



Welcome to the Housing Town Hall!

**Please Silence & Secure
all Electronic Devices**





Housing Town Hall

Fort Lee, Virginia
11 February 2020

Installation Management Command integrates and delivers
base support to enable readiness for a globally-responsive Army

We are the Army's Home

Serving the Rugged Professional





Townhall Agenda

- | | |
|-----------------------|---------------|
| • Welcome | COL Martin |
| • Opening Remarks | BG Hoyle |
| • AMC Housing Summit | COL Martin |
| • Status Review | COL Martin |
| • Issues | Garrison |
| • Latest Actions | Garrison/Hunt |
| • How You Can Help | COL Martin |
| • Way Ahead | COL Martin |
| • Points of Contact | Garrison/Hunt |
| • Questions & Answers | COL Martin |
| • Closing Remarks | BG Hoyle |





Purpose

Quarterly Housing Town Hall meetings allow our leadership to engage Service Members, Families and other stakeholders in support of our enduring commitment to provide a safe and secure living environment on Fort Lee.





Statement from the Army Chief of Staff

“ We're a military organization. We're not a private company.

The Army leadership has responsibility for the well-being of their Soldiers and Families. We own that responsibility.

That's what makes us different.”

GEN James C. McConville
Army Chief of Staff



GEN Perna's Message

“ Whether you are at Wainwright, Polk, Irwin, Belvoir, Hood, Riley or any other installation, the end state is for every installation to be a Soldier's and Family's No. 1 choice for where to live.

When a Soldier gets orders, we want there to be jubilation, because [he or she] is moving to the best installation.

That is our vision, our end state. We have to drive ourselves to this end state. ”

GEN Gustave F. Perna
Commander, AMC



Army Actions To Date

- Sweeping reforms and improvements in last year, to include:
 - Inspected 100% of barracks and Family-home visits in March
 - Stood up 24/7 hotlines at every installation
 - Revised the incentive fee structure to add leadership oversight and resident feedback; includes four primary categories: resident satisfaction, maintenance management, project safety and financial management
 - Hired more than 100 additional quality assurance personnel to inspect work order completion
 - Implemented 100% inspections of Life, Health, Safety work orders and 100% inspections of between occupancy homes
 - Conducted Army-wide Resident Satisfaction Surveys in the spring and fall, and implemented changes from the Army's Inspector General report
 - Instituted training for installation leaders on roles and responsibilities, regulations and policies for privatized housing oversight
 - Every RCI company developed apps or web portals to better submit and track work orders



Army Ongoing Initiatives

- Anticipating the upcoming signing of a Resident Bill of Rights to empower installation leadership, service members and their Families to hold housing providers accountable
- Developing an Army app for Army-owned housing and barracks
- Developing an investment and reinvestment strategy, informed by recent Housing Summit, to ensure long-term viability and quality of housing
- Personally meet with every RCI CEO monthly



Housing Hot Topics

- Pending Legal Actions: Aware of residents taking issues through the court systems; cannot comment on current legal actions; our focus remains on improving housing
- Military Family Advocacy Network: Understand Families support each other; encourage them to work their issues through their chain of command, and continue to provide feedback – both positive and negative
- Health Response Registry: Medical Command established to provide current or former residents information on environmental health hazards, assist them in seeking medical care for any housing-related illnesses or concerns, and serve as two-way communication for all potential enrollees
- BAH Rates: Reviewing policies to limit changes in BAH rates, which will help with long-term planning for putting more money in to Ft. Lee housing properties; Privatized rents are based on several factors, BAH intended as a supplement for those living on the local economy
- Continuing RCI Contracts: Army believes privatizing housing was the right choice; allows us to use housing management expertise of RCI companies so the Army can focus on mission
- Retaliation: Will not be tolerated



Opening Remarks Army Housing Campaign

BG Heidi J. Hoyle





Rules of Dialogue

Present at Town Hall

- Come to microphone in center aisle
- Start with your last name, neighborhood and how long you have resided in on-post housing
- Address new issues only
- Speak once, speak clearly
 - Be brief
 - Be respectful
- Allow others the opportunity to speak
- Speak for self
- Focus on life, health, safety issues

Attending Virtually

- Start with your last name and neighborhood
- Other basic rules apply
- Be clear, be brief, be respectful
- Be patient (video delay)
- Questions & comments provided to narrator
- Senior Commander or panel member will respond
- Virtual questions alternated with those present (1 for 1)



Due Outs – November Housing Town Hall

- How are residents updated on the status of routine work orders?
 - When Work Order is received resident gets e-mail
 - When Work Order is assigned to a tech resident gets e-mail
 - Rent Café is the best method for residents to check work order status at any point in the process



Due Outs – November Housing Town Hall

- Are Fort Lee Service providers' hours adequate to meet residents needs?
 - Fitness Center hours were extended to better accommodate customer needs
 - A 24/7 Fitness Center will be available for Active Duty use starting 4Q FY20
 - Leisure Travel Office open Saturdays 4 Apr-5 Sep
 - Child and Youth Services are offering Parent Nights Out events on a quarterly basis
 - Bowling Center & Sustainers Pub offer late weekend hours
 - Golf Course open 7 days weekly



Army Housing Summit Results

- GEN Perna hosted 14-16 Jan at Redstone Arsenal
- Reviewed all housing programs
- Chief Outcomes:
 - Provided better understanding of housing programs
 - Identified progress made and remaining issues
 - Alignment within the command and with our Partners
 - First event since 2019 testimony to include all parties



Trust, Confidence, Faith

14 Nov
(Oct – Dec)

11 Feb
(Jan – Mar)





Start with the Fundamentals

The Problem We are Trying to Solve:

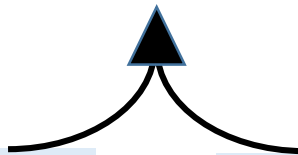
How to increase overall customer satisfaction, work order quality, feedback and communication between Housing Managers, and Residents.

Current

- ☐ Very Good Readiness to Solve Problems
- ☐ Good Responsiveness & Follow-Through
- ☐ Good Property Appearance & Condition
- ☐ Good Quality of Management Services
- ☐ Outstanding Quality of Leasing Services
- ☐ Good Quality of Maintenance Services
- ☐ Average Property Rating
- ☐ Good Relationship Rating
- ☐ Average Renewal Intention

Desired Future

- ☐ Outstanding Readiness to Solve Problems
- ☐ Very Good Responsiveness & Follow-Through
- ☐ Very Good Property Appearance & Condition
- ☐ Very Good Quality of Management Services
- ☐ Outstanding Quality of Leasing Services
- ☐ Very Good Quality of Maintenance Services
- ☐ Good Property Rating
- ☐ Very Good Relationship Rating
- ☐ Average Renewal Intention





Satisfacts

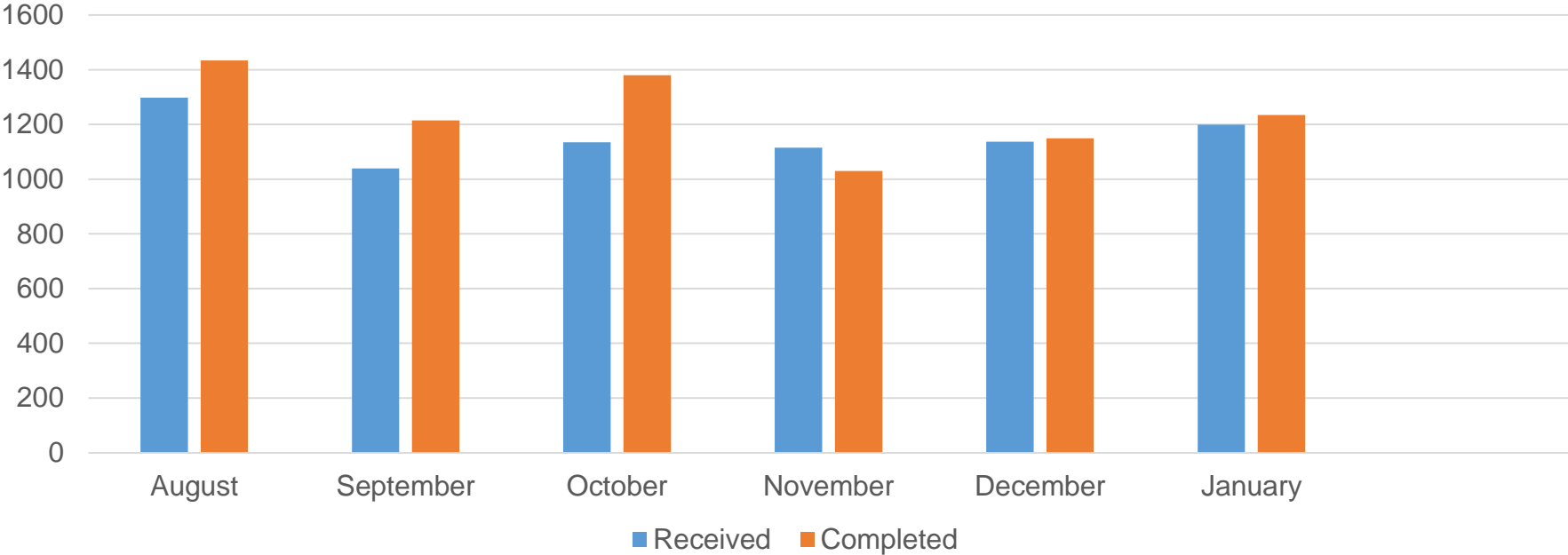
Fort Lee Family Housing goal is to provide our residents with the best service

- Performance rated on 1-5 scale
- Ratings as of 28 January:
 - Move In Satisfaction 4.80 (Exceptional)
 - Move Out Satisfaction 3.86 (Average)
 - Work Order Satisfaction 4.68 (Exceptional)



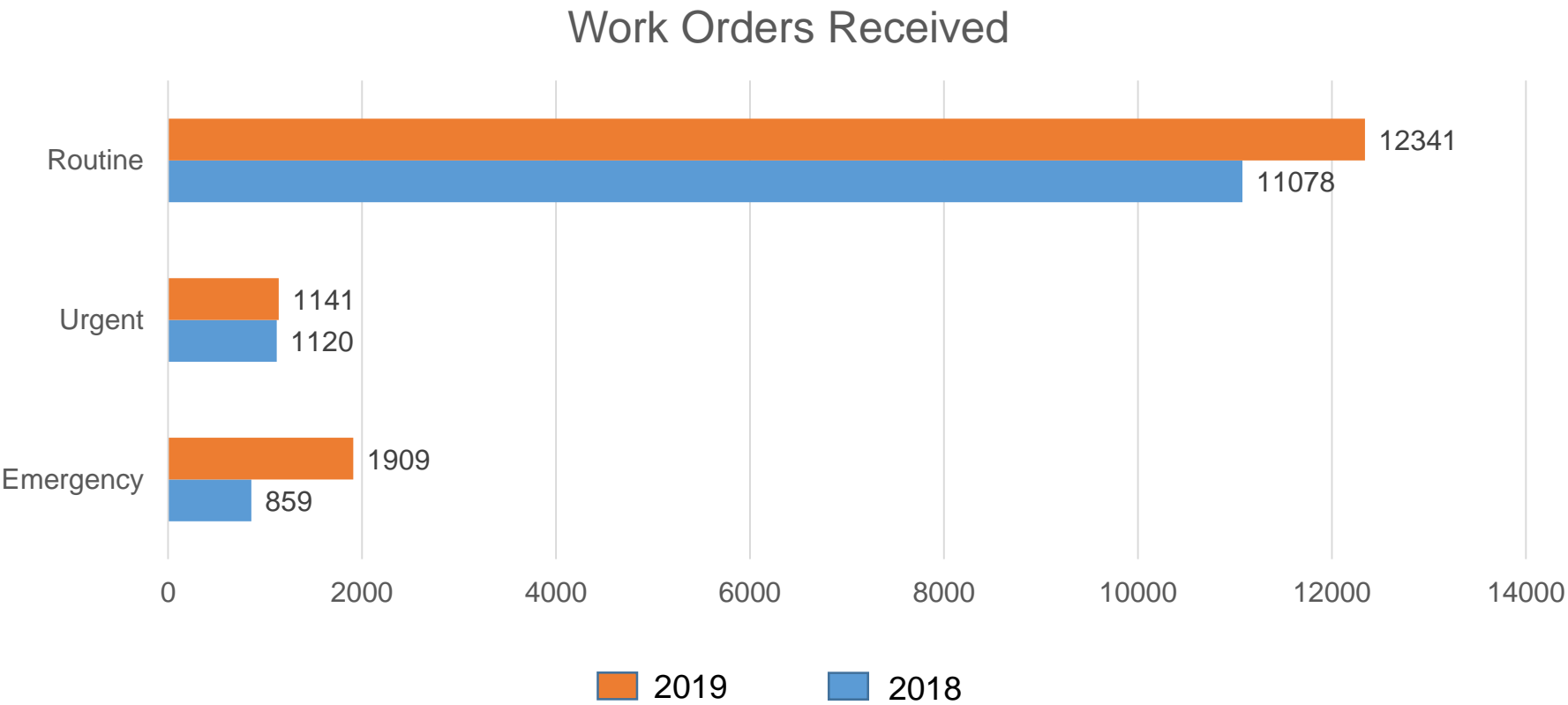
2019-2020 Work Order Backlog

Work orders received and completed since last Town Hall





2018 vs 2019 Work Orders Received





Issues

- Duct cleaning and remediation efforts as required
- Communication
- Landscaping
- Maintenance/Work Order Responsiveness/Quality Assurance
- Community Advisory Board participation



Latest Actions

- Cleaning and assessing duct work in homes/remediation of all duct work
- Biannual Customer Satisfaction Survey recently completed by residents
- Garrison Commander and DPW weekly work order review
- U.S. Army MEDCOM Housing Environmental Health Response Registry
- Eliminated large backlog of routine work orders
- Commander's Housing Hot Line (1 Call in January, 70 calls to date)
- Government QA
 - 100% Life, Health, Safety Assessment
 - Move-in Inspections
 - 5% routine work order follow-up



Mold season is on the way...Be ready!

- What can I do about mold in my house?
 - If the area is less than 10 square feet:
 - Soiled hard surfaces such as a shower should be cleaned with water and detergent or 1 part bleach and 10 parts water, and dry completely
 - Absorbent materials such as ceiling tiles or fabrics, put in a work order to replace those items
 - If the area is greater than 10 square feet, put in a work order
- Who do I contact if mold keeps coming back? Report to housing manager
- What if I have symptoms I think are related to mold?
 - Note onset of symptoms
 - Schedule appointment with health care provider



Protect Your Family from Mold



www.youtube.com/watch?v=e2EIQ3NO_0g



Barrier- Free Playground locations

- Memorial Chapel on Sisisky Boulevard
 - Boundless Playground in front of the Chapel
 - Soft surface areas available
- KaBOOM! Playground in Monroe Manor
 - Boundless Playground built in 2012
 - Located near the vicinity of 349 Buna Road
 - Soft surface areas available



Hunt's Promises to Residents

- Strive for 100% Resident Satisfaction, consistent with our mission
- Ensure close adherence to environmental management plans including mold operations and maintenance plans



Hunt Action Plan

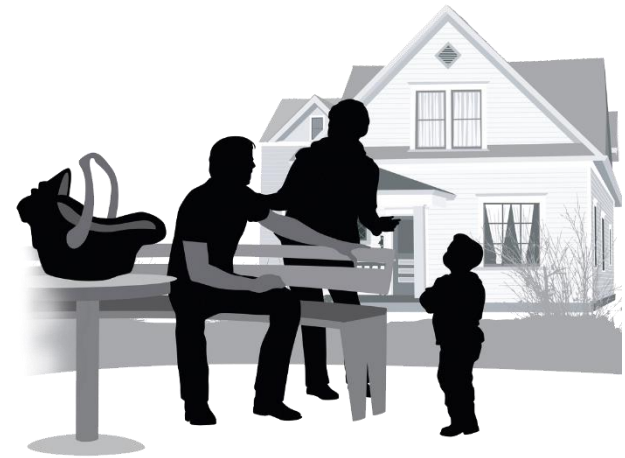
- App Program (Rent Café) initiated on 1 August to keep residents updated
- Community Advisory Board (CAB); monthly meetings
- Semi-Annual survey results released and action plan in process – next CEL April `20
- Project Coordinator to oversee remediation and duct cleaning projects
- Quality Assurance/Quality Control Specialist to oversee all contracted work orders
- Work order notification system to track work order progress
- Completed 5 Star Customer Service training for all Hunt employees
- Implemented Landscaping Checklist to monitor vendor
- Reach out to your Community Director at any time you feel there is an issue in your home that has not been resolved





Hunt HVAC Plan

- Hunt has engaged a third-party National Air Duct Cleaners Association (NADCA) service to complete duct cleaning
 - Target neighborhoods focusing on older housing units first
 - Duct is scoped to NADCA standards
 - 858 ducts to be cleaned in the following neighborhoods
 - Harrison Villa 100% complete
 - Jefferson Terrace 100% complete
 - Madison Park ongoing 52% complete
 - Jackson Circle planned
- Future Duct cleaning in remaining neighborhoods
- Certified contractors performing remediation of all identified areas utilizing CDC/EPA guidelines
- Industrial Hygiene Professionals Work Plan approved, Hunt shared this with Fort Lee Environmental





Life, Health, and Safety Assessment

Life / Health / Safety Definition

"Any emergency or urgent condition or work order that, if not corrected, may cause harm or injury to a person."

Questions to Consider

- Are there maintenance issues with your home that have not been addressed?
- Are there any open work orders that have not been completely resolved?
- How would you rate the condition of your home? Good / Adequate / Poor?
- If poor condition, why?
- Are there any issues or additional concerns related to your quarters that you wish to discuss?



Examples of Life, Health, & Safety Issues

- Emergency – AC not working (seasonal)
- Emergency – Leak
- Emergency – Electrical hazards
- Emergency – Fire/CO alarm sounding
- Emergency – Garage door inoperable (safety risk)
- Emergency – No heat (seasonal)
- Emergency – Inoperable door/ window
- Emergency – Kitchen/bathroom sink overflowing
- Emergency – Gas leak
- Emergency – No water
- Emergency – Inoperable stove/oven
- Emergency – Toilet overflow
- Emergency – Refrigerator failure
- Emergency – No hot water
- Urgent – Resident is home and unable to secure exterior lock
- Urgent – Wild animal in home
- Urgent – Wild animal threatening area

Other hazardous or life-threatening situations not L/H/S--but conditions warrant-- must be individually assessed



Where We Need Your Help

- Follow-up on all work orders—two way communication is key
- Register and use Rent Café App for routine work orders
- Ensure Hunt has your correct personal email (NOT the .mil)
- RESPOND to the Satisfacts surveys for move-ins and work orders
- Notify Hunt or the Garrison Housing Office if you don't receive a survey after work order completion
- Complete the CEL & Associates Surveys twice a year
- Contact the Garrison Housing Office for assistance with your housing issues
- LEVERAGE chain of command if you don't get satisfaction
- Become a Community Advisor or provide regular feedback to your Advisor
- We need to hear your issues and concerns



Community Advisory Board



COMMUNITY ADVISORY BOARD

CREATING BETTER COMMUNITIES TOGETHER

- HUNT MILITARY COMMUNITIES -

Jackson Circle.....	<i>vacant</i>
Adams Chase.....	<i>vacant</i>
Madison Park.....	Jealisa McBee
Monroe Manor.....	Elizabeth Stewart
Monroe Manor.....	<i>vacant</i>
Washington Grove.....	Hua Cun
Harrison Villa.....	Theresa Felton
Harrison Villa.....	Desiree Cobb
Jefferson Terrace.....	Saleh Ahmed



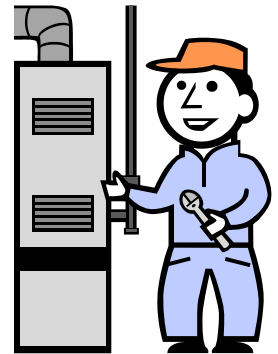
Way Ahead

- Continue Quarterly Town Halls
- Execute the Action Plan:
 - Monitor progress
 - Reevaluate
 - Adjust as needed
- Hunt will continue to:
 - Solicit & act on feedback from residents (surveys/calls)
 - QC move-in and work order completion
 - Train the Hunt team on 5-Star Customer Service
 - Encourage residents to elevate concerns
 - Encourage resident completion of Satisfacts surveys – need sustained feedback
- DPW Garrison Housing will continue to:
 - Work to increase # of Community Advisors (currently 7 of 9)
 - QA Hunt performance (waitlist management, assignments, change occupancy maintenance, work orders, landscaping, policy enforcement)



Important Numbers

- Hunt Emergency and urgent work orders: 804-733-1558 opt # 3
 - Emergency response within one hour
 - Urgent response within four hours
- Fort Lee Garrison Housing Office
 - 804-765-1976
 - 804-734-3371
- Commander's Housing Hot Line: 804-734-6300





Points of Contact

- Hunt Military Communities
 - Director of Operations.....312-953-1128
 - Community Director.....804-733-1558
 - Community Manager.....804-732-7460
 - Community Manager.....804-733-7884
 - Project Coordinator.....804-733-1558
- USAG-Fort Lee Housing Office
 - Chief.....804-765-1976
 - Housing Manager.....804-734-3371
- Hunt Work Orders
 - Maintenance Director.....804-733-1998
 - Maintenance Manager.....804-733-1998
 - Maintenance Manager.....804-733-1998
- USAG-Environmental Office
 - Division Chief.....804-734-3560



Questions?





Next Housing Town Hall May 2020





Closing Remarks

BG Heidi J. Hoyle

