

Quarterly Housing Town Hall

Nov. 27, 2019



INPUT-BASED CHANGES



Increase in housing-related personnel & available hours
Allows for more in-depth customer care



Specialized companies on board for mold, lead-paint issues and remediation



Pet fees are no longer charged for new residents



Resident app (**RENTCafe**) live and allows residents to submit, track work orders



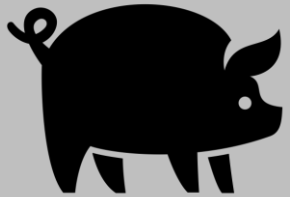
Billing program currently suspended pending Army review

Mock billing will continue



Conducting mandatory move-out inspections and mandatory follow-up calls/visits with residents

COMMUNITY CONCERNS



FERAL ANIMALS

Report feral animal activity to
(808) 656-1275

Report feeding of feral animals to
(808) 655-5555



SPEEDING

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



ABANDONED VEHICLES

Report to MPs (North: **(808) 655-5555**, South: **(808) 438-7114**) with location of vehicle, description of vehicle, license plate # and VIN # if available



BREAK INS

Report crimes or suspicious behavior to **(808) 655-5555**

Secure your belongings; lock your car and home



POTHOLES

Report pot holes and road hazards to **(808) 656-1275**



NEIGHBOR ISSUES

Talk to your neighbors first

Report to community center and/or military police

RESIDENT SURVEY

- **Timeframe** – Fall 2019 survey launched Nov. 12, closes Dec. 12. Results expected in January 2020
- **Survey Distribution** – Residents should have received an email containing a survey link
 - Email will come from ARMYHousingSurvey@celassociates.com
- **Residents who didn't receive email/deleted it** – may contact CEL directly via email at: ARMYHousingSurvey@celassociates.com
 - Ensure to include installation and address within the initial email
- **Reminders will be sent out 7, 14 and if needed, 21 days after launch** – reminders will only go to residents who have not completed a survey
- **All survey responses are confidential and anonymous**
 - If provided, contact information will be shown with resident comments but not with responses to survey questions

IMPROVEMENTS

Schofield	Wheeler	Aliamanu	Multiple
<ul style="list-style-type: none">• Solomon: Roof installs are complete; photovoltaic will begin shortly.• Leader Field: Exterior painting has begun• Canby: Driveways and underground communication lines (cable/phone)	<ul style="list-style-type: none">• Roofing: Ongoing and expected to continue for the next 6-8 months• Carport installation: Complete• Fencing installation: Ongoing for the next 6 months	<ul style="list-style-type: none">• Exterior painting: Completed in the AMA neighborhood and ongoing in the Bougainville neighborhood	<ul style="list-style-type: none">• Kitchen and bath upgrades• Paver projects: Parking• Energy Shared Savings Projects: Air conditioning systems, interior lighting and interior plumbing fixture upgrades (next 2 years)

ONLINE RESIDENT PORTAL



Sign up for our online Resident Portal today!

Access convenient features right from your PC or mobile device!

- Submit routine service requests and view current work order status.
- View your account balance and pay rent online.
- Receive notifications about community announcements and events.
- Electronically submit resident forms.
- Update your contact information and much more!

Signing up
is easy and
takes less than
a minute!

REGISTER
TODAY
and Be Entered
to Win a \$50
GC!**

SAVE TIME

Sign up for your
Online Resident
Portal!

- Visit www.islandpalmcommunities.com
- Select Residents > Resident Portal to get started



- 3,094 residents currently registered (42.92%)
- 3,910 service orders logged through the app since May 1

RESIDENT ADVISORY BOARD

Join the Resident Advisory Board TODAY!

The Resident Advisory Board (RAB) will provide residents the opportunity to engage in their community and positively affect the quality of life of families living within Island Palm Communities (IPC). A board will be established and residents will be able to share their ideas and suggestions, express their concerns, and work with their property management team to develop solutions.

Island Palm Communities and members of the panel will:

- Value all resident opinions and listen to recommendations and suggestions
- Foster a sense of belonging and community among families
- Create an opportunity for residents to be part of a decision-making process
- Have residents focus on events, activities, etc. in the community

Member Qualifications

Members must be a current IPC resident in good standing. IPC is looking for individuals who have an interest in communications or community development, events and have a desire to contribute positively to IPC through the development of a valuable communication tool.

**Childcare will not be provided at the RAB meetings.

To sign up:

- Fill out the form online:
www.islandpalmcommunities.com/RAB
- Submit to: RAB@ipchawaii.com

Questions? Please contact your Community Office

Accepting nominations for RAB members
November 11, 2019 - December 15, 2019.



Resolving Issues: Family Housing



Resolving Issues: Barracks



Not resolved?



Not resolved?



Submit a Work Order

Notify barracks rep or
call **(808) 656-1275**
or 656-3272 (after
hours)

**Contact Army
Housing Services
Office**

(808) 655-7399

**Call 24/7 Command
Hotline**

(808) 656-3279



All non-emergency work orders must be submitted by your barracks management representative

Army Links & Videos



Army Public Health Center – Helpful links

- <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>

OTHER WAYS TO GET HELP

ICE	Ask the GC	Inspector General	Health Registry
 https://ice.disa.mil	 usarmy.hawaii. askthegc@mail.mil	 (808) 655-0847 (or any IG)	 1-800-984-8523 24/7 resource