a hug...  


 **U.S. Army Fort Bliss** ✓  
September 18 at 7:00 AM · 🌐  
Attention drivers 🚗 🚗 in and around Fort Bliss!  
...  


<https://www.facebook.com/FortBlissGarrison>





# Fort Bliss DES Updates

## 90-Day Property Crimes by Neighborhoods

Housing Area	June	July	August
Aero Vista	1		1
Chamizal		1	
Corregidor	1		
Rio Bravo	2		
Kelly Park	2		
La Noria	1		2
Lindquist Heights			1
Paso Del Norte	2		
Logan Heights	2	2	1
Van Horn	1	1	

The following housing areas had no reported property crimes within the last 90 days:

- Pershing Heights
- Red Bricks
- George Moore
- Hayes
- The 108s





# Fort Bliss DES Updates

## 90-Day Speeding Tickets Neighborhoods

Housing Area	June	July	August
Aero Vista	31	2	1
Chamizal	1	1	5
Corregidor			1
Rio Bravo	7		2
Kelly Park		2	3
La Noria			1
Lindquist Heights			3
Paso Del Norte		3	3
Logan Heights	3		10
George Moore	11		2
Van Horne			1
WBAMC		27	2

The following housing areas had no speeding tickets or traffic citations within the last 90 days:

- Border Road
- Hayes
- Pershing Heights
- Red Bricks
- N. Main Post





# Fort Bliss DES Updates

## 1. Fundraising on the 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

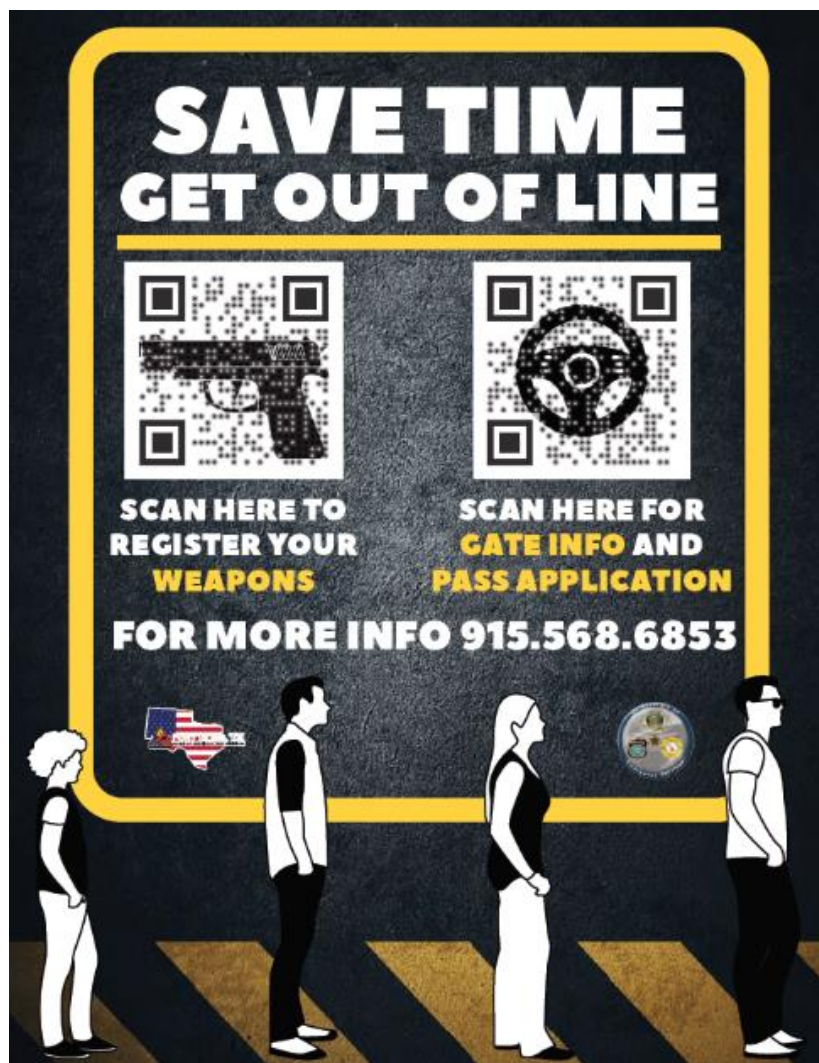
- Military Police Desk (915) 744-1237/9128
- Chief of Police (915) 744-9363
- Chief of Guards (915) 744-9317
- Visitor Control Center (Post Access)
  - (915) 569-6159 Chaffee VCC
  - (915) 568-3215 Buffalo Solider VCC

**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).
- PLEASE SHARE!





# Fort Bliss Family Homes Update





# Agenda

- Planned Development Years 2022-2026
- COVID-19 Updates
- Work Order Process
- Home Based Business
- Community Reminders
- Issue Resolution Process
- BBC Scholarship Winners

# PLANNED DEVELOPMENT

## Summary:

- Army/Fort Bliss Family Homes Partnership
- Proposed Development Work
  - Received Army approval
  - Scope of Work has been prioritized from past Resident Satisfaction Survey responses and needs of 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 2022 and completed by 2026



# PLANNED DEVELOPMENT

## Additional Work:

- Landscaping - Refurbishment
  - Damage from August 2021 Rainstorms
  - Impacted over 1,100 homes, yards and common areas
  - Neighborhoods impacted:
    - Lower Beaumont - Work Complete
    - Hayes - Work Complete
    - Lindquist Heights - In Progress
    - Entrance and North End of Paso Del Norte - TBD
    - Logan Heights - TBD
    - George Moore Park - TBD
    - 108's - TBD
- New Roofs - 108's Homes
  - Work to begin in Fall of 2022 once final approval is received
- Playground/Courts - Refurbishment
  - Expediting Approval Process
    - Anticipate work to begin January 2023
  - Replace/Refurbish Various Locations
  - Add New Dog Park
  - Currently - 64 playgrounds to 46 replaced/refurbished playgrounds

# COVID-19 UPDATES

- Fully vaccinated residents and other visitors are welcome to join us in our office and amenity spaces without masks.
- Face masks/coverings are still required for those not fully vaccinated.
- Our team will continue increased safety and cleaning measures in community spaces.
- We will still wear face masks/coverings whenever working directly with a resident or visitor, regardless of vaccination status.

# LIVE WORK ORDER AGENTS/UPDATED 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

# LIVE WORK ORDER AGENTS/UPDATED 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](mailto: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 moving forward



# LIVE WORK ORDER AGENTS/UPDATED WORK ORDER PROCESS

- Additionally, we also rolled out 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



# COMPARING RESIDENT SATISFACTION SURVEY DATA

## Work Orders

Month	2021	2022
Jan	4.62	4.19
Feb	4.62	4.17
Mar	4.64	4.26
Apr	4.63	4.37
May	4.50	3.87
Jun	4.46	3.67
Jul	4.40	4.09
Aug	4.39	4.04
Sep	4.35	
Oct	4.30	
Nov	4.30	
Dec	4.20	

Month (2022)	Responses	Response %
Jan	207	8.49
Feb	194	10.07
Mar	155	7.94
April	88	6.25
May	15	6.52
June	21	1.23
July	380	21.55
Aug	243	22.11
Sept		
Oct		
Nov		
Dec		

SCORE CATEGORY
Exceptional (4.50 - 5.00)
Superior (4.00 - 4.49)
Average (3.50 - 3.99)
Warning (3.00 - 3.49)
Red Flag (<3.00)

- **PLEASE** let us know how we are doing
- Surveys provide valuable, real-time info
- Benefits:
  - Survey data provides validation
  - Allows us to quickly adjust (agility)
  - Information is shared (transparency)

# **COMPARING RESIDENT SATISFACTION SURVEY DATA**

## Move In

Month	2021	2022
Jan	4.54	4.31
Feb	4.70	4.62
Mar	4.36	4.68
Apr	4.45	4.56
May	4.55	4.39
Jun	4.39	4.21
Jul	4.44	4.26
Aug	4.41	4.29
Sep	4.64	
Oct	4.39	
Nov	4.46	
Dec	4.39	

SCORE CATEGORY
Exceptional (4.50 - 5.00)
Superior (4.00 - 4.49)
Average (3.50 - 3.99)
Warning (3.00 - 3.49)
Red Flag (<3.00)

Month (2022)	Responses	Response %
Jan	31	24.03
Feb	36	30.5
Mar	50	31.25
April	36	30.7
May	43	30.49
June	42	25.14
July	111	32.26
Aug	70	34.48
Sept		
Oct		
Nov		
Dec		

- **PLEASE** encourage your new neighbors to fill in their move-in survey



# 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 Centers are available for rent. Please stop by before the holidays to rent or request information.
- 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 call first at (915) 742-2266
- Please report issues directly to the Community Office and/or Management for immediate action. Don't know your management team? Attend our Meet and Greets to meet your leasing/maintenance teams.
- Follow us on Facebook/Instagram page about upcoming community events!



# Backyards Do's and Don'ts

- Do not over water your yard. Over watering can lead to mosquitos.
- Follow the water schedule: water hours are between 6 a.m.-10p.m. No more than 45 mins in any one area. Even numbered areas are allowed to water on Tuesdays, Thursdays, and Saturdays.
- Odd numbered addresses are allowed to water on Wednesdays, Fridays, and Sundays.
- Please limit your watering to two days a week for water conservation.
- Please be careful not to let water flow down the street.
- Please call the office to receive information for paid mows.
- We will need a picture of the backyard and the mow must be prepaid prior to mowing.
- Please don't let your yard be overtaken by weeds which may lead to unwanted pests. We will be out inspecting for discrepancies.



# Backyards

## Do's



## Don'ts

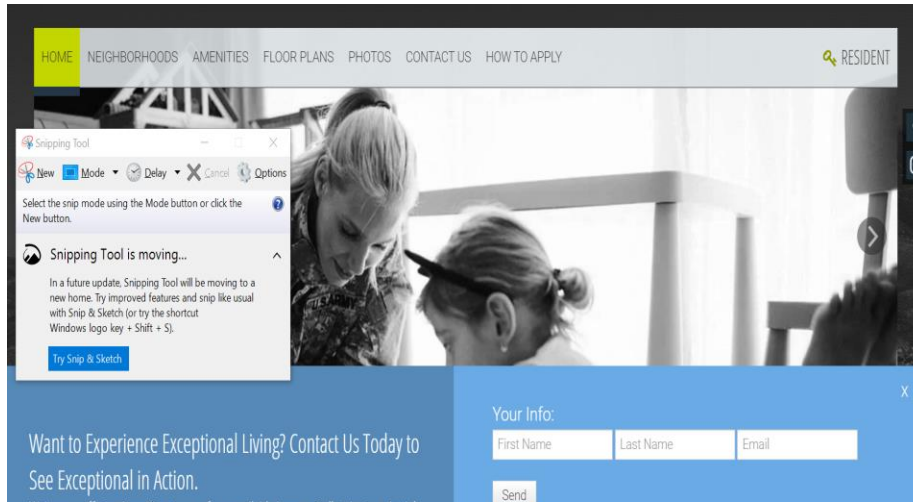


# Fire Safety

- Do not leave candles unattended.
- Do not remove firestops from your rangehoods.
- If smoke alarm starts chirping, it means the battery is low.
- For Emergencies call 911.
- Fire pits must be 30 feet from home and surrounding homes, no fire bonfires are permitted.



# Rent Café and Contact Information



## Community Management Contacts

### Letty Stevens

Senior Community Director  
(915) 443-7392  
[lsteven@bbcgpr.com](mailto:lsteven@bbcgpr.com)

### Erick Cuellar

Assistant Facilities Director  
(915) 443-7441  
[ecuellar@bbcgpr.com](mailto:ecuellar@bbcgpr.com)

### Danny Lee

Quality Control Specialist  
(267) 315-1237  
[dlee@bbcgpr.com](mailto:dlee@bbcgpr.com)

### Lonny Wright

Facilities Director  
(267) 667-0153  
[lwright@bbcgpr.com](mailto:lwright@bbcgpr.com)

### Alejandra Rodriguez

Customer Experience Manager  
(267) 473-2034  
[arodriguez@bbcgpr.com](mailto:arodriguez@bbcgpr.com)

### Alejandro Pizzaro

Evening Maintenance Manager  
(267) 473-2037  
[apizzaro@bbcgpr.com](mailto:apizzaro@bbcgpr.com)

## Contact Us

Our Fort Bliss Family Homes team is ready to assist you in any way we can, from leasing information to resident services and maintenance needs. We look forward to hearing from you!

### Leasing and Community Management Office

1991 Marshall Road  
Fort Bliss, TX 79906  
Phone: (915) 564-0795

#### Hours of Operation:

M, T, Th, F: 8:00 am - 5:00 pm  
Wed: 8:00 am - 7:00 pm  
Sat: 10:00 am - 4:00 pm

#### Leasing Information:

Get the leasing process started today by completing a brief [online leasing inquiry here](#), or call our leasing team at **(915) 564-0795**.

#### Resident Services:

### Maintenance

Residents can submit routine maintenance requests online through the **Resident Portal**, or contact the Maintenance team by phone at (915) 564-0459.

#### 24-Hour Emergency Maintenance

Emergencies should be reported to the Maintenance team directly at (915) 564-0459.

**For medical emergencies or to report a fire, please dial 911.**

#### Maintenance Facility

6601 Lutes  
Fort Bliss, TX 79906  
(915) 564-0459  
Self-Help items pick-up location



# Walking Townhalls – Fall/Winter 2022

We want to hear from you, join us for upcoming walking townhalls. All walks begin @ 5 p.m



## Tentative Days

- 18 October – Chamizal Vista
- 15 November – Corregidor
- 12 December – Logan Heights



# ISSUE RESOLUTION

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

- Assistant Community Experience Manager -  
Located at your Neighborhood Office
- Community Experience Manager - (915) 504-5992
- Community Experience Manager - (267) 473-2823
- Community Director - (915) 443-7392
- Facility Director - (267) 667-0153
- Community Experience Manager - (267) 473-2034
- Quality Control Specialist - (267) 315-1327
- BBC Cares Help Line - (877) 253-6988



# CONGRATULATIONS TO OUR SCHOLARSHIP WINNERS!

Congratulations to the Nine Balfour Beatty Communities Foundation Scholarship Recipients in our Community. Good luck in your future endeavors!

- Questions regarding the Balfour Beatty Communities Foundation Scholarship Program, including the application process and scholarship awards, please email [scholarships@bbcgrp.com](mailto:scholarships@bbcgrp.com).





# BBC Scholarship Winners 2022







# BBC Scholarship Winners 2022





# Digital Garrison App

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Get connected with your community by finding information on services, dining, events and more.

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

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

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- 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



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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!

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# QUESTIONS

