

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:** Oct 18 2022, 5:00 – 6:30 PM

SUMMARY:

Oct 18 22 - Garrison, Army Housing Office and BBC conducted monthly walking town hall in Chamizal Vista neighborhood. Twelve tenants provided positive feedback regarding overall satisfaction of home and felt neighborhood was safe. Fifteen 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.

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
- 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, pet hair, carpet condition, and back yard condition

Neighborhood Landscaping and Grounds

- Tenants dissatisfied with trash company
- Trash bins overflowing, winds cause trash to blow out of can

Community Policy Enforcement

- Tenants dissatisfied with BBC lack of enforcement of Community Guidelines regarding pet policy and parking on wrong side of the streets

BBC to Address

- Garage in disarray, home inspection
- Homebased Business not on file (Barbershop)
- Broken fridge handle, pending work order
- Moisture concern
- HVAC pending part
- Clean/secure retention ponds

POC: Army Housing Office, Directorate of Public Works

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