

GARRISON MONTHLY WALKING TOWN HALL SUMMARY
Logan Heights 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
3. **ARMY HOUSING OFFICE ATTENDEES:** Housing Division 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:** January 10th 2023, 4:00 – 5:00 PM
 - **SUMMARY:** On January 10th - Garrison, Army Housing Office, and BBC conducted monthly walking town hall in Logan Heights neighborhood. Thirteen tenants provided positive feedback regarding their experience living in Fort Bliss Family Housing. Tenants expressed satisfaction with size of homes and feeling safe in their quiet neighborhood. Seven tenants provided negative feedback concerning maintenance process, trash, and speeding in the neighborhood. GC and CSM reminded each tenant about the DoD Tenant Satisfaction Housing Survey; launched 11 Jan 22. Door knockers were left at the front doors with instructions on completing the survey and other means of communication by the partner. GC and CSM highly encouraged tenant participation.

TOWN HALL TRENDS:

Maintenance

- Tenants satisfied with maintenance timely response
- Tenants dissatisfied with maintenance process
- Tenants satisfied with overall condition of the homes
- Tenants dissatisfied with pest control
- Tenants dissatisfied with playground equipment

Neighborhood Landscaping and Grounds

- Tenants dissatisfied with trash/debris in the neighborhood
- Trash bins overflowing, winds cause trash to blow out of can

Community Policy Enforcement

- Tenants dissatisfied with speeding vehicles in the neighborhood

BBC to Address

- Pest control issues
- Speeding in the neighborhood
- Broken playground equipment
- Trash/debris in the neighborhood
- Information on retirees/ processes to remain in housing

POC: Army Housing Office, Directorate of Public Works

Logan Height walking townhall January 10, 2023



