



Housing Town Hall

Fort Lee, Virginia
19 August 2019

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
- Opening Remarks
- Identified Issues
- Current Actions
- Life, Health and Safety
- Points of Contact
- Questions and Answers
- Closing Remarks

COL Martin

MG Fogg

Garrison

Garrison/Hunt

Garrison/Hunt/Kenner

Garrison

COL Martin

MG Fogg





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





Opening Remarks – Army Housing Campaign

MG Rodney D. Fogg





Statement from Army Secretary and Chief of Staff

“ Our most sacred obligation as Army leaders is to take care of our people – our Soldiers and our Family Members ...

... We are fully committed to providing a safe and secure environment on all of our installations ...

... We will hold our chain of command and private contractors accountable to ensure they are meeting their obligations to provide safe, high quality family housing.”

– FEBRUARY 2019



Top Categories of Identified Issues

- Mold remediation and assessments in homes
- Communication
- Landscaping
- Maintenance Backlog/Work Order responsiveness/Quality Assurance
- CEL & Associates survey



Current Actions

- Cleaning and assessing duct work in homes/remediation of all duct work
- Annual Customer Satisfaction Survey developed specifically for residents
- Garrison Commander and DPW weekly work order review
- U.S. Army MEDCOM established Housing Environmental Health Response Registry
- Working on backlog of routine work orders
- Established Hot Line (54 calls to date)
- Government QA executing 100% Life, Health, Safety Assessment; Move-in Inspections and 5% routine work order follow-up



Hunt Action Plan

- Pilot App Program (Rent Café) initiated on 1 August to keep residents updated
- Implemented Community Advisory Board (CAB); quarterly meetings, considering monthly
- Annual survey results released, follow-up with residents and action plan in process
- Work order notification system to track work order progress
- 5 Star Customer Service training for all HUNT employees
- Additional pest control day added for overflow work orders
- Implemented Landscaping Checklist to monitor vendor





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
 - Jackson
 - Jefferson
 - Harrison
 - Madison
- 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





Examples of Life, Health, & Safety Issues

- Emergency – AC not working (seasonal)
- Emergency – Non-stop leak
- Emergency – Electrical hazards
- Emergency – Fire/CO Alarm sounding
- Emergency – Garage door inoperable (safety risk to children)
- Emergency – No heat (seasonal)
- Emergency – Inoperable front door lock or broken window
- Emergency – Kitchen/bathroom sink overflowing
- Emergency – Gas leak
- Emergency – No water
- Emergency – Inoperable stove/oven
- Urgent – Refrigerator failure
- Urgent – Resident is home and unable to secure exterior lock
- Urgent – No hot water
- Urgent – Controllable leaks
- Urgent – Wild animal in home
- Urgent – Wild animal threatening area

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



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?



Housing Health Registry - KAHC

- US Army Medical Command established a Housing Health Registry to address residents' concerns
- Army Public Health Center (APHC) working with privatized housing companies to address indoor air quality concerns
- Goal is to increase knowledge of health impacts from environmental hazards
- To enroll in the registry call 24/7 toll-free hotline at 1- 800-984-8523



Mold Reporting Process - KAHC

- 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. For absorbent materials such as ceiling tiles or fabrics, replace those items
 - If the area is greater than 10 square feet, put in a work order with the housing manager
- Who do I contact if mold keeps coming back?
 - Report to housing manager who will bring it to the attention of an industrial hygienist contractor
- What if I have symptoms I think are related to mold?
 - Make note of the timing of your symptoms and schedule an appointment with your health care provider located at Kenner Army Health Clinic



Symptoms of Mold Exposure - KAHC

- Mold is ubiquitous
- Hypersensitivity reactions
 - Asthma
 - Allergic Rhinitis (hay fever/nasal allergies)
- Infections
 - Immunocompromised patients are at risk
 - Respiratory or Sinus Symptoms failing to resolve with time or antibiotics (cough, wheezing, sneezing, itchy eyes, runny nose, ringworm rashes, etc.)

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Visible Mold

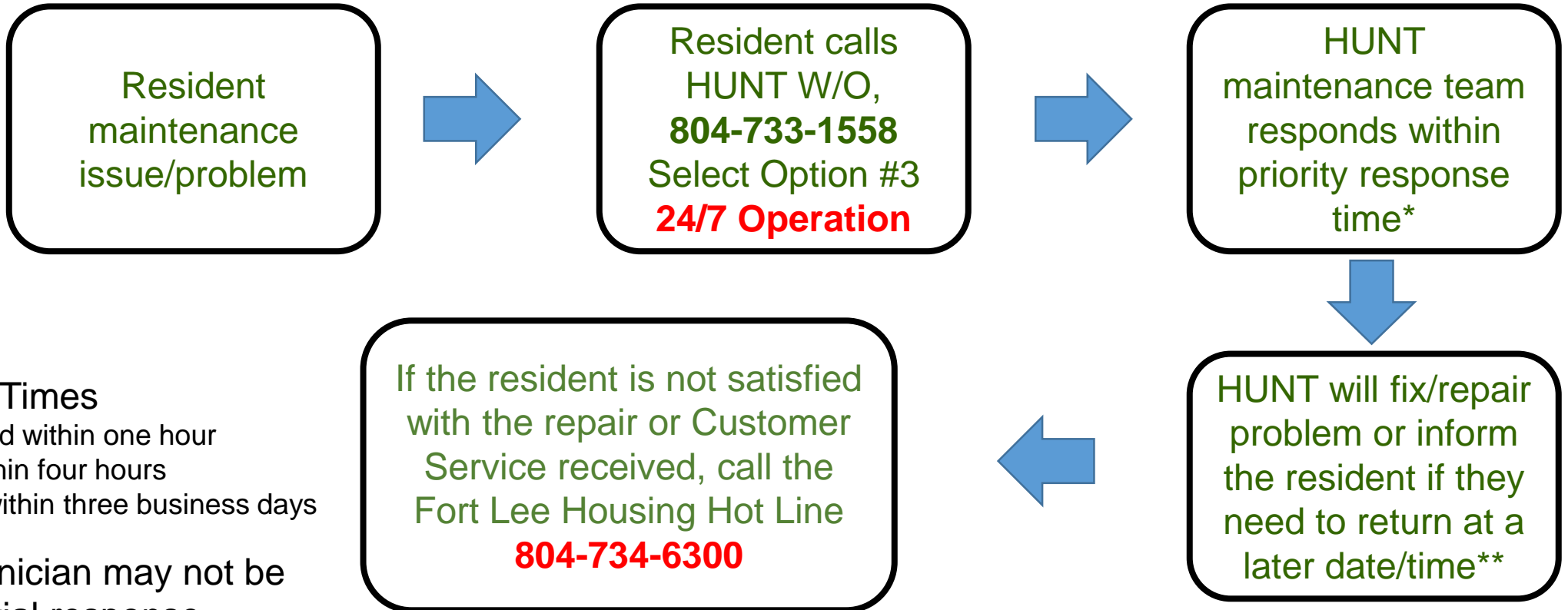


Environmental Factors on Health - KAHC

- KAHC Providers will forward housing-related mold concerns to Preventive Medicine
- Preventive Medicine will then notify DPW to schedule a housing assessment through the contractor
- Preventive Medicine tracks testing status and forwards mold testing results back to the ordering providers
- Providers will continue to provide symptom-based treatment as appropriate
 - Optimize allergy or asthma-related treatment
 - Treat any discernable infection



Army Family Housing Work Order Submission



*Priority Response Times

EMERGENCY: Respond within one hour

URGENT: Respond within four hours

ROUTINE: Response within three business days

**Parts and/or technician may not be available during initial response

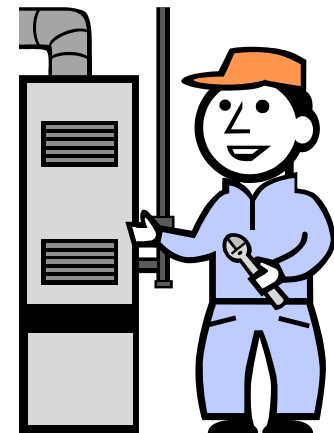
Fort Lee Housing Website:

<https://home.army.mil/lee/index.php/housing>



Important numbers

- Emergency and urgent work orders: 804-733-1558 opt # 3
 - Emergency response within one hour
 - Urgent response within four hours
 - Routine response within three business days
- Commander's Housing Hot Line: 804-734-6300





Points of Contact

- Hunt Military Communities
 - Director of Operations 321-634-2016
 - Community Director 804-733-1558
 - Community Manager 804-732-7460
 - Community Manager 804-733-7884
- USAG-Fort Lee Housing Office
 - Chief 804-765-1976
- Hunt Work orders
 - Maintenance Director 804-733-1998
 - Maintenance Manager 804-733-1998
 - Maintenance Manager 804-733-1998
- USAG-Environmental Office
 - Chief 804-734-5071



Questions

If you have a question...

- Please approach the microphone stand
- State your last name & neighborhood
- Speak clearly into the microphone





Next Housing Town Hall

November 2019





Closing Remarks

MG Rodney D. Fogg

