

Executive Summary: USAG-Fort Detrick conducted town halls on 20 AUG (Glen Haven) and 22 AUG (Fort Detrick) with BBC, senior leadership, residents, Congressional representation (Staffer), and local news media.

The GC covered the following topics before opening the floor to residents' concerns and questions: Army Housing Survey Results and the Fort Detrick Brown Water pilot.

BG Talley discussed the long-term challenges associated with funding projects to repair Fort Detrick's aging infrastructure. He also discussed the ongoing issues at USAMRIID and the senior leader visibility on Fort Detrick. BG Talley views this as an opportunity to evaluate and improve USAMRIID's SOPs and possibly get funding for Fort Detrick's infrastructure problems.

Glen Haven Town Hall, 20 AUG, 1800 hours (6 PM).

15 families attended the town hall conducted at Glen Haven. COL Nunnally and CSM Munoz-Ramos represented garrison leadership. Mr. Russell Downing, Mr. Kent Farley, and Ms. Jamie Gonzalez represented BBC regional and community leadership.

The residents of Glen Haven expressed concerns over the lack of security on the property, vehicle break-ins, drug use and other security issues.

The other issue common to all was BBC's responsiveness to maintenance calls. Residents stated the management was rude and inattentive to resident requests for maintenance support – this ranged from pest control to the repair of problems with appliances, lighting, floors, HVACs, etc.

Resident Concerns/Recommendations:

- Grounds Maintenance – cut foliage back from the side of buildings
 - Garbage enclosure(s)
- Install vent covers on exhaust vents to prevent birds' nesting
- Pest Control – vendor American Pest Control
 - Provide notification of service for tenants/type of chemicals used
 - Instructions to residents of what is required
 - BBC accompany pest control tech to QC
- Compensation for Displaced families by BBC
- Security
 - Street Lighting
 - Emergency phones throughout compound
 - Hire a Private Security Guard for property
 - Resident vehicle stickers
 - Fencing around the property or at a minimum a swing gate to prevent vehicular traffic

- Maintenance
 - Preventative Maintenance Plan i.e. HVACs, furnaces, gutter cleaning, gas fire places, etc.
 - Tickets closed without tenant notification
 - Maintenance performed with no notice of what was repaired
 - Homes not ready for tenant move-in
 - Voltage in homes too high for appliances
 - Emergency line inoperable on occasion
- Community Center Building owned by Army
 - Why can't it be utilized for community events? Residents are willing to serve as volunteers to use the facility
- Communication
 - More community engagement events hosted by BBC
 - Centralized community notification boards (bilingual)
 - Housing app and portal access
 - Issuance of resident housing guide to all residents

USAG/BBC Action Plan:

Fort Detrick Town Hall, 22 AUG, 1400/1800hours (2 & 6 PM).

46 families attended both town hall sessions conducted at Fort Detrick. BG Talley and CSM Sprunger, Medical Research and Development Command leadership attended the first session. Garrison leadership included COL Nunnally, Gunnar Pedersen (DGC), CSM Munoz-Ramos, and associated staff. BBC leadership in attendance were Theresa Steele (Regional Property Manager), Russell Downing, and Kent Farley.

Resident Concerns/Recommendations.

- Brown Water
 - Additional residents reported brown water issues; the problem may be more extensive than the 39 homes originally reported
 - Safety concerns about the Fort Detrick drinking water
- Grounds Maintenance – lawn care workers show no respect for outdoor decorations. Pottery, knick-knacks, and other residential items have been destroyed by grounds workers.
- Pest Control
 - Provide notification of service for tenants/type of chemicals used
 - Replace door seals to prevent entry of pests
 - BBC accompany pest control tech to QC
- Security
 - Speeding in neighborhood(s)
 - Reports of teen vandalism

- Children playing in the streets
- Maintenance
 - Preventative Maintenance Plan i.e. HVACs, furnaces, gutter cleaning, gas fire places, etc.
 - Tickets closed without tenant notification
 - Maintenance performed with no notice of what was repaired
 - Homes not ready for tenant move-in
 - Playgrounds with rusted equipment and sharp edges; more playgrounds
 - Emergency line inoperable on occasion
 - Certifications of maintenance workers
 - Walkway repairs in front of homes
 - Third-party answering service does not submit work orders or notify maintenance teams of the call
- Communication
 - More community engagement events hosted by BBC i.e. video game tournaments (used to host these types of events)
 - Centralized community notification boards (bilingual)
 - Housing app and portal access
 - Issuance of resident housing guide to all residents

USAG/BBC Action Plan: (see attached)