Balfour Beatty
Communities

ACTION PLAN	Fort Detrick Town Hall 08/22/2019

Action Required	Due Date	Comments	Completed
353			
Brown Water (message deliver) identified 6 homes to install. Need recommended filters to test for 30 days	8/29/2019	Homes identified and water filters identified. Resident notification due NLT 09/13/2019 for install with 30 trial period	
Notice to residents-Install water filters in 6 homes identified (marketing to help)	9/5/2019	See Above	
Landscaping concerns, personal property damaged. Team to meet with contractor accountability	8/28/2019	Landscaper meeting and notice to cure before 09/28/2019	
Pest Control verify that pest control is also completed at the time of change of occupancy	8/28/2019	Confirmed treatement per occupancy change. Working with third party inspector for spot check inspection of completed work	
Security- speeding in neighborhoods work with the Fort Detrick PD for reporting	8/27/2019	Working with FD police department. Fix speed limit notification signs and increase enforcement of posted speed limit(s)	
Preventative maintaince- Will provide an estimate from Motili third part company for HVAC/Water heater PM. Retrain team on full PM program. Deliver message to residents on program and timing for their units to be performed.	9/28/2019		
New phone lines being installed- Digital, first equipment has arrived. Live operator 24 hours a day.	9/30/2019	Equipment delivery ongoing. Conference call with 3rd party telecom co. to lock down configuration. Anticipate late September "go live" date (TBD).	
Work Order Flow Chart for resident information	9/13/2019		
Resident guide redistribution to all residents for information/reminder. Inquire to having a "Spanish" version developed, **English version is Available on Resident Portal.**	9/28/2019	08/19-Sent copy to all residents. Working on spanish version with marketing	
Resident Portal redistributing on signing up and how to use. Will hold Community Huddle Event with Residents to provide training and sign up.	on going	Ongoing sign up opportunities with Management scheduled in upcoming weeks.	
More Community Huddles- information distribution and neighbors meeting neighbors. Inquire did we use to have teen type events such as X-Box tournaments and can we purchase? How is this done at other housing installations - work with USAG MWR to deconflict events	on going	Ongoing sign up opportunities with Management scheduled in upcoming weeks.	
What is our hiring requirements for Maintenance techs? Evaluation will be completed by Regional Facility Manager If they are not certified, Vendors are used when we can not handle on site.	9/13/2019		
Maintenance team to be retrained on work order process. Verify they have business cards. Taking photos before and after repairs, Notes will be updated by tech after work complete. Maintenance Tickets will not be closed without verification with Resident signature or verification by CM/FM team speaking with resident.	on going		
BBC is completing a policy for Relocation to include temporary relocation that will be distributed within next few weeks.	9/12/2019		
Develop new plan to ensure GHO staff have 48 prior to move in to inspect homes. Send tech with to address any minor items on the spot. Use outlook calendar "Invitations" for all visibility	on going		
New playground addition in the Catoctin neighborhood?	MDM or CRR	This can be evaluated during development of next ODP	
Sunshade for playgrounds? Need cost associated	MDM or CRR	I'll connect with DPW to request their supplier then price accordingly, this again would be evaluated during development of next ODP. Community Management has suppliers they use and will price comparison.	
Update new BBC magnets for contact information both sites, to include Community Mangement Office/Facility Management and W/O order, BBC Care Line	9/30/2019	8/30: Working on new phone configuration. Once locked down, magnets can be ordered	
Leasing team to be retrained on operational leasing requirements and customer service training	on going	8/30: Weekly policy & procedures training to include customer service	
PD - Kent Farley, Meeting with contractor 8/22/2019 morning at 9 for basement water intrusion issues at building 1014 and vendor will immediately begin pricing based on developed scope	on going	8/30: met with contractors, received initial pricing and awaiting secondary pricing from additional vendor. Also looking into alternative solutions.	
Reports of Juvenile vandalism - work with FD Police	8/30/2019	FD Police Increase random patrols	
Pest Control verify that pest control is also completed at the time of change of occupancy	8/30/2019		
Walkway Repairs in front of homes	on going		