



U.S. ARMY®



1QCY22 Housing Town Hall

24 February 2022



Agenda

- ✓ **Opening Comments (from the Command)**
- ✓ **Status, AMR Recovery Operations**
- ✓ **CEL Resident Survey**
- ✓ **On-going Key Issues/Concerns (DES)**
- ✓ **Island Palm Communities (IPC)**
- ✓ **Reporting Community Concerns & Resolving Housing Issues (MHO)**
- ✓ **Questions and Answers**





CEL Resident Survey (extended to 7 Mar 22)

DoD Tenant Satisfaction Survey – 2021/2022 (as of 23 Feb 22)

	Score	Question
Highest Scoring Questions	90.8	Courtesy of maintenance personnel
	86.0	Courtesy and respect with which you are treated
	84.9	Responsiveness of maintenance personnel
	84.1	Professionalism with which you were treated by the leasing/housing office
	81.7	Quality of maintenance work
Lowest Scoring Questions	70.6	Recreation areas
	69.9	The health and safety of your current community (parks, roads, lighting, etc.)
	67.3	Parking
	66.1	Condition of roads, parking areas, sidewalks and common areas
	61.7	Visitor parking

General Comments:

- Positive Comments – residents stated that they're generally satisfied with the overall maintenance and upkeep of their home
- Negative - homes lack adequate storage space or garage, potholes in roads and broken sidewalks need repair, community lighting is inadequate or not working, IPC fails to enforce its own policies (pets, parking, etc.)





On-going Key Issues/Concerns

LTC David Castillo Directorate of Emergency Services

✓ Crime:

- Question: Several residents voiced concerns about crime, physical security of AMR (lack of gate guards and cameras, and unsecured walking gates, leading outside the community), lack of synchronization between law enforcement agencies (8th MP, Honolulu Police Department (HPD)), lack of communication regarding law enforcement / emergency service responses to incidents, etc.
- Update: Since the last town hall, AMR residents should have seen an increase in the law enforcement presence throughout the community. We have more than doubled our patrol presence and now man the AMR and Red Hill gates 24/7. Further, we have closed the AMR rear gate but open it for several hours each day to allow for school traffic. We have received both positive and negative feedback from community members regarding the added security measures with the most common complaint being inconvenience. However, the security of the community is our highest priority so it is unlikely that we will reduce increased security measures in the for-seeable future.

✓ Abandoned Vehicles:

- Question: Residents expressed concern that abandon vehicles on the streets in their communities were creating safety issues for families and reducing availability of limited on-street parking
- Update: Since the last town hall, the DES established an abandoned vehicle task force. In recent weeks we have removed approximately 300 abandoned vehicles from our installations. We anticipate removal of several hundred more in the next few months.





Island Palm Communities (IPC)

Mr. Jeff Williams Island Palm Communities

- ✓ Newcomers Welcome!
- ✓ IPC Resident Portal
- ✓ Virtual and Low Contact Resident Events
- ✓ Upcoming Resident Events
- ✓ Resident Advisory Board
- ✓ Community Improvements (AMR Ball Field Lighting)





Newcomers Welcome!

Community Center Offices

Accepting In-Person appointments and walk-in service.

Business hours: Mon-Fri 8:00AM-6:00PM, Thu 9:00AM-6:00PM

Self-Help Center

Bulbs, lawn equipment, vertical blind slats, and more!

Community Fitness Rooms

- Access to fitness rooms from 5:00am-10:00pm

Community Center Multi-Purpose Rooms & Theaters

- Available 7 days a week, 8:00am-10:00pm. 10 person COVID 19 restrictions, must provide names of those attending.
- Please comply with current DoD/Hawaii State COVID-19 mask and social distancing guidance

Community Pools

- Locations: Ft. Shafter Community Center and Wheeler Community Center
- Pool hours: 10:30AM – 12:30PM, 1:00PM-3:00PM, 3:30PM-6:00PM (closed on Mondays)
- Two guests per pool pass
- Splash Park Locations: Aliamanu, Porter, Santa Fe, Wheeler

24/7 Emergency Maintenance Services

For more information head to www.islandpalmcommunities.com





IPC 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>

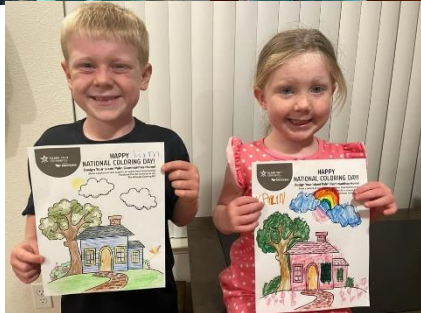
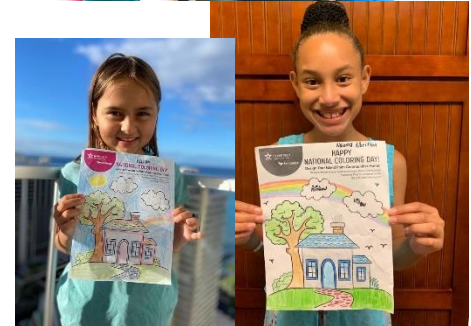
- The tech support email/phone number are for residents who are having issues registering for or accessing their resident portal account. They are NOT intended to be used to submit service requests.
- For timely response to maintenance issues, or to submit service requests, residents may call IPC's 24-hour 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, Strong Nation, HIIT, Dance2Fit, Bootcamp
- ✓ **Monthly virtual events hosted on Facebook:**
<https://www.facebook.com/islandpalmcommunities>





Upcoming Resident Events

Check out the IPC Facebook events page:

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

Love Story Giveaway

Comment your love story on our Facebook post for a chance to win

We ♥ Pets Giveaway

Share a picture of your furry friend to reserve a special treat for them!

Random Acts of Kindness

Nominate your neighbor for a random act of kindness

Group Fitness Classes

Classes offered: Zumba, Strong Nation, Dance2Fit, Bootcamp, HIIT, Insanity

- In-person OUTDOOR classes in both North and South region. Limited to 25 participants (*per current State guidelines*). Registration required: www.picktime.com/IPCFitnessClasses.
- Virtual fitness classes also available!





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 attend.

✓Trending Community-Wide Issues brought to RAB

- Abandoned vehicles
- Parking issues (in alleyways, on-street parking)
- Security issues (AMR)

✓Current Project

- Installment of Picnic tables

✓15 Total RAB Members

- Current Vacancies: Aliamanu (1), Canby (1), Ft. Shafter (1), Kaena (1), Tripler (1), Wheeler (1)
- Future Vacancy: 0
- President: David Lopez (Wheeler)
- VP: Kristina Richardson (AMR Rim)

✓Total meetings to date: 22

- Next Meeting: March 2, 2022



**Questions or
interested in joining?**

RAB@ipchawaii.com





Community Improvements

✓ Multiple Areas:

- Kitchen and Bath upgrades (HMR, Mendonca, WAAF)
- Various Window Upgrades (Canby, WAAF), 75% Complete
- Energy Shared Savings Projects – Window upgrades, Air conditioning systems, Water meter install, Interior lighting and interior plumbing fixture upgrades

✓ Schofield Barracks:

- Canby – General's Loop Fitness trail, awaiting restart of last section
- Canby – Repaving of roads and alleys, 9 of 13 roads and alleys complete
- Canby – Driveways and underground comm lines, 100% Complete
- Canby – Roofing, 100% Complete
- Kalakaua – Exterior Painting, 99% Complete
- Patriot – Demolition Phase 1 & 2, 100% Complete





Community Improvements

✓ Aliamanu:

- Exterior painting – Plumeria, 100% Complete
- Exterior painting – Sky View, 13% Complete

✓ Fort Shafter:

- Simpson Wisser – Exterior Paint, 45% Complete
- Palm Circle Historic Renovations – 35% Complete



Before



After



Simpson Wisser Exterior Painting





Military Housing Office

Mr. David A. Reynolds
Chief, Military Housing Office

✓ **Reporting Community Concerns**

(Crimes, Abandoned Vehicles, Speeding, Feral Animals, and etc.)

✓ **Resolving Housing Issues**

(through IPC, MHO, Leadership, Commander's Hotline, and etc.)

✓ **Questions and Answers**





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



POTHOLE

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 Housing Issues





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
24/7 Resource

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 Answers

Next
Quarterly Housing Town Hall
26 May 2022

