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**U.S. ARMY INSTALLATION MANAGEMENT COMMAND**  
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**FORT DETRICK, MARYLAND 21702-5000**

IMFD-PW-H

**MEMORANDUM FOR RECORD**

**SUBJECT: September 2020 Fort Detrick and Glen Haven Housing Town Halls**

**EXECUTIVE SUMMARY:** The U.S. Army Garrison (USAG) Fort Detrick (FD) conducted town halls on 10 September at Glen Haven and 15 September at Fort Detrick with Balfour Beatty Communities (BBC), Garrison Leadership, Senior Leadership, and Residents.

Colonel Nunnally, Garrison Commander (GC) opened the meeting and introduced U. S. Army Medical Research and Development Command's (USAMRDC) Commanding General (CG) Brigadier General Michael Talley and Command Sergeant Major Victor Largione during the Fort Detrick Town Hall.

Brigadier General Michael Talley addressed the community by thanking for everyone their efforts staying safe during the pandemic and requested that they continue to be patient, although we are going through some trying times. "We are at our eighth month where the nation has had to take special measures to ensure we are protecting ourselves as well as we can against COVID-19. Take the necessary precautions by social distancing, keeping our masks on, and frequent hand-washing has become our way of life, it's our new normal. We are in various states of distance learning for our schools, many of our children are at home today because of the measures we are taking with our school population. Those of you who work at Fort Detrick, 75% of our workforce is teleworking today. This is based on conditions of what is happening around the area, local community, and Maryland – our efforts are certainly keeping the numbers down and we are taking the same precautions at the work place. I thank you for all you have done and all that you will do.

I'm looking at the conditions we are in now as a Pre-Vaccine during this COVID environment. We are working very hard with the government to come-up with a vaccine solution as fast as we can. There is an effort called, Operation Warp Speed. Normally it takes five years to get a vaccine in full production and you have people, including here at Fort Detrick working round the clock to make that happen. The target right now is certainly the end of this year or early next year. Once it becomes available, once we have the right therapeutic solutions and testing, then we will begin to see a return to normalcy. I'm counting on you to do your part to make sure you don't spread the infection any more than we need to."

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“We had some major projects that were way down in the Army priority list when I arrived. Things that impacted our water for example. We’ve taken a hard look at what we need to do and have things at the right level of attention. We are going to continue to push forward. As we address things during the town hall, let’s make sure it’s productive, and make living at Fort Detrick better in the long-run. That is the goal! We want to hear from you and make sure we keep the meeting productive and actionable to improve living conditions. My wife and I live here and it’s the best kept secret in the Army. Think out of the box a little bit. What can we do in a COVID restrictive environment?”

Command Sergeant Major Laragione addressed the community and asked for us to continue to be a good neighbor. If there are things we can do to improve, let us know. The Garrison is looking at what services we can improve and making adjustments.

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SUBJECT: Fort Detrick Town Hall, 15 Sep, 1300/1800 hours (1 & 6 PM).

1. 25 residents live-streamed and 3 attended the town hall conducted at 1300 hrs. 15 residents live-streamed and 5 attended the town hall conducted at 1800 hrs. Colonel Nunnally, Command Sergeant Major Gusman, and Mr. Wil Plumley, Deputy Garrison Commander represented the USAG leadership team. Mr. Erik Barnes, Public Affairs Office. Ms. Yvette Bell, Housing Chief, Mr. Carl Pritchard, Director of Public Works, and the entire Housing team attended. From BBC: Mr. Maurice King, Community Manager, Mr. Jeff Stewart, Facility Manager, and Ms. Jacqueline Maceachern, Assistant Community Manager attended.

2. Colonel Nunnally opened the meeting providing community updates of what is happening at Fort Detrick. Part of being neighborly in a Military Community/Housing is the pride we have. Our neighbors are our co-workers. We all share the same values, whether Army, Air Force, Navy, or Marines. All the Service values align and the same goes for Army Civilians. We talk about Loyalty, Respect, Integrity, and Personal Courage. We hold dear these values as Military Families.

3. The GC addressed some items brought to his attention over the weekend.

a. Reveille and Retreat: Part of living in a Military Installation is taking pride and honoring the Flag as we raise it in the morning or take it down in the evening.

b. Communication: When we signed the lease, we all received the Resident Guide. This guide outlines the tenant responsibilities. As tenants, we have the responsibility to abide by the guidelines and rules in there.

(1) Pets. No pet is to be outside unattended. Take pride and responsibility to maintain our areas. We've got to be good neighbors. Take pride in where we live.

(2) Playgrounds. GC expressed his disappointment with racial graffiti found written on some of the playground equipment. As Military families, we don't do that. We treat it as if it was our own. We don't deface property on Fort Detrick. It will not be tolerated. You are responsible for what your dependents do and it will have an impact on you. Have these discussions with your children and make sure they understand what the Army values are. We are not going to have this kind of behavior on this installation.

4. Updates and Accomplishments from the previous Town Hall:

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a. Brown Water

(1) There is a project to install two in-line-filters in the newer housing areas. 79% of the brown-water complaints were registered from the new housing area. Legacy housing only registered 3% of complaints.

(2) A follow-on project to put 7-9 filters in the legacy housing area: this will be funded next year and expected completion is 2022.

(3) Results from water samples taken two weeks ago assisted the contractor in selecting a Micron-Backwash filter. It has an automatic sensor that will turn on and clear all the debris when water gets dirty.

(4) Developing a flushing hydrant plan to clear all the debris on the lines.

(5) If you are still seeing brown water, please continue to submit work orders with BBC.

(6) The Army has approved a \$9 million project to upgrade all the water lines on post.

b. Tenant Bill of Rights

(1) Residents received the Plain Language Brief in late July. Hopefully, you have the opportunity to read and digest your rights as residents of military housing.

(2) DoD is currently working with Housing partner Presidents and CEO's of these companies to work out a few additional rights. The following two items (a. and b.) have NOT been implemented. DoD and the Partners are still working on a resolution for these two rights:

(a) Residents have the right to see all work orders associated with the home they are taking residence.

(b) If the house provided is not meeting resident satisfaction, as a tenant you have the right to withhold your Basic Allowance for Housing (BAH) payment.

(3) Tenant Bill of Rights # 12. A tenant has the right to seek Military Representation for any issues that are occurring. This right only applies to Active Duty Military. It does not apply to Retirees, DoD Civilians, and non-DoD affiliated civilians.

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You need to seek civilian counsel if you are not an Active Duty service member and require legal representation.

(4) Since the Housing Crisis, a lot of the problems identified last year have been or are being addressed. A number of things needed repairs. BBC submitted Major Decision packets through an Installation Management Command and Army Material Command process that ultimately goes to Army G-9 for approval. The Army has approved everything in the Major Decision packets.

a. Playground: Garrison Safety Office conducted a safety inspection assessment of the playgrounds maintained by BBC. A few Life, Health, Safety items were identified and BBC has repaired them all.

b. Sheds & Patios Condition: The Army approved the Major Decision for these repairs but the repairs are delayed until Spring 2021.

c. Sidewalk Repairs: Sidewalk repairs began 15 September 2020; estimated completion is 30 October 2020.

d. Roof Repairs

(1) BBC environmental is working to finalize service agreements with a testing vendor. A new policy requires BBC to test all shingles no matter their installation date and this will add \$3K to the project.

(2) Anticipate testing week of 21 September 2020 to clear way for work to begin approximately week of 5 October 2020.

e. Building 1014 (Stark Street) water intrusion:

(1) This building has been taken off line, no one will move into this building.

(2) Repair will be part of the out-year-development plan long term.

f. Maintenance

(1) Preventative Maintenance Plan i.e. HVACs, furnaces, hot water heaters. BBC hired a third party company, Motelli, to perform preventive maintenance.

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(2) BBC maintenance technicians are now required to follow and complete a checklist for all HVAC work orders. The Facility Manager certifies the checklist was completed.

(3) In preparation for the winter months, BBC coordinated with Motelli to perform Annual Preventive Maintenance throughout the property for HVAC/furnace and hot water tanks starting 12 October to 4 December 2020.

g. Garbage: Some residents were not clear when garbage pick-up was for Fort Detrick residents

(1) BBC informed residents to put their trash containers out the night before and put the containers back when they return home, the same day.

(2) Speak up when another resident is not complying with the rules.

h. Street Issues:

(1) Children leaving their toys in the streets. Colonel Nunnally thanked the community for continuing to be neighborly when addressing this problem. We have to take pride in where we live. Part of what we do is clean up after ourselves. Let's be neighborly and ask our children not to leave their toys in areas that they should not be.

(2) Speed limits for Housing Area. A resident is concerned people continue to speed in the housing area.

(3) Sidewalks. One resident was concerned sidewalks ends and there is no continuity as you leave the housing area along in the vicinity of Amber Dr. DPW has plans for all the sidewalks to be connected throughout the post. Every year a project is submitted and the project has to be prioritized. There is a project to get all the sidewalks identified that need to be addressed. When funding is available, DPW will complete each project.

i. Pest Control – vendor American Pest Control

(1) All work orders for "Pest" control are now treated as "Urgent".

(2) Residents were instructed to call if they have rodent and/or roach problem in their residence to ensure the work order is categorized as "Urgent".

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(3) Pest treatment is now done for in-between occupancy move-ins. There was no protocol for the contractor to perform a treatment upon vacancy. This is now part of the process when someone moves out: BBC's vendor now completes a pest control treatment. I look at every work order that is submitted daily, I pay attention and if something does not look right, the housing team and BBC get an email from me.

j. Fall 2020 CEL Survey

(1) The GC asked the community to reach out to the Leasing Office to ensure the leasing office has their correct email and phone number.

(2) The survey is annual now. BBC will send it out in October. Be on the lookout for it and please respond to it. Let us know what we are doing well. We want to know what we can improve as well.

(3) The GC asked residents to ensure they fill out the surveys. Last fall the survey come out right before the pandemic hit and for every category at Fort Detrick, we have improved. It's an Army passing with 70%; we want to be a "Best Practice" installation for both of our properties. We want to be in the 90<sup>th</sup> percentile. That is our goal.

k. Out Year Development Plan.

(1) BBC has submitted the Out Year Development Plan and the Garrison CDR has approved the plan that will allow BBC to perform the following work throughout 2021 and into 2022:

- (a) Renovations on 11 legacy and historic home
- (b) Replacements of 20 HVACs nearing the end of their lifecycle
- (c) Minor repairs of select playground equipment

(2) Over the past three years, BBC has focused on roofs, sidewalk repairs, and obtaining lead free certifications from the State of Maryland on 150 of the remaining Legacy homes at Fort Detrick. Additionally, BBC is currently working on the restoration of the Nallin Farm House so it can be once again be occupied.

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SUBJECT: Glen Haven Town Hall, 10 Sep, 1800 hours (6 PM)

1. 18 residents live-streamed the town hall conducted at Glen Haven. Colonel Nunnally Command Sergeant Major Gusman, and Wil Plumley, Deputy Garrison Commander represented the command team. Ms. Lanessa Hill, PAO, Jennifer Benson, PAO, and Mr. Gary Zolyak, USAG legal team attended. Attending from BBC were Mr. Chris DeMarco, Community Manager, Mr. Sam Bellamy, Facility Manager, Ms. Kimberly Wickers and Ms. Matilda Kamara, Office personnel leasing specialists.

2. The GC opened the forum by updating residents on what Fort Detrick and BBC have accomplished since the February 2020 town hall. The residents of Glen Haven expressed continued concerns over the continued use of illicit drugs and not having proper security on the property. The GC thanked residents for taking the time and for being a part of the community. The GC expressed that BG Talley is aware of all the concerns, and quality of life is his top priority.

3. Updates and Accomplishments from the previous Town Hall:

a. Courtesy Officer Additions – Two Montgomery County police officers are living in the community and patrolling the community daily. Since the last town hall, we have seen a dramatic decrease in number of complaints the team used to receive. From a security standpoint, we have made tremendous strides.

(1) This has deterred some of the illegal activities going on within the community.

(2) It has improved the security tremendously for the community.

(3) Loitering by non-residents is no longer a problem.

b. Pest Control – vendor American Pest Control

(1) All work orders for “Pest” control are now be treated as “Urgent”.

(2) Residents were instructed to call if they have Rodent and/or Roach problems to ensure the work order is categorized as “Urgent”.

c. Security: The GC asked the residents to notify the BBC office if they see any illegal activity so Courtesy Officers can engage. The GC and Command Sergeant



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Major both expressed: "See something, say something". The community coming together as a force will make the biggest impact.

(1) Site Lighting – Some of the dark areas have been resolved, this work was completed Monday, 7 September.

(2) Courtesy Officer – two Montgomery Police Officers are now living in the community.

(3) BBC has issued "resident" vehicle stickers to 48% of residents. The GC asked residents to continue to stop by the Rental Office to pick-up their vehicle decals.

d. Maintenance:

(1) BBC has hired a third party company, Motelli, to perform Preventative Maintenance Plan i.e. HVACs, furnaces, hot water heaters.

(2) BBC maintenance technicians are now required to follow and fill out a checklist upon completion of HVAC work. The Facility Manager will certify the checklist was completed.

(3) In preparation for the winter months, BBC has coordinated with Motelli to perform Annual Preventive Maintenance throughout the property for HVAC/furnace and hot water tanks starting 2 November to 31 December 2020.

e. Transformers Power surges

(1) BBC identified the electrical surge issues throughout the property.

(2) Work changing the transformers will start in October 2020.

(3) BBC will send out 72 hour notices to the community when the work will start.

f. Stairwell repairs

(1) BBC has already replaced 20 steps.

(2) Other step repairs will occur throughout the fall season.

f. Burst Water Meters: BBC completed all the upgrades and removed all faulty water meters.

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g. Fall 2020 CEL Survey

(1) The GC asked the community to reach out to the Leasing Office to ensure their correct email and phone number is on file.

(2) The survey is annual now. BBC will send it out in October. Be on the lookout for it and please respond to it. Let us know what we are doing well. We want to know what we can improve as well.

(3) The GC asked residents to ensure they fill out the surveys. Last fall the survey came out right before the pandemic hit and some categories at Glen Haven needs improvement, BBC submitted an Action Plan to the GC how they will make improvements to each category. GC has been tracking the Action Plan and have contact discussions with the Partner to ensure improvement to these areas of concern. It's an Army passing with 70%; we want to be a "Best Practice" installation for both of our properties. We want to be in the 90<sup>th</sup> percentile. That is our goal.

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## Fort Detrick Resident Concerns, Questions, and Recommendations

### 1. Resident Concerns/Recommendations.

a. BAH questions: SMs do not have a good grasp on BAH and how it applies to rent paid to BBC.

(1) The Staff Judge Advocates office provided an information paper answering BAH questions.

(2) The Housing Office sent the information paper via email to all Military residents at both properties on 16 September 2020.

(3) Re-signing a new lease each year. If a Service Member lives in a Fair Market Neighborhood (FMN) or "Legacy" neighborhood and pay less rent than the amount of BAH received monthly, they will be required to re-sign a renewal lease yearly. If a Service Member lives in a full BAH neighborhood, they will not be required to sign a renewal lease.

b. Renovation of 4 bedroom homes at the Legacy Homes. BBC owes the GC an update for Out-Year Development Plan (OYDP) for 2021.

c. Speeding.

(1) The GC asked Detrick Police Department to step-up speeding enforcement from Amber Drive through the housing area along Whitecoat Drive to Doughten Drive.

(2) The GC also asked the Police Department to work with legal and BBC on enforcement of COVID-19 policies.

d. GC asked DPW and Housing to follow-up and provide an update on:

(1) Nesting bird at resident's home on Branca Drive. A nest was identified on upper gutter that is currently active with babies. BBC is tracking weekly and will remove the nest once it's vacated. Tree branches were also cut back from the house.

(2) Squirrel control and vehicle damage. GC and BBC partners are having on-going discussions.

e. The GC asked BBC to follow-up and provide an update on:

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(1) Anchoring picnic tables behind legacy homes on Glick Street. It's about being good neighbors, taking pride of our neighborhood, and taking responsibility. If a resident is found violating the Resident Guide by removing picnic tables, there will be punitive actions. If the problem persists, all picnic tables will be removed from the common areas.

(2) The work order for 6113 W. Fagan, garage door seal to prevent pest entry. All work was completed by a contractor on 24 September 2020.

(3) All residents with fences and overgrown yards. Households with fences that are not in compliance have been identified and a notice has been sent.

(4) Resident from unit 6103 has a few concerns about their home.

(a) Wiring in homes: A resident indicated multiple attempts by BBC to rewire a faulty garage outlet. The constant repairs eventually resulted in the resident losing over \$400 of food stored in deep freezer. The resident requested reimbursement and a plan to prevent this from reoccurring.

(b) Bathroom bathtubs are creaking badly and resident wants to know if the tubs are going to be redone. What are the plans?

2. Questions sent to PAO from residents:

(1) Can the indoor pool be opened to all? The indoor pool is recreation swim and will be re-opened to everyone. There will be a fee associated with it. There are PT hours for Military.

(2) Will Barquist administer "Flu" shots to other personnel, other than Military personnel? The GC stated he cannot answer this question at this time. The determining factor is how many shots they will receive in the next 30 days.

(3) Will a COVID-19 vaccine be available to other than Active Duty Personnel? The GC stated the Department of Defense will determine who gets priority for the COVID-19 vaccine.

(4) Will the NCI café re-open? NCI manages the café and will re-open when the situation and environment is safe to open. To the GC's knowledge, they have no plans to open it at this time.

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(5) What Holiday events will be available this year? The GC is not cancelling anything at this time. He is working with health officials to determine how to accomplish them safely. Conditions in the community will dictate any cancelations.

(6) When will hours for gates be back to the old schedule? The current hours are permanent. The garrison adjusted the hours based on manpower shortages and to improve workforce morale.

(7) Is MWR still running child and youth activities? Some are virtual and some are in-person. Look at the weeklies each week as these are listed. You can see what activities are available. When it comes to sports, unfortunately, Frederick County and Frederick City have cancelled Fall competitive sports. We don't have enough children to put together our own teams internally. We participate with Frederick County and Frederick City. We will continue the sports clinic for our children.

(8) DoD is extending expired ID's:

(a) DoD has extended Depended and Retiree ID cards until 30 June 2021 provided they expired after 1 Jan 2020. If your ID expired prior to this date, you need to make an appointment to get a new ID card.

(b) Starting 21 Sep 2020, priority at the Military Personnel Division will be for CAC renewals and CAC pin resets.

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Glen Haven Resident Concerns, Questions, and Recommendations.

1. Resident Concerns/Recommendations.

a. BAH questions: SMs do not have a good grasp on BAH and how it applies to rent paid to BBC.

(1) The Staff Judge Advocates office provided an information paper answering BAH questions.

(2) The Housing Office sent the information paper via email to all Military residents at both properties on 16 September 2020.

b. Floods in homes: A resident indicated multiple floods in their apartment, building 3300. The flood from the upper floor resulted in 2" of water on the ground floor, where they live. It took maintenance technicians about 30 minutes to respond to their call. Water flooded two apartments. What is the plan to prevent this from reoccurring?

c. Trash in the community: Residents are not properly using Valet Trash. Residents are not following the guidance provided by the company. The GC addressed this issue with residents and implored all to take pride in their community. Leaving trash bags outside instead of properly disposing of them leads to uncleanliness and rodents.

d. Resident concerned her lease states the unit is \$2300, but is being charged \$2800. Why is she being charged entire BAH?

e. Additional signs documenting drug use is illegal on the property.

(1) The GC and BBC let residents know there are signs throughout the property about illegal drug use.

(2) They emphasized the presence of Courtesy Officers.

(3) BBC will consider additional locations for signs.