



Housing Town Hall

Fort Lee, Virginia
22 May 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

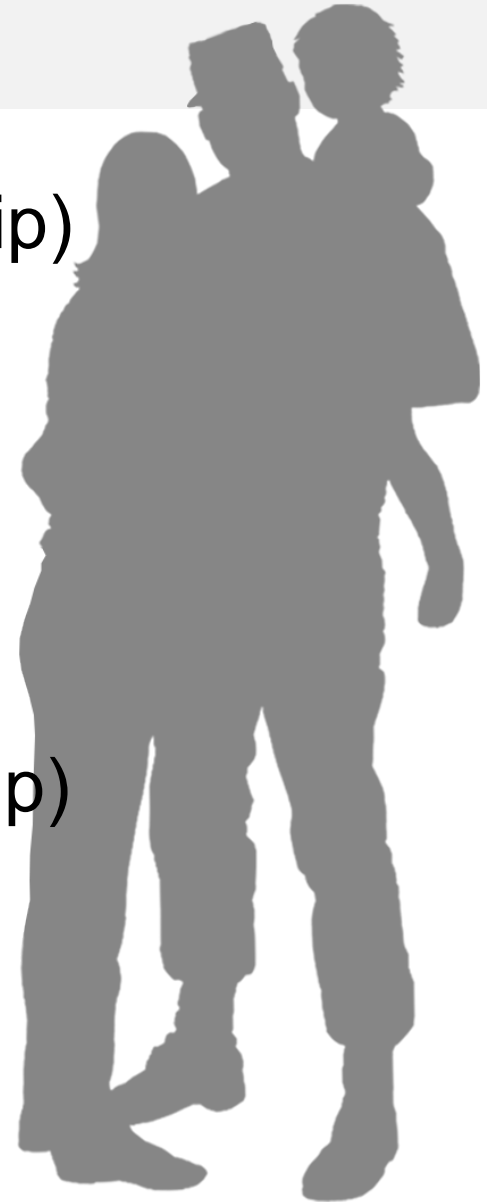




Townhall Agenda

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

(Garrison Leadership)
(MG Fogg)
(Garrison)
(Garrison)
(Garrison)
(Garrison Leadership)
(MG Fogg)





Purpose

To inform Service Members, Families, and other stakeholders that Army Senior leaders are fully committed to providing a safe and secure living environment on all installations.





Opening Remarks

MG Rodney D. Fogg





Army Wide Housing Data Call

Why is this an issue right now?

- Recent Congressional testimony and visits by the Secretary of the Army, Chief of Staff of the Army, Sergeant Major of the Army to Fort Meade have highlighted the poor condition of much on-post housing
- There are numerous life, health, and safety hazards that Senior Leaders are committed to fixing

What is the Army doing about it?

- Army Senior leaders are fully committed to providing a safe and secure living environment for Soldiers and Family members
- This plan involves sending Command Teams to visit all barracks and family housing



Statement from Sec Army and Army Chief of Staff

“We are deeply troubled by the recent reports highlighting the deficient conditions in some of our family housing. It is unacceptable for our families who sacrifice so much to have to endure these hardships in their own homes. 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 have directed an Inspector General inspection and have taken other actions. 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.”

- Feb 2019



Housing Town Hall 27 Feb

Top Categories of Identified Issues

- Mold in homes
- Poor Customer Service
- Work Order responsiveness/Quality Assurance-Quality Check
- Cleaning homes between occupancies



Current Actions

- 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 Hotline (42 calls to date)
- Executing 100% Life, Health, Safety Assessment; Move-in Inspections and 5% routine work order Quality Assurance
- Hired two Garrison Quality Assurance personnel



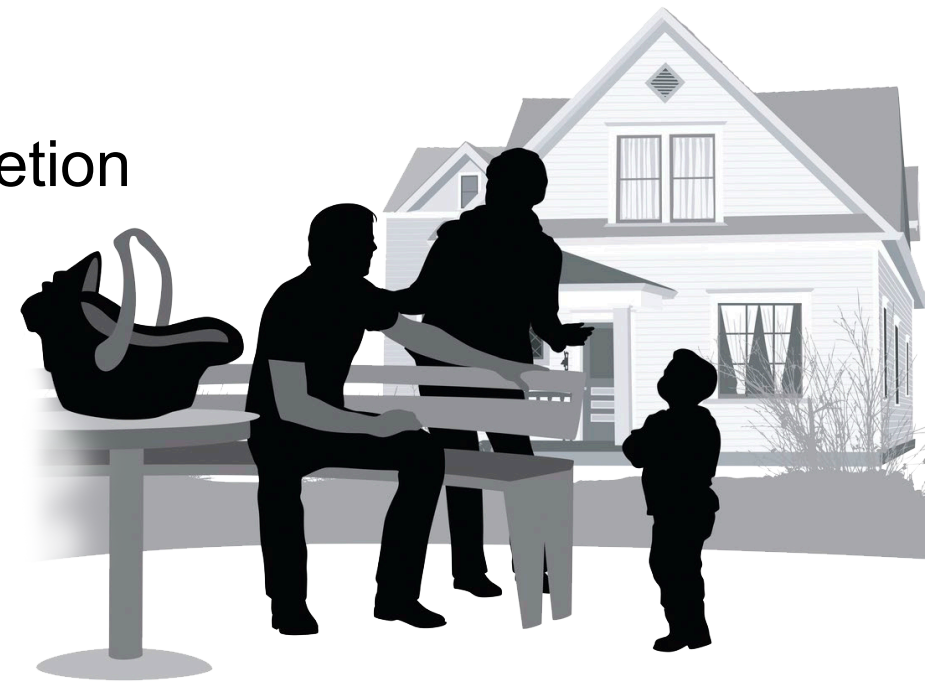
Housing Environmental Health Response Registry

- As part of our Quality Assurance process, USAG-Lee delivered, within 72 hours, a letter from the Surgeon General of the Army to Army Housing residents, when maintenance requests identified mold, lead-based paint, lead in the drinking water, asbestos or radon concerns
 - This letter details availability of the Housing Environmental Health Response Registry as a source of information and support
 - The Housing Environmental Health Response Registry will remain open indefinitely and Army leadership encourages you to use it any time now or in the future
- Registry's Purpose
 - Inform you on housing environmental health hazards
 - Assist you in seeking medical care for any housing-related illness
 - Allows us to share your concerns about housing environmental health hazards with Army leadership
- Registry Telephone Numbers: 1-800-984-8523 or 210-295-3700



Hunt Current Action Plan

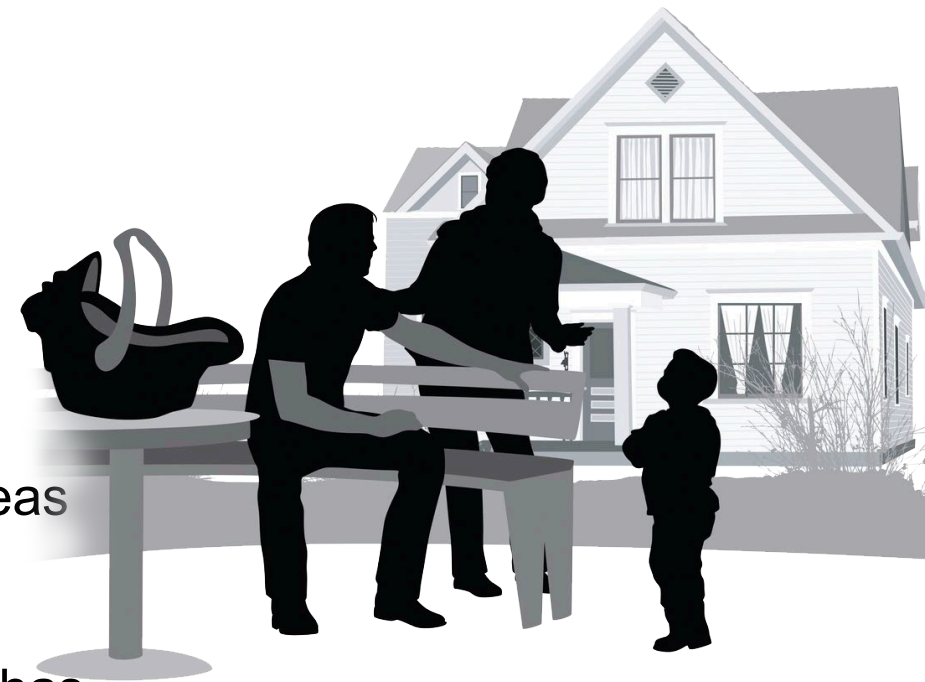
- Hunt plan to communicate with residents
App: Pilot Program initiated to keep residents updated
- Clarify Work Order Response vs Work Order Completion
- Annual Hunt Survey participation is IMPORTANT
- Initiating Maintenance Surveys (Important)
 - Maintenance notes important
 - Don't suffer in silence





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
- Certified contractors performing remediation of all identified areas utilizing CDC/EPA guidelines
- Industrial Hygiene Professionals approve work plan, and Hunt has shared this plan with Fort Lee Environmental Department





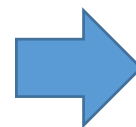
Army Family Housing Work Order Submission



Resident
maintenance
issue/problem



Resident calls
HUNT W/O,
804-733-1558
Select Option #3
24/7 Operation



HUNT
maintenance team
responds within
priority response
time*



HUNT will fix/repair
problem or inform
the resident if they
need to return at a
later date/time**



If the resident is not satisfied
with the repair or Customer
Service received, call the
Fort Lee Housing Hot Line
804-734-6300

*Priority Response Times

EMERGENCY: Respond within one hour

URGENT: Respond within 4 hours

ROUTINE: Response within eight 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>



Examples of Life, Health, & Safety Issues

- Emergency – AC not working (seasonal)
- Emergency – All leaks
- 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 – Inoperable toilet in one bath home
- Emergency – Kitchen/bathroom sink overflowing
- Emergency – Gas leak
- Emergency – No water

- Urgent – Complete range or oven failure
- Urgent – Inoperable toilet if another one is available
- Urgent – Kitchen/bathroom sink is clogged
- Urgent – Refrigerator failure
- Urgent – No heat
- Urgent – Resident is home and unable to secure exterior lock
- Urgent – Tub/shower is clogged
- Urgent – Wild animal in home
- Urgent – Wild animal threatening area

*Any other hazardous or life-threatening situation
Not L/H/S 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."

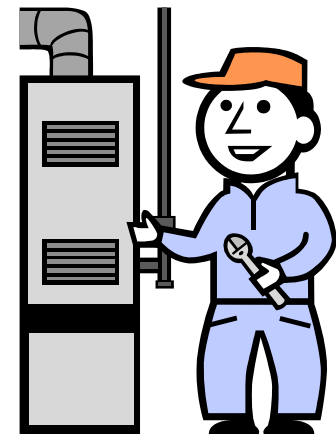
Questions to Consider

- 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?



Important numbers

- Commander's Housing Hotline: 804-734-6300
- Emergency work orders: 804-733-1558 opt # 3
 - Emergency response within one hour
 - Urgent response within four hours
 - Routine response within eight business days





Points of Contact

- Hunt Military Communities:
 - Senior Director of Operations, 240-750-7717
 - Community Director, 804-733-1558
 - Community Manager, 804-732-7460
- USAG-Fort Lee Housing Office:
 - 804-765-1976
- Hunt Work orders
 - 804-733-1998
- USAG-Environmental Office
 - 804-734-5071



QUESTIONS?





Closing Remarks

MG Rodney D. Fogg

