

GARRISON MONTHLY WALKING TOWN HALL SUMMARY
Paso Del Norte Community

1. **GARRISON INSTALLATION:** Fort Bliss, TX
2. **COMMAND LEADERSHIP ATTENDEES:** Garrison Commander (GC), Acting Command Sergeant Major (GC CSM), Directorate of Public Works – Acting Housing Division Chief
3. **ARMY HOUSING OFFICE ATTENDEES:** RCI Branch Chief, Housing Managers
4. **PRIVATIZED PARTNER ATTENDEES:** Balfour Beatty Operations Director, Customer Experience Managers, Facilities Director, Assistant Facilities Director, Resident Engagement Specialist, Assistant Customer Experience Managers, Area Maintenance Managers
5. **WHEN:** March 14th 2023, 5:00 – 6:00pm

SUMMARY:

On March 14, 2023 - Garrison, Army Housing Office and BBC conducted walking Town Hall in Paso Del Norte neighborhood focusing on 106 homes on north end of the neighborhood. Twelve tenants provided positive feedback regarding their experience living in Fort Bliss Family Housing. Four tenants provided negative feedback concerning move-out charges, crime, and speeding in the neighborhood. Tenants overall expressed satisfaction with maintenance process and move-in conditions.

TOWN HALL TRENDS:

Maintenance

- Tenants satisfied how easy it is to submit work orders on Rent café app.
- Tenants satisfied with maintenance timely response.
- Tenants satisfied with overall condition of homes.
- Tenants dissatisfied with BBC communication and call center.

Military police

- Tenants dissatisfied with speeding drivers throughout the neighborhood.

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