Balfour Beatty
Communities

ACTION PLAN	Glen Haven Town Hall 08/20/2019

Action Required	Due Date	Comments	Completed
240			
Set up a Neighborhood Watch with Montgomery County	In work	**8/27**: Obtained information packet from Montgomery Police Dept. website. Attempted to contact Community Services Officer Sharif Hidayat (District 4) 240-773-5500 **9/3:** Spoke with Community Services Officer Katie Beard. We can set up a program as soon as we have the interested residents.Informational brochure sent out. Order forms will be generated and training set up once we have an solid resident response.	
Secure the basketball court and fix the fence.	8/26/2019	**8/26:** Received pricing and evaluating, awaiting follow up and meeting onsite Weds/Thurs.	
Present bid for the lighting submitted with MDM	8/26/2019	**8/26**: Submitted to Senior Leadership for review of funding. Waiting approval of MDM.	
3rd party doing our COM work here, hold them accountable for the misses. We need to inspect what we expect	On going	Working schedule to have vendor menegement/QA participate in RCI inspection process to improve product delivery.	
What is the plan with the resident in 2603	**COMPLETE**	**8/29**: All issues in home have been resolved. Met with resident and reviewed all property information this past week. This item is complete.	
We have over 100% participation at Glen Haven with the resident portal, potential testing of Anyone Home (Call Center) here.	On going	**8/26:** Follow up	
Preventative Maintenance; We have a bid to have Motili National Company in place.	In work	pursuing pricing and determining viability for 2019/2020 start.	
Gutters	In work	**8/30:** Submitted to Senior Leadership for review of funding.	
Over hire a Tech	In work	**8/26**:Requisition submitted. Reviewing applications and resumes.**9/3**:	
Need to source another pest control company. Here is the link to the Maryland Multifamily housing association vendor website for pests https://www.mmhaonline.org/members	**COMPLETE**	**8/29:** Met with Regional sn Actt. Managers. Identified graduated treatment plan, added follow-on service (Tuesdays) for units with significant issues, developing informational sheet for residents.	
Received water meter pricing and will package up for review (GH)	In work	**8/30:** Received, working package and submit to Senior Leadership for funding review	
Working dumpster area items pricing	In work	**8/28**: Immediate clean up completed on 8/28. Vegitation removed, mulch installed, compactors cleaned and painted. Continue weekly clean up by Grounds Tech. CM Team Verification. PD - fencing pricing exercise is progressing by Kent	
PD 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	8/23/2019	**8/30:** Received, working package and submit to Senior Leadership for funding review. Submittal of MDM.	
Communication Suggestions to Residents to better notify and engage them for more active participation	On going	Increased communication via Resident Portal (email & voice), monthly newsletter, FB posts	
Meet with all 13 residents from Town Hall and ensure all concerns are addressed and consistent communitcation in place.	9/4/2019	**8/30**:Tracking 15 resident issues. As of 8/30, 10 issues have been resolved. 5 are currently in work	
Resident Vehicle stickers	9/6/2019	**8/30**: reached out to a local vendor to get a cost estimate and production timeline	
Grounds Maintenance - Cut foliage back from resident walls	9/12/2019	Work with landscaper to identify and trim shrubs	
Enclosue Property with a Security Fence feasibility and cost estimate	TBD		
Status of Army-owned Youth Center	TBD		
Hire a private security guard to roam the property - cost associated	TBD		
Resident Information Boards (English/Spanish)	9/6/2019	**8/30**:currently investigating various message boards that could be deployed in the vicinity of the mailboxes	