

**GARRISON MONTHLY WALKING TOWNHALL SUMMARY**  
**North Main Post 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 and Directorate Emergency Services
3. **ARMY HOUSING OFFICE ATTENDEES:** RCI Branch Chief, UH 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:** Feb. 21, 2023, 4 – 5 p.m.

**SUMMARY:**

Garrison, Army Housing Office and BBC conducted walking Town Hall in the North Main neighborhood focusing on the following 252 homes. Six tenants provided feedback. All six tenants provided positive feedback regarding overall condition of the home and felt neighborhood was safe. Tenants expressed satisfaction with maintenance process and move in conditions.

**TOWN HALL TRENDS:**

**Maintenance**

- Tenants satisfied how easy it is to submit work orders on the Rent Café app.
- Tenants satisfied with maintenance timely response
- Tenants satisfied with overall condition of the homes

**POC:** Army Housing Office, Directorate of Public Works

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