



U.S. ARMY



Quarterly Housing Town Hall 26 May 2021



Agenda

- ✓ **Opening Comments from the Command**
- ✓ **Key Issues/Concerns – Previous Town Hall**
- ✓ **Army Housing Office – Housing Manager Roles / Resident Advocate**
- ✓ **2020 Census**
- ✓ **2020 Resident Satisfaction Survey Results**
- ✓ **Community Improvements**
- ✓ **IPC Operational Updates**
- ✓ **Resident Portal**
- ✓ **Virtual and Low Contact Resident Events**
- ✓ **Reporting Community Concerns**
- ✓ **Resident Advisory Board (RAB)**
- ✓ **Resolving Issues**
- ✓ **Other Avenues to Seek Assistance**
- ✓ **Q&A Session**





Previous Town Hall Key issues/concerns

✓ **Lyman Gate Traffic:**

- Question: A resident asked if Lyman Gate traffic could be rerouted during school hours or if the interval between traffic signal changes could be increased.
- Answer: The traffic signal on Kunia Road at Lyman Gate, is owned and operated by the State of Hawaii Department of Transportation (HDOT). As a primary thoroughfare, the light is presently set to the maximum allowable time for pedestrian crossing.

✓ **Vehicle Registration:**

- Question: A resident asked if stickers would be required when vehicles are registered.
- Answer: Decals will not be issued. Upon successful registration of an individual's vehicle, the vehicle owner's information will be maintained in the Military Police database.

✓ **Crosswalks:**

- Question: A resident asked if pedestrian crosswalks could be illuminated in housing areas, similar to the one by Martinez Gym.
- Answer: These are typically reserved for high traffic areas with four lanes or more of traffic. With the large number of crosswalks and the 15 mph speed limit within housing areas limit the need for lighted crosswalks.

✓ **Streetlights:**

- Question: Where should residents report inoperable streetlights?
- Answer: IPC maintenance number (808-457-4057) or the DPW service order number (808-787-1275).

✓ **Parking:**

- Question: Is there a way to adjust parking in the communities? Residents park vehicles on both sides of the street, resulting in a narrow thoroughfare for traffic.
- Answer: The situation should diminish some as soon as the abandoned vehicle issue is resolved. Creating more parking is challenging and residents are encouraged to use their existing driveways and garages to park vehicles.

✓ **Speeding:**

- Question: What is DES doing to resolve speeding issues around schools and housing areas?
- Answer: Residents are encouraged to report speeding to on-post law enforcement when it occurs. Community feedback can help DES enforce speeding limits in residential and school areas.





Previous Town Hall Key issues/concerns cont.

✓Mold:

Question 1: Will the Army assess my home for Mold?

- Response: Yes, IPC and Army Housing will do an assessment consistent with guidelines outlined by Public Health Command, CDC and EPA. Assessment includes visual inspection of the home and remediation of issues found (primarily removal of the mold and the source causing it).

Question 2: Is mold testing an effective means to identify mold issues in my home?

- Response: Neither OSHA nor EPA have established acceptable levels/thresholds of mold in residential homes. Testing does not typically give any additional information. If you see mold in your home, eliminate (water) sources causing it to grow, clean it to remove it from the living space and/or contact your local community center for home assessment.

Question 3: When does the Army test for mold in privatized housing?

- Response: Army will consider (conduct) appropriate testing, if needed, for mold when healthcare provider assesses a patient to have symptoms that are consistent with an increased likelihood of exposure to mold and annotates diagnosis in the patient's electronic health record.

Question 4: (A resident asked) what preventative steps should residents take, who have window air conditioning units, to prevent mold or other environmental growth in their home?

- Response: Residents should conduct routine cleaning of their air conditioner filter to reduce mold growth and report water leaks, when present, to their local community center.





Army Housing Division / RCI Housing Managers Roles

- ✓ **Home Inspections** – Each day, Housing Managers from the Army Housing Office conduct Quality Assurance and Visual Inspections. Inspections include;
 - Life/ Health/ Safety Concerns i.e.; electrical, plumbing, odors etc.
 - Exterior Conditions; tripping hazards, broken items, missing siding etc.
 - Interior Conditions; Workmanship, Cleanliness, Appliances etc.
 - Fire Safety; extinguishers, egress point etc.
- ✓ **Conduct warm calls:** Housing Managers may contact the resident after a service order is complete. Housing Managers are required to make resident contact on 100% of all emergency work orders and 5% for other work orders not classified as emergency. Resident will be asked about their service, and if they are satisfied with the work that was performed. Questions asked during this phone call are documented and sent to Island Palm Communities.
- ✓ **Follow up:**
 - Army Housing Office – Responds to 100% of calls received. Conduct site visit to all Life/Health/Safety issues.
 - Interactive Customer Evaluation (ICE) – Monitors all ICE comments. Providing support to dissatisfied residents and providing oversight to achieve correct resolution.
 - Ask the Commander – Action all as directed by the Commander
 - Command Hotline – Contact each resident, provide oversight
 - Displaced Families – Contact each Family and monitor daily until the Family returns home.





2020 Census

✓ **Fourth Phase of the 2020 Census Post Enumeration Survey.**

- Starting 29 May, census takers will conduct personal interviews to reconcile possible discrepancies that were identified in the information collected during door-to-door interviews conducted in December 2020.
- Scheduled through 4 August.

✓ **What To Expect**

- Census takers will wear masks and follow local public health guidelines when visiting your home. All census takers complete COVID-19 training on social distancing and other health and safety protocols before beginning work in neighborhoods.
- Census takers work between 9am and 9pm, including weekends. If no one is home when the census taker visits, the census taker will leave a notice of their visit with information about how to respond online, by phone or by mail.
- Census personnel carry ID cards with a picture.
- Questions or concerns (808) 650-6608 (Census number)





2020 Resident Satisfaction Survey

✓ Survey Period: Dec 2020 to Jan 2021

✓ Response Data:

- Surveys Distributed: 6,957
- Surveys Received: 1,823
- Response Rate: 26.2%
- Properties Surveyed: 26

✓ Three summary levels:

- Three Satisfaction Indexes: Overall, Property and Service
- Nine Business Success Factors
 - Readiness to Solve Problems, Responsiveness & Follow-Through, Property Appearance & Condition, Quality of Management Services, Quality of Leasing Services, Quality of Maintenance Services, Property Rating, Relationship Rating, Renewal Intention
- Forty eight Individual Questions

Current Score	79.5
Prior Score	76.7
Difference	2.8



Overall Satisfaction:

The Overall Satisfaction Index is a composite measure of Tenant satisfaction with both the service provided and the physical property.

Current Score	74.7
Prior Score	72.1
Difference	2.6



Property Satisfaction:

The Property Satisfaction Index is a composite measure of Tenant satisfaction with the physical property.

Current Score	82.5
Prior Score	79.5
Difference	3.0



Service Satisfaction:

The Service Satisfaction Index is a composite measure of Tenant satisfaction with the service provided by the management team.

Score Ratings	
100.0 to 85.0 Outstanding	69.9 to 65.0 Below Average
84.9 to 80.0 Very Good	64.9 to 60.0 Poor
79.9 to 75.0 Good	59.9 to 55.0 Very Poor
74.9 to 70.0 Average	54.9 to 0.0 Crisis





Nine Business Success Factors

Readiness to Solve Problems

Current Score	82.9	
Prior Score	80.3	
Difference	2.6	

Quality of Maintenance Services

Current Score	85.5	
Prior Score	82.2	
Difference	3.3	

Responsiveness & Follow-Through

Current Score	80.4	
Prior Score	76.9	
Difference	3.5	

Property Rating

Current Score	73.6	
Prior Score	70.8	
Difference	2.8	

Property Appearance & Condition

Current Score	76.6	
Prior Score	74.3	
Difference	2.3	

Relationship Rating

Current Score	81.3	
Prior Score	78.7	
Difference	2.6	

Quality of Management Services

Current Score	80.6	
Prior Score	77.7	
Difference	2.9	

Renewal Intention

Current Score	77.7	
Prior Score	73.3	
Difference	4.4	

Quality of Leasing Services

Current Score	86.0	
Prior Score	83.9	
Difference	2.1	

Score Ratings	
100.0 to 85.0 Outstanding	69.9 to 65.0 Below Average
84.9 to 80.0 Very Good	64.9 to 60.0 Poor
79.9 to 75.0 Good	59.9 to 55.0 Very Poor
74.9 to 70.0 Average	54.9 to 0.0 Crisis





Areas of Opportunity

Satisfaction Index Score & Survey Response Detail, Sorted by Overall Score *(Continued)*

Property Name	OA Score	Prop Score	Svc Score	Surveys Distr.	Surveys Rec'd	Resp. Rate	Awd
HAWAII, HELEMANO, KALAPANA	77.0	73.3	78.1	323	82	25.4%	
HAWAII, ALIAMANU, BOUGAINVILLE	76.9	70.9	80.2	346	90	26.0%	
HAWAII, AMR RIM	76.8	71.1	80.0	483	157	32.5%	
HAWAII, RED HILL	75.9	72.5	77.7	225	68	30.2%	
HAWAII, ALIAMANU, RIM LOOP	75.9	67.6	80.7	159	46	28.9%	
HAWAII, HELEMANO, KUAPALE	75.7	69.3	80.4	268	50	18.7%	
HAWAII, SB CANBY, MENDONCA-RALSTON	74.8	67.4	79.4	131	24	18.3%	
HAWAII, SB SANTA FE, AKOLEA	72.8	65.6	78.9	341	50	14.7%	

1c. Landscaping	73.8	70.9	2.9
5f. Overall interior lighting, bathroom and kitchen cabinets, counters, faucets, and hardware	72.6	--	--
5b. Landscaping (immediate area around your home/building)	72.2	--	--
5e. Pest control	70.1	69.8	0.3
1e. Condition of roads, parking areas, sidewalks and common areas	69.6	67.5	2.1
4c. Parking	68.8	65.8	3.0
4d. Visitor parking	62.1	60.1	2.0

- ✓ The **survey process** and the **report** that follows are the first two steps in improving customer service performance. The report provides information indicating necessary improvements to the properties.
- ✓ Developing specific **Action Plans** is the key third step in improving Portfolio performance.
- ✓ Some action items will require a longer project effort, however there are also items that can be adjusted immediately.
- ✓ Current actions include:
 - FY22 Budget and Out-Year Plan has funding dedicated to Landscape and Pest Control.
 - Interior Upgrades ongoing and have been expanded with the Army Integrated Out-Year Plan.
 - Parking and Road Repair projects are ongoing in multiple communities

Score Ratings

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Community Improvements

✓ Multiple Areas:

- Kitchen and Bath upgrades (HMR, Mendonca, WAAF)
- Various Window Upgrades (Canby, WAAF), 53% Complete
- Energy Shared Savings Projects – Window upgrades, Air conditioning systems, Water meter install, Interior lighting and interior plumbing fixture upgrades

✓ Schofield Barracks:

- Canby – Repaving of roads and alleys
- Canby – Driveways and underground comm lines
- Canby – Roofing, 52% Complete
- Kalakaua – Exterior Painting, 43% Complete
- Patriot – Demolition Phase 2 starting late May 2021

✓ Helemano Military Reservation:

- Exterior painting – Kalapana, 100% Complete
- Roofing – Kalapana Area, 90% Complete
- Apartment to Townhome Conversions – 84% Complete



Canby Paving

Start of Project
March 2021

1 of 13 Streets Completed



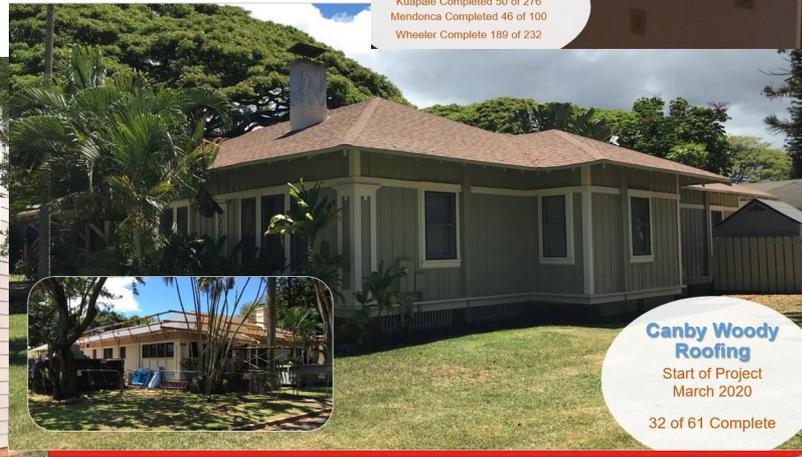
CPT Kitchen Renovations

Kuapale Completed 50 of 276
Mendonca Completed 46 of 100
Wheeler Complete 189 of 232



Kalakaua Exterior Painting

274 of 637 Completed



Canby Woody Roofing

Start of Project
March 2020

32 of 61 Complete





Community Improvements

✓ Aliamanu:

- Exterior painting – AMA and Bougainville, 100% Complete
- Exterior painting – Plumeria, 67% Complete
- Planter beds refurbishment – 22% Complete

✓ Fort Shafter:

- Hauoli Heights North – exterior painting – 77% Complete
- Parks – Exterior paint, 98%
- Palm Circle Historic Renovations – 35% Complete



Bougainville Exterior Painting
359 of 359 Completed



South Landscaping

Start of Project
June 2020
207 of 922 Completed



Parks Road Painting
Start of Project
May 2020
43 out of 44 Complete



Plumeria Exterior Painting
60 of 96 Completed





IPC Operational Updates

WE ARE OPEN

- **Preventative Maintenance Inspections**
 - In-home inspections began Monday, April 5, 2021
- **Community Pools**
 - Visitor capacity limits increased
 - Fort Shafter Community Pool 75 visitors
 - Wheeler Community Pool 50 visitors
 - Pool hours: 10:30AM – 12:30PM, 1:00PM-3:00PM, 3:30PM-6:00PM
- **Community Center Offices**
 - Open to walk-in business
 - Offices will observe a visitor capacity limit. The maximum visitor capacity will be posted at office entrances.
 - Business hours: Mon-Fri 8:00AM-6:00PM, Thu 9:00AM-6:00PM
- **Community Center Multi-Purpose Rooms & Theaters**
 - Re-open for resident use
 - Available Monday-Friday, 8:00am-5:00pm, two 4-hr reservation time blocks each day
 - Updated usage procedures – Cleaning requirements, occupancy limits, sign-in required
 - Please comply with current DoD/ Hawaii State Tier 3 COVID-19 mask guidance and maintain social distancing at all times.





Resident Portal



Having issues signing in or signing up for the Resident Portal?

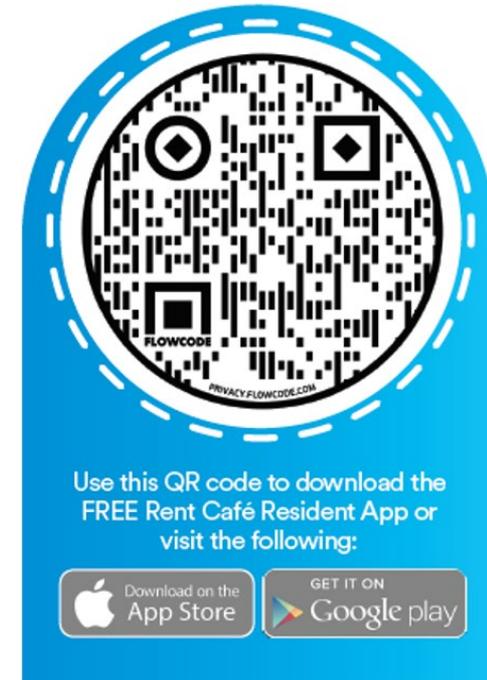


Technical Support

For technical support please email Residents@ipchawaii.com or call (808) 275-3138.

<https://islandpalmcommunities.securecafe.com/residentservices/island-palm-communities/userlogin.aspx>

- The tech support email/phone number are for residents who are having issues registering for or accessing their resident portal account. They are NOT intended to be used to submit service requests.
- For timely response to maintenance issues, or to submit service requests, residents may call IPC's 24-hour maintenance number 808-457-4075 OR submit a service request via the online resident portal.





Virtual and Low Contact Resident Events

✓ **FREE weekly fitness classes – virtual and in person!**

- Classes: Zumba, PiYo, Strong Nation, HIIT, Dance2Fit, Dance Jams, Yoga, Bootcamp, and Zumba Kids

✓ **Monthly virtual events hosted on Facebook**

- <https://www.facebook.com/islandpalmcommunities>



SPIRIT WEEK

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
PAJAMA DAY	CHARACTER DAY	WACKY DAY	TACKY TOURIST DAY	FLASHBACK FRIDAY



MILITARY SPOUSE SPIRIT WEEK

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
MILITARY GEAR	MILITARY BALL	RED, WHITE, & BLUE	PCS DAY FACE	MILITARY MOMS





Scholarship Opportunity for Residents!

Are you planning to attend a college, university, or professional trade school during the 2021-2022 school year?

If you answered "yes" and you're a resident of this community, you may be eligible for a WinningEdge Scholarship!

Interested? [Apply online at uaspire.submittable.com](https://uaspire.submittable.com)

Questions? Email scholarships@uaspire.org

Don't wait! **Entry deadline is June 14, 2021.**



WinningEdge Scholarships are administered by uAspire, a national nonprofit ensuring that all young people have the financial information and resources necessary to find an affordable path to and through college. [uAspire.org](https://uaspire.org).





Island Palm Communities

Upcoming Events

Pop-Up Photo Booths (5/31-6/4)

Visit your Community Center to take a picture in our photo booth. Enter to win a Summer Fun Pack by posting your picture using the tag *#IPCsummer*.



Best Dad Jokes (6/7-6/17)

When does a dad joke become a dad joke? When it becomes apparent! *bah-dum-bum* Submit your best “dad joke” for a chance to win.

King Kamehameha Day (6/7-6/11)

Tell us a fun fact you know about King Kamehameha for a chance to win a gift card.

Group Fitness Classes

Classes offered: Zumba, Strong Nation, Dance2Fit, Cardio, Strength, +Yoga Flow, Dance Jamz, Zumba Kids, Yoga, Bootcamp

- In-person classes in both North and South region. Limited to 9 participants (*per current State guidelines*). Registration required.
- Virtual fitness classes still available!
- New classes: Yoga and Bootcamp





Resident Advisory Board (RAB)

The RAB is another venue for residents to voice issues to the Garrison Commander. The board convenes every month allowing community wide concerns and questions to be brought for discussion between the Garrison Commander and IPC. The Board is instrumental in answering questions and providing information about housing policies, procedures and general maintenance operations. Residents are encouraged to bring issues to the board for discussion at the monthly meetings.

- ✓ **Trending Community-Wide Issues brought to RAB**
 - Abandoned vehicles
 - Tree trimming
 - Resident text communication – frequency issues
 - AMR security – alerting community to urgent situations
- ✓ **18 Total RAB Members**
 - Current Vacancy – AMR Rim Community
 - President: David Lopez (Wheeler)
 - VP: Kristina Richardson (AMR Rim)
- ✓ **Total meetings to date: 14**
 - Next Meeting: May 27th, 2021
- ✓ **Questions? RAB@ipchawaii.com**



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





Resolving Issues: Family Housing





Other Avenues to Seek Assistance

ICE



<https://ice.disa.mil>

Ask the GC



usarmy.hawaii.askthegc@mail.mil

**Army Environmental
Health Response
Registry**



1-800-984-8523





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>





QUESTIONS AND ANSWER SESSION





END OF BRIEF

NEXT

**Quarterly Housing Town Hall
25 August 2021**

