



3QCY26 Housing Town Hall

21 May 2026



WE ARE THE ARMY'S HOME



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Agenda

- Island Palm Communities (IPC)
 - Operating Hours
 - Mold Prevention Tips
 - Centinel Community APP/Routine Work Orders
 - PCS Move-Out Tips
 - Upcoming Events
 - Community Improvements
 - New Resident Ambassadors Board
- Military Housing Office (MHO)
 - Reporting Community Concerns (MHO)
 - Resolving Housing Issues (MHO)

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- Mold Prevention Tips
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- PCS Move-Out Tips
- Upcoming Events
- Community Improvements
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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 PM, 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: Canby, Ft. Shafter, Kaena, Kalakaua, Porter, Wheeler
- 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>

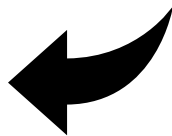


Island Palm Communities (IPC)

Mold Prevention Tips



Scan for
more
information
and tips!



Minimize the potential for mold growth in your Island Palm Communities home by following these easy tips:

- Remove Visible Moisture Accumulation
- Immediately report leaks and flooding to the Maintenance Solution Center at (808) 457-4075.
- Regularly keep ceiling fans running to keep air circulating.
- Wipe down areas around sinks and bathtubs after every use.
- Avoid running the air conditioning system with doors and windows open.
- Air Conditioning temperatures set too low can create condensation on windows.

Island Palm Communities (IPC)

Centinel Community APP/Routine Work Orders

Submit Your Routine Service Requests Through the App

To ensure fast and efficient service, please submit all routine service requests through the Centinel Communities App. The App makes it easy!

A Few Quick Reminders:

- For an everyday fix that is not a threat to life, health, safety, or property, use the App.
- Call the MSC for Urgent or Emergency Issues if there's something that could be an immediate risk to life, health, safety, or property.
- If you try to enter an urgent or emergency request through the App, you will be prompted to call the MSC for immediate assistance.
- If the specific repair you are looking for isn't listed in the App, it likely means it requires additional details for scheduling, such as landscaping or exterior repairs. In that case, please call the MSC for assistance.

If you have questions or need assistance with the App, please contact your community office.



For our Quick Start Guide:



SCAN ME



PCS MOVE-OUT TIPS

for IPC Residents



PLAN AHEAD

Be sure to submit your **28-day notice** as soon as you know your move date.



KEEP IT CLEAN

A quick wipe-down, sweep, and vacuum will go a long way at move-out.



RESET YOUR SPACE

Remove personal changes and return your home to its original condition.



CLEAR IT OUT

Take all trash and personal items with you—nothing should be left behind.



FINAL CHECK

Return keys, garage openers, and provide your forwarding address.

Mahalo
for helping
make your
move-out smooth
and stress-free!



Scan below
for More
Information
and
Resources



Island Palm Communities (IPC)

Upcoming Events

MAY/JUNE

- (5/7) Military Spouse Appreciation Brunch @ Canby
- (5/8) Military Spouse Appreciation Brunch @ 1LT Brostrom
- (5/14) Lei Po'o Class @ Aliamanu
- (5/21) Lei Po'o Class @ Kaena
- **(6/12) Splash Into Summer Festival @ Wheeler**
- (6/9) Chat With The Chief @ Aliamanu
- (6/11) Putt Putt Palooza @ Porter
- (6/11) Ice Cream Social @ Aliamanu
- (6/11) Community Hike @ Makapu'u Lighthouse
- (6/16) Rock Garden Paint Party @ Red Hill

Weekly Fitness Classes: MixxedFit, Pilates, Total Body Mix

Would you like to volunteer at our events?

Contact us @ events@ipchawaii.com

Follow us @ www.facebook.com/islandpalmcommunities



Island Palm Communities (IPC)

Community Improvements

✓ Multiple Areas:

- Kitchen and Bath Upgrades ongoing (Aloala, Castner, HMR, Leaderfield, Solomon, and WAAF) ON HOLD

✓ Schofield Barracks projects in progress:

- 190 Morris Road Renovation – Scheduled for completion in June 2026

✓ HMR:

- Nauane Building Fire Restoration – Renovation work to commence in May 2026.

✓ Ft. Shafter:

- Palm Circle Historic Renovations - Palm 8 in progress.
- Palm 8 scheduled for completion in June 2026.



Island Palm Communities (IPC)

NEW Resident Ambassadors Board



The flyer features a dark blue header with the Resident Ambassadors Board logo and tagline. Below this is a photograph of a group of people in blue shirts huddled together in a circle, with their hands raised in a gesture of unity or celebration. The background of the photo is bright and sunny. To the right of the photo is a QR code with text above and below it. The bottom section of the flyer has a white background with blue text and a list of bullet points.

resident
AMBASSADORS BOARD

volunteer. listen. connect.

APPLICATIONS
ARE OPEN NOW!

Scan the QR code or
stop by your Community
Center for details.

Calling all leaders,
listeners, and community-builders!

Our Resident Ambassadors Board (RAB) is expanding, and we're looking for passionate residents who want to:

- Share resident perspectives
- Help strengthen community connection
- Volunteer your time to make a difference
- Partner with our team to improve daily living

If you believe in volunteer. listen. connect.
— this is your moment.



Your Annual Time Commitment

4-6 Regular RAB meetings

Held every 60-90 days. Each meeting lasts 1-2 hours.

3 + Event Volunteering

Minimum 3 RAB sponsored or community events a year

As Needed Committee Meetings

If you join a volunteer committee, additional meetings may be scheduled for event planning and coordination

Questions/Interested?

Contact: tina.simpson-rosa@centinelus.com

Military Housing Office (MHO)

Agenda

- 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)

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)



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>



Military Housing Office (MHO)

Next
Quarterly Housing Town Hall
Aug 2026



Backup (Historical) Slides



Pros Living in On-Post Housing

Hawaii Law / Practice vs. IPC Practice

Requirement	Hawaii Law / Practice	IPC Practice
Maintenance Response Time	Emergency – 3 business days Urgent – 5 business days Routine – 12 business days	Emergency – 2 hours Urgent – 8 hours Routine – 3 business days
ADA home, request for reasonable accommodation / modification	Allowable at renter's expense	Allowable, sometimes at IPC's expense on a case-by-case basis for minor modifications, otherwise at renter's expense
Pet deposit / number, type and size of pets allowed / defleaing costs	Pet deposit up to one month's rent / set by landlord / set by landlord	No pet deposit / 2 cats or dogs, excluding service or emotional support animal, prohibited dogs not allowed unless waiver approved, no exotic pets, size not limited / \$98 for defleaing at move out.
Security deposits / rent / utilities	Security deposit up to one months rent / rent set by landlord / utilities typically not included	No security deposit / Rent equal to full BAH w/dependents, non-negotiable / utilities included
Tenant Bill of Rights	There's no readily available mechanism to resolve disputes.	Informal & formal dispute resolution, which specifically addresses rights and responsibilities set forth in the lease.
Community (Recreation) Centers	Limited availability in most HI communities. Where available, there may be costs to use them	Embedded in communities, open 8AM to 6PM Monday - Friday. No cost to use activity and theater rooms.
Parking	Limited, esp. in condominiums and on streets.	Minimum, two spaces available either attached or adjacent to the rental. More street parking on post than off post.

Managing Mold (MHO)

Health Concerns Related to Mold

- There are many types of mold; the most common types of indoor molds are not threatening to healthy people in small quantities.
- For some people, mold can cause a stuffy nose, sore throat, coughing or wheezing, burning eyes, or skin rash.
- Mold can trigger asthma symptoms in people with asthma or who are allergic to mold.
- Mold can be unsafe to people with weakened immune systems or lung disease
- If you have symptoms that you think are related to mold exposure, note the timing of the symptoms and see your healthcare provider for evaluation.



Managing Mold (IPC)

Dos and Don'ts



✓ **DO:** Watch for condensation and wet spots. Remove visible moisture accumulation on windows, walls, ceilings, floors and other surfaces.

✓ **DO:** Clean up water and report leaky plumbing and leaks in the residence IMMEDIATELY.

✓ **DO:** Provide appropriate climate control by using the air conditioning in a reasonable manner that prevents mold and mildew from accumulating in the residence.

IF SMALL AREAS OF MOLD HAVE ALREADY OCCURRED AND THE MOLD IS NOT DUE TO LEAK, the Federal Environmental Protection Agency (EPA) recommends that the area is first cleaned with soap (or detergent) and water.

****When in doubt, call IPC Maintenance at 808-457-4057**

✗ **DON'T:** Leave outside doors and windows open while air conditioning your residence. The warm moist air from outside will condense on cool interior walls and promote mold growth.

✗ **DON'T:** Block AC vents to regulate room temperature. This will throw the AC unit out of balance and create a moisture problem which helps mold grow.

✗ **DON'T:** Mix Clorox and ammonia when cleaning mold. This will generate toxic gases and cause serious harm to you and others. Use detergents to clean mold.

Managing Mold (IPC)

Strategies to Prevent Mold Growth

- Review “Mold 101 Guide for Prevention, Identification and Procedures for Mold in your IPC home”, provided at move-in and available at your Community Center.
- ACT QUICKLY to clean up leaks or spills. If wet or damp materials are dried 24-48 hours after a leak or spill happens, in most cases mold will not grow.
- Use air conditioners and/or de-humidifiers when needed to keep humidity low, including when home is not occupied (e.g. while at work, while on vacation).
- Keep indoor humidity below 60% relative humidity if possible.
- Keep exterior air conditioning drain lines unobstructed.
- Vent appliances that produce moisture such as clothes dryers and stoves.

Managing Mold (IPC)

Dealing with Mold

- If you observe or suspect mold and don't know what to do, call 808-457-4075 or visit your local community center and speak directly with the community manager about the mold. Inform your chain of command as necessary.
- Visible suspected mold on Non-porous surfaces (e.g., metals, glass, and hard plastics) and semi-porous surfaces (e.g., plaster and concrete) that are structurally sound can be cleaned free from suspected mold, dirt and debris. Cleaning should be done using an appropriate detergent solution.
- Porous organic building materials such as ceiling tiles, wood, insulation and wallboards may be dried within a 48-hour period to prevent mold growth or may be removed, discarded and replaced.
- Routine inspections will be conducted to confirm that remediation work was effective and moisture intrusion was corrected.
- Effective communication between Resident and Property Management team is an essential part of mold prevention efforts.

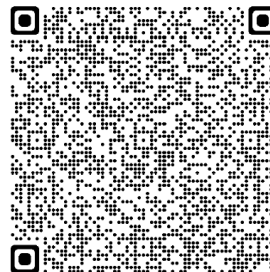
- Between FY20 – FY23, there were 55 fires in on-post housing, resulting in damages from a few hundred dollars to over \$130,000; 70% of the fires were stove related.
- Your landlord's insurance DOES NOT cover your personal belongings.
- Renter's Insurance IS now required for all move-ins (including move-overs), beginning 15 Jul 23; although not required for residents who moved in prior to 15 Jul 23, it is highly recommended.
 - Renter's insurance can cover a variety of claims, including theft, vandalism, fire, and liability, i.e., if someone is injured in your home, renter's insurance can help cover the cost of their medical bills and legal fees.
 - Minimum liability requirement is \$100K per occurrence.
 - Must provide proof of insurance to Island Palm Communities prior to move-in
 - Must maintain an active renters insurance policy throughout residency
- Renter's insurance typically cost \$10-\$12/month with \$500 deductible and covers liability / personal belongings up to \$100K / \$10K respectively.
- For more information, contact Island Palm Communities at (808) 275-3700



Permanent Change of (Duty) Station

Important Reminders

- Communicate with your Landlord
 - Please give your Landlord or on-post housing community center 30 days written notice to vacate your home once you receive your orders to leave the PDS
 - Need assistance with giving appropriate notice to end your housing agreement? Contact HSO for assistance at 808-655-7700
- Temporary Lodging Allowance (TLA)
 - Join the Departure TLA briefing Mon - Fri at 0800 via MS TEAMS
 - Scan the QR code below or email HSO for the meeting link
usarmy.schofield.usag.mbx.housing-services-office@army.mil



- If residents have concerns about the quality of their water, residents can call the Joint Base Pearl Harbor-Hickam emergency operations center (EOC), which will dispatch the RRT to investigate. The EOC can be reached at (808) 449-1979, (808) 448-3262/2557/2570/2583
- To learn more scan the QR code or visit: www.jbphh-safewaters.org



Utilities

Challenges

- Electrical System:
 - January 2024 outages were long, even compared to previous January from 2023 and 2022.
 - Windstorm related outage, affecting substations due to causes off-base.
 - Severity (Duration) not seen since August 2023 (Hurricane Dora)
 - HMR gets fewer nuisance (short) outages due to its mostly stable, underground infrastructure, but when an outage happen, it is a bigger and more difficult issue. This contributes to the length of outages.
- Challenges:
 - Maintaining a rusted/leaking switchgear.
 - Single ckt from HECO(non-UP).
 - IPC orphaned assets, causing both DPW and UP-HECO to trouble shoot and coordinate restoration.
- Project to replace HMR switchgear:
 - Project planning started in 2022
 - Estimated in-service date of APR2026