



3QCY24 Housing Town Hall

28 Jun 2024



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: 261100JUN2024
Housing Town Hall

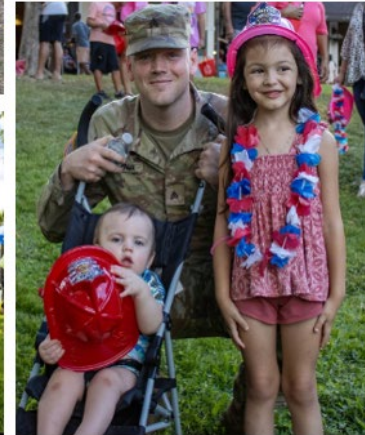
POC: david.a.reynolds36.civ@army.mil / 808.655.7396

Agenda

- Island Palm Communities (IPC)
 - Operating Hours
 - Upcoming Events
 - Pest Control (Changes)
 - Move Out Process
 - Community Improvements
 - Resident Advisory Board
- Military Housing Office (MHO)
 - Reporting Community Concerns (MHO)
 - Resolving Housing Issues (MHO)



- Operating Hours
- Upcoming Events
- Pest Control
- Move-Out Process
- Community Improvements
- Resident Advisory Board



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, 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>



WE ARE THE ARMY'S HOME



Island Palm Communities (IPC)

Upcoming Events

➤ JULY

- 7-10: Teen Splash – Fort Shafter Pool
- 7-18: North Back To School Backpack Decorating
- 7-20: Lemonade Day!
- 7-23: South Back To School Backpack Decorating

➤ AUGUST

- 8-9: North National Night Out at Kalakaua
- 8-28: Lemonpalooza
- 8-31: Quarterly Community Yard Sale

Ongoing Fitness Classes : Xtreme Hip Hop, MixedFit, Yoga

Would you like to volunteer at our events?

Contact us @ events@ipchawaii.com

Follow us @ www.facebook.com/islandpalmcommunities



Upcoming Pest Control Changes:

- Transitioning pest control services from a third-party vendor to a specialized in-house team beginning next month.
- As this service becomes available in your neighborhood, you can expect more availability for appointments that are convenient to you and the professional customer service and communication you expect from IPC.
- Beginning in the fall, you will be able to schedule pest control through the Lendlease US Communities app where it will help you select the proper appointment or treatment type to address your unique issue.
- We will also be making additional self-help options available.
- This transition will not occur all at one time and will be implemented by neighborhood starting in July.
- We recognize the importance of pest control services to our residents and are committed to providing you with quality service. We will keep you updated as we progress through the community

**Our maintenance team
is here for you!**



WE ARE THE ARMY'S HOME



Island Palm Communities (IPC)

Move-out Process



**Time to PCS?
We are here
to help!**

Thank you for choosing Island Palm Communities.

Here are top 3 things to help you get ready:

- Residents must provide at least **28 days** written notice.
- Schedule your final inspection with the community center team. All your questions related to the move-out process will be answered at that time.
- Scan the QR code for a link to the IPC resources page available for families preparing to move-out. (Includes FAQ)



Island Palm Communities (IPC)

Community Improvements

✓ Multiple Areas:

- Kitchen and Bath Upgrades (Aloala, Castner, HMR, Leaderfield, Mendonca, Solomon, WAAF, and Tripler)
- Various Window Upgrades (Canby, WAAF), 97% Complete

✓ Schofield Barracks projects in progress:

- Porter – exterior Paint, 65% Complete
- Canby Woody Renovations – 89% Complete
- Canby Community Center – Interior and exterior construction work ongoing, estimated completion September 2024

✓ HMR:

- Nauane Building Fire Restoration – Heavy equipment demo is complete and framing to start early July 2024.



Canby Community Center



WE ARE THE ARMY'S HOME



Island Palm Communities (IPC)

Community Improvements

- ✓ **Aliamanu:**
 - Landscaping Planter Upgrades completed in the Ama, Bougainville, and Rim Loop Neighborhood. Skyview Loop in progress – 95% Complete
- ✓ **Ft. Shafter:**
 - Palm Circle Historic Renovations, 60% Complete
- ✓ **Red Hill:**
 - Mechanical Arm Installation – Project started in June 2024, estimated completion August 2024



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:

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

12 Total RAB Members:

- Current Vacancies: All Communities
- President: Ray Galas (Fort Shafter)

Total Meetings to Date: 43

- Upcoming Meetings: July 3rd & August 7th

**Questions/Concerns or
interested in joining?**

RAB@ipchawaii.com

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



- 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 pot holes 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) 655-5555

South: (808) 438-7114



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	Army Environmental Health Response Registry
 https://ice.disa.mil	 usarmy.hawaii.askthegc@mail.mil	 1-800-984-8523 Daily, 8 A.M. – 5 P.M. (EST)

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>



WE ARE THE ARMY'S HOME



Next
Quarterly Housing Town Hall
Oct 2024

