



2QCY25 Housing Town Hall

1 May 2025



WE ARE THE ARMY'S HOME



David A. Reynolds
Directorate of Public Works, Chief Military Housing Office
U.S. Army Installation Management Command

As of: 011000MAY2025
Housing Town Hall

POC: david.a.reynolds36.civ@army.mil / 808.787.7396

Agenda

- Island Palm Communities (IPC)
 - Operating Hours
 - EV Charging Updates
 - IPC New Branding
 - Upcoming Events
 - Community Improvements
 - Resident Advisory Board
- Military Housing Office (MHO)
 - On-Post Housing Inspections
 - Tenant Satisfaction Survey
 - Reporting Community Concerns (MHO)
 - Resolving Housing Issues (MHO)



- Operating Hours
- EV Charging Updates
- New Branding
- Upcoming Events
- Community Improvements
- Resident Advisory Board



Island Palm Communities (IPC)

Operating Hours

Community Center Offices

- Accepting In-Person appointments and walk-in service
- Business Hours: Mon-Fri 8:00 AM-6:00 AM, THU 9:00 AM – 6:00 PM

Self-help Center (All Community Centers)

- Bulbs, lawn equipment, vertical blind slats, pest control items and more!

Community Fitness Rooms

- Locations: Ft. Shafter, Wheeler, Kalakaua, Porter, Kaena
- Access to fitness rooms 5:00 AM- 10:00 PM

Community Center Multi-Purpose Rooms & Theaters

- Available 7 days a week 8:00 AM – 10:00 PM

Community Pools

- Locations: Ft. Shafter & Wheeler
- Pool Hours: 10:30 AM – 6:00 PM (closed on Mondays, open holidays & closed following day)
- Pool Passes: Two guests per pool pass (18 & older can sponsor guests, under 13 must be supervised)
- Splash Park Locations: 7 days a week 10:00 AM – 6:00 PM (Aliamanu, Porter, Kaena , Red Hill)

24/7 Emergency Maintenance Services (808- 457- 4075)

For more information visit <https://www.islandpalmcommunities.com>



Island Palm Communities (IPC)

EV Charging Updates

IPC is pleased to announce EV charging is available in our communities

➤ **Overview**

- IPC's partner vendor will install charging stations at their cost
- Residents sign up for a monthly subscription, and paying for kWh at the local electric rate
- This program is solely for IPC residents

➤ **In-Home Residential EV Charging**

- Level 2 EV charger installation in garages or carports, available for most homes at IPC
- Can take as little as 5-6 hours to charge to full battery
- EV Chargers will be unavailable between 6-8pm to reduce stress on the grid
- First installs are currently in progress

➤ **Community EV Charging**

- Level 3 DC fast chargers will come on-line in the future at select locations



Island Palm Communities (IPC)

EV Charging Updates

➤ EV Charging Getting Started

- Visit <https://troes.io> to begin registration or click here for a link to the flyer. <https://4pst.us/kFH>
- Select a ChargeTime plan that is right for you. This is a direct subscription between the resident and TROES.
- A TROES installation specialist will call you to coordinate the installation schedule.
- Once the EV charger is installed, you can conveniently manage usage, billing, scheduling, and more through the ChargeTime app or by directly contacting TROES.
- **Available in all neighborhoods except legacy homes in the Santa Fe neighborhood built prior to 1990 (Akolea Aloala), historic homes located on Wheeler, the legacy Parks neighborhood and Palm Circle.*



CHARGE TIME® LEVEL 2 HOME CHARGING PLANS		
Package 1	200 kWh ~500 miles per month	
Package 2	400 kWh ~1000 miles per month	
Package 3	800 kWh ~2000 miles per month	

Island Palm Communities (IPC)

New Brand! Same Name and Property Management Team!

As of January 31st, the ownership of Island Palm Communities has been assumed by a new company called Centinel Public Partnerships (Centinel). This new company has acquired the military housing properties formerly owned by Australia-based Lendlease Group.

Our commitment to our residents and to your positive experience remains as strong as ever. Though ownership has changed, the community's name has not, and you can rest assured that the dedicated team you know, and trust will continue to serve you with the same level of care.

You may have already noticed our latest community's brand and logo, and you may notice the new Centinel name appearing as well.

We're proud to have you as a resident of a Centinel community and hope you share our excitement for this fresh chapter. Visit www.centinelus.com for more information.



island palm
COMMUNITIES



Island Palm Communities (IPC)

Upcoming Events

➤ MAY

- 5-2: Together in Tune: Community Ukulele Class
- 5-9: Fitness Class Paint Night
- 5-14: Lei Day Lei Po'o Class
- 5-28: Military Spouse Appreciation Brunch
- 5-30: Summer Movie On The Lawn @HMR

➤ JUNE

- 6-10: USARPAC Health & Wellness Fair
- 6-12: Splash Into Summer Festival
- 6-14: EFMP Family Field Day
- 6-TBA: King Kamehameha Day Lei Class

Weekly Fitness Classes: Zumba, MixedFit, Yoga, & Strong Nation

Would you like to volunteer at our events?

Contact us @ events@ipchawaii.com

Follow us @ www.facebook.com/islandpalmcommunities



**Beat the heat and join
your neighbors for a
summer celebration!**

Come out and enjoy food, music,
games, and pool party fun.

**THURSDAY,
JUNE 12**

11:00AM-2:30PM
Wheeler Community
Center Pool & Lawn



 **island palm**
COMMUNITIES



Island Palm Communities (IPC)

Community Improvements

✓ Multiple Areas:

- Kitchen and Bath Upgrades ongoing (Aloala, Castner, HMR, Leaderfield, Solomon, and WAAF)
- Various Window Upgrades (WAAF), 99% Complete

✓ Schofield Barracks projects in progress:

- Porter – exterior Paint, 91% Complete
- Castner Village Playground – sidewalk repairs underway and playground surface repairs to come

✓ Wheeler projects in progress:

- Puali North and South – Reroofing and solar panel cleaning, 43% Complete

✓ HMR:

- Nauane Building Fire Restoration – PCD-1 Approved November 2024. Rough Carpentry work started early April.

✓ Ft. Shafter:

- Palm Circle Historic Renovations, 73% Complete



Castner Playground

Sidewalk Repairs Before and After



Before and After



Before and After

Island Palm Communities (IPC)

Resident Advisory Board

The RAB is another venue for residents to voice issues to the Garrison Commander, IPC leadership and other community representatives.

Community Engagement:

- Walking Town Halls
- IPC Community Events
- Chat with the Chief

12 Total RAB Members:

- Current Vacancies: Aliamanu
- President: Ray Galas (Fort Shafter)

Total Meetings to Date: 50

- Upcoming Meetings: May 7th 2025

**Questions/Concerns or
interested in joining?**
rabipc@Rabrep.com

Click the link below to meet your communities RAB
representative!

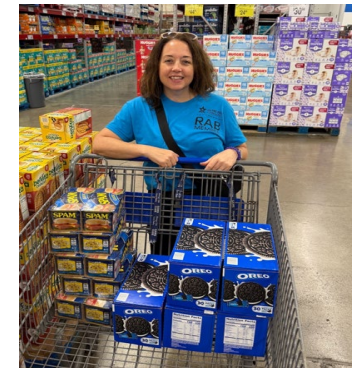
<https://www.islandpalmcommunities.com/rab>



IPC Organization Volunteer of the Year
Jentel Worrell, Wheeler RAB



Canby RAB member, Candy



AMR RIM RAB member, Kelly

- On-Post Housing Inspections
- Tenant Satisfaction Survey
- Reporting Community Concerns
(Crimes, Abandoned Vehicles, Speeding, Feral Animals, and etc.)
- Resolving Housing Issues
(through IPC, MHO, Leadership, Commander's Hotline, and etc.)



Military Housing Office (MHO)

On-Post Housing Inspections

DAY OF YOUR SCHEDULED INSPECTION:

- Inspector need access to ALL interior spaces including the garage
- Inspectors will test all smoke detectors so do not request inspectors skip this important EHS protocol
- Inspectors will take photos but will avoid taking photos of people, pets or personal belongings
- Residents need to put pets away during the inspection
- Residents need to be home and ready for the inspection at the beginning of the start time to help all the inspectors stay on schedule

ESCORTED INSPECTIONS: Any home not scheduled prior to the inspection dates will be scheduled as an “escorted” inspection requiring Army personnel to accompany the inspector. The same applies for any resident that refuses entry to an inspector – Chain of Command will be contacted, and the inspection will proceed as an “escorted” inspection.

- **48-hour notification letters provided to resident**
- **Army personnel act as inspector escorts for the entire inspection**

RIGHT TO ENTER: The Army has the legal right to enter any residence on the installation for any legal purpose. That right extends to Army contractors and Army personnel acting as escorts who are tasked to enter and inspect housing.

Questions about your inspection? Contact ArmyHousingOffice-USAGHI-RCI@army.mil or 808-864-1434 or 808-927-4531



Military Housing Office (MHO)

On-Post Housing Inspections

Session 1 (May 28 – June 13)

- Schofield Barracks
 - Kalakaua
 - Porter
 - Sante Fe

***Does not include Canby and
Generals Loop, See Session 3***

Session 2 (June 23 – July 3)

- Aliamanu Military Reservation
 - Aliamanu
 - AMR – RIM
 - Red Hill
- Fort Shafter
 - Fort Shafter
 - Palm Circle

Session 3 (July 14 – August 1)

- Schofield Barracks
 - Canby
 - Generals Loop
- Helemano Military Reservation
- Wheeler Army Airfield
- Tripler Army Medical Center

Session 1: Register NLT 27 May 2025

Session 2: Register NLT 23 June 2025

Session 3: Register NLT 14 July 2025



If you have questions about scheduling your inspection, please email the help desk at army@housinginspections.info



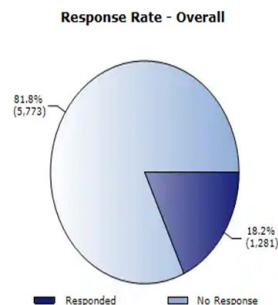
Military Housing Office (MHO)

Tenant Satisfaction Survey

Don't miss your chance to shape the future of Army housing.

- Deadline has been extended until 15 May 2025
- Each household should have received a survey link; your responses are confidential and anonymous.
- Didn't get a survey? No problem! Visit:
<https://celsurvey.com/army2025housingsurvey.htm>
- **Your opinion matters. Take the survey today!**
- As of 28 April, 1,281 surveys have been completed.

Summary: HAWAII



WE ARE THE ARMY'S HOME



Military Housing Office (MHO)

Reporting Community Concerns



NEIGHBOR ISSUES

Talk to your neighbors first

Report to community center and/or military police



ABANDONED VEHICLES

Report to military police with vehicle location and description, license plate # and VIN # if available



SPEEDING

Speed limit is generally 25 mph on post; 15 mph in housing areas



BREAK INS

Report crimes or suspicious behavior to military police

Secure your belongings; lock car and home



POTHoles

Report potholes and other road hazards to (808) 787-1275



FERAL ANIMALS

Report feral animal activity to (808) 787-1275

Report feeding of feral animals to military police

Streetlight Issues

(808) 457-4075

(IPC Maintenance Department will forward issue to DPW if required)

Military Police

North: (808) 655-7114

South: (808) 438-9395



WE ARE THE ARMY'S HOME





Military Housing Office (MHO)

Resolving Housing Issues



Military Housing Office (MHO)

Other Avenues to Seek Assistance

ICE	Ask the GC
 https://ice.disa.mil	 usarmy.hawaii.askthegc@mail.mil

Army Links



Army Public Health Center – Helpful links

- ✓ <https://phc.amedd.army.mil/PHC%20Resource%20Library/TG277FINAL28Feb2019.pdf>
- ✓ <https://phc.amedd.army.mil/topics/workplacehealth/ih/Pages/Indoor-Air-Quality-Mold.aspx>
- ✓ <https://phc.amedd.army.mil/topics/workplacehealth/ih/Pages/Lead.aspx>



Next
Quarterly Housing Town Hall
August 2025

