

Housing Walking Town Hall Van Horne Housing Community

Garrison Installation: Fort Bliss, Texas

Garrison Command Attendees: Garrison Commander (GC), Garrison Command Sergeant Major (CSM), Director of Directorate of Public Works, Army Housing Office Chief

Army Housing Office Attendees: RCI Branch Chief, Housing Managers

Fort Bliss Family Homes Attendees:

Fort Bliss Family Homes (FBFH) Operations Director, Customer Experience Managers, Facilities Director, Assistant Facilities Director, Resident Engagement Specialist, Assistant Customer Experience Managers, Area Maintenance Managers

When: 9 Jan 2024, 5:00-6:00pm

Summary: On 9 Jan 2024. Garrison Command, Army Housing Office, and FBFH conducted a walking Town Hall in the Van Horne housing community. Townhall consisted of one mile; focusing on 102 homes. Five tenants and their families were approached and greeted by all members of the town hall committee; tenants provided feedback regarding their experience living in Fort Bliss Family Homes.

Town Hall Trends:

- Tenants satisfied how easy it is to submit work orders on Rent Café
- Tenant dissatisfied with speeding throughout the neighborhood. Requesting speed bumps and increase in police patrol
- Tenant satisfied with neighborhood and security
- Tenant satisfied with the support from FBFH. Multiple deficiencies discovered in tenant's first home offered therefore offered a second home in Van Horne Community. Overall happy with his home and community
- Tenant dissatisfied due to the lack of no-smoking signs on playgrounds
 - FBFH agreed installing signs is an option

Housing Walking Town Hall Van Horne Housing Community



