



U.S. ARMY



# Quarterly Housing Town Hall 25 August 2021



# Agenda

- ✓ **Opening Comments (from the Command)**
- ✓ **Key Issues/Concerns (from Previous Town Hall)**
- ✓ **Newcomers Welcome!**
- ✓ **IPC Resident Portal**
- ✓ **Virtual and Low Contact Resident Events**
- ✓ **Upcoming Resident Events**
- ✓ **Resident Advisory Board (RAB)**
- ✓ **Community Improvements**
- ✓ **Reporting Community Concerns**
- ✓ **Resolving Housing Issues**
- ✓ **Other Avenues to Seek Assistance**
- ✓ **Questions and Answers (Q&A) Session**





# Key Issues/Concerns (from Previous Town Hall)

## ✓ Cane Toads:

- Question: A resident asked if there were ways to put out awareness information on cane toads?
- Update: There's no accepted chemical control method recommended by the state or pest control distributors. IPC employed Ecolab Inc. (pest control contractor) to develop a guide to living in Hawaii with pests (including Cane Toads). IPC will distribute the guide when approved, to current and future residents via email and lease packet respectively.

## ✓ Community Center Gyms:

- Question: A resident asked if housing community gyms will be opening soon?
- Update: OPEN 5:00am to 10:00pm

## ✓ Playgrounds:

- Question: A resident asked about installing playgrounds in the Canby neighborhood.
- Update: Canby currently has seven (7) playgrounds at the following locations: 190 Canby Rd, 168 Millet St, 144-172 Charlton St, 139 Yabes Ct, 170 Belcher Ct, 111-101 Little Dr., and 153-106 Little Dr. There are no future plans to install additional playgrounds.

## ✓ IPC Staff Issues:

- Question: A resident asked, who do you call if IPC staff members are rude and disrespectful?
- Update: Elevate concern thru IPC hierarchy, per "We Are Here For Your Flyer" included in your lease packet, until your issue is fully resolved. First stop is your Community Office (877) 487-4323. Then if needed, contact your Regional Operations Director, Mr. Hintz (North) (808) 275-3701 or Ms. Sonnier (South) (808) 275-3802, followed by the Director of Property Management, Ms. Winner (808) 275-3803, and finally the Project Director, Mr. Williams (808) 275-3144. Additionally resident may submit an ICE complaint or contact the Military Housing Office (808) 655-7391 or 7396, their Chain of Command or the Command Hot Line (808) 656-3279





# Key Issues/Concerns (from Previous Town Hall)

## ✓ Abandoned Vehicles:

- Question: A resident stated that an abandoned vehicle, in his neighborhood was reported over a month ago and it is still there.
- Update: DES is reviewing process to expedite identification and removal of abandoned vehicles from roadways. Priority will go to unsafe vehicles (no tires / on blocks, missing parts). Please continue to call the Military Police Desk 808-655-555 and provide the location and a good description of the abandoned vehicle. This is an ongoing problem.

## ✓ Speeding:

- Question: A resident stated that there are noticeable speeding issues on Waianae Ave, near the schools. Parents are walking out in front of cars to slow cars down. How can we fix this issue?
- Update: The DES conducted a traffic study for 30 days and found that most speeding occurs during the hours of PT. The average speed was 4mph over posted speed limit. Patrols/Traffic Section continue to rotate sites to run RADAR. The Law Enforcement Division will continue to monitor this area and is working with DPW to address the light, signage and road markings at these intersections.

## ✓ Break-Ins:

- Question: What is the plan to stop vehicle break-ins at HMR?
- Update: The MPs are periodically monitoring the neighborhoods and are working with PAO to publish a Public Service Announcement. Please note that the keys were left inside the majority of the vehicles stolen on the installation. Security begins at the resident level; lock doors and remove personal belongings from your vehicles.





# Key Issues/Concerns (from Previous Town Hall)

## ✓ **Crosswalks:**

- Question: Can illuminated crosswalks be installed by elementary schools?
- Update: DPW is assessing the requirement for crosswalk lights at intersections adjacent to schools.

## ✓ **Soldiers Cutting Through Residential Areas:**

- Question: A resident requested if Soldiers could be asked to use streets and not housing areas or alley ways when heading to formations?
- Update: Garrison leadership continues to work with commands to resolve this issue.





# Newcomers Welcome!

- **Community Center Offices**

- 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 Monday-Friday, 8:00am-5:00pm, two 4-hr reservation time blocks each day
- 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
- 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](http://www.islandpalmcommunities.com)**





# IPC Resident Portal



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

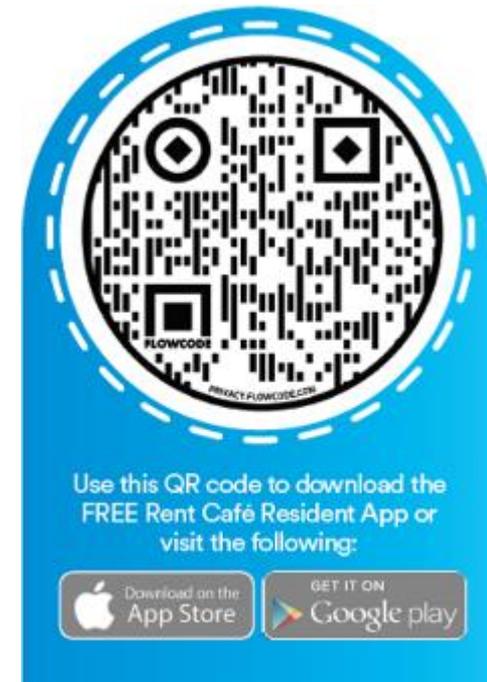


### Technical Support

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

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

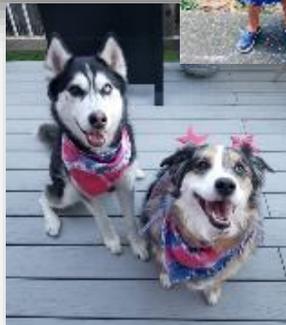
- The tech support email/phone number are for residents who are having issues registering for or accessing their resident portal account. They are NOT intended to be used to submit service requests.
- For timely response to maintenance issues, or to submit service requests, residents may call IPC's 24-hour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



Little Local Artists





# Upcoming Resident Events

Check out the IPC Facebook events page:

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

## Love My Home Design Contest (8/30-9/10)

This is your chance to show off your creativity! Show everyone how you've added your own unique style to turn your house into "home sweet home".



## National Coloring Day (9/13-9/17)

Whether you like crayons, colored pencils, pens, permanent markers, oil pastels, or paint, celebrating colorful creations will brighten your day! Share those creations with us for a chance to win.



## Coollest Neighbor Contest (9/23-9/27)

Do you have the coolest neighbors? Tag your neighbor and tell us why they are the coolest for a chance to win.

## 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](http://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)

## ✓ Project

- Pet waste stations – RAB community improvement suggestion. Total of 75 stations currently being installed throughout all communities.

## ✓ 15 Total RAB Members

- Current Vacancies: Red Hill Community, Kalakaua Community, Ft. Shafter Community (2 seats)
- Future Vacancy: Wheeler Community
- President: David Lopez (Wheeler)
- VP: Kristina Richardson (AMR Rim)

## ✓ Total meetings to date: 17

- Next Meeting: August 26<sup>th</sup>, 2021

## ✓ Questions or interested in joining? [RAB@ipchawaii.com](mailto:RAB@ipchawaii.com)





# Community Improvements

## ✓ Multiple Areas:

- Kitchen and Bath upgrades (HMR, Mendonca, WAAF, Kaena)
- Various Window Upgrades (Canby, WAAF), 66% 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 – 31% Complete
- Canby – Roofing, 90% Complete
- Kalakaua – Exterior Painting, 69% Complete
- Patriot – Demolition Phase 2 – 7 % Complete

## ✓ Helemano Military Reservation:

- Roofing – Kalapana Area, 97% Complete
- Apartment to Townhome Conversions – 100% Complete



HMR Apartment to Town Home Conversion



Canby Roofing



Patriot Demolition Ph. 2





# Community Improvements

## ✓ Aliamanu:

- Exterior painting – Plumeria, 96% Complete
- Planter beds refurbishment – 28% Complete

## ✓ Fort Shafter:

- Parks – Exterior paint, 100% Complete
- Simpson Wisser – Exterior Paint, 12% Complete
- Palm Circle Historic Renovations – 35% Complete



Before



After



Simpson Wisser Exterior Painting



# 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



Contact Island  
Palm  
Communities

Not  
resolved  
→



Contact Military  
Housing Office

(808) 655-7391  
(808) 655-7399  
(808) 655-7396

Not  
resolved  
→



Contact Unit  
Leadership

*\*Command  
involvement is your  
right at any point in  
the process*

Not  
resolved  
→



Call 24/7  
Command  
Hotline

(808) 656-3279





# Other Avenues to Seek Assistance

ICE	Ask the GC	Army Environmental Health Response Registry
 <a href="https://ice.disa.mil">https://ice.disa.mil</a>	 <a href="mailto:usarmy.hawaii.askthegc@mail.mil">usarmy.hawaii.askthegc@mail.mil</a>	 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>





# Q&A

Next

## Quarterly Housing Town Hall November 24, 2021

**\*\*May change due to Holiday\*\***

