



U.S. ARMY



Quarterly Housing Town Hall

Feb. 26, 2020

**U.S. Army
Garrison Hawaii**



Agenda

- ✓ **Community Concerns**
- ✓ **Previous Issues & Concerns**
- ✓ **Incentive Performance Management Plan**
 - Resident Roles
- ✓ **Resident Advisory Board**
- ✓ **Community Improvements**
- ✓ **Resident Portal**
- ✓ **Resolving Issues**
- ✓ **Other Ways to Get Help**
- ✓ **Q&A Session**





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

April 1: 15 mph from 6:30-8 a.m.



BREAK INS

Report crimes or suspicious behavior to military police

Secure your belongings; lock car and home



POTHOLE

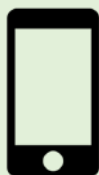
Report pot holes and other road hazards to **(808) 787-1275**



FERAL ANIMALS

Report feral animal activity to **(808) 787-1275**

Report feeding of feral animals to military police



Military Police

North: (808) 655-5555

South: (808) 438-7114





Previous Issues & Concerns

- ✓ **24/7 Gate Guards at Aliamanu Military Reservation**
- ✓ **Abandoned Vehicles**
- ✓ **Potholes**
- ✓ **Feral Animals**
- ✓ **Inoperable Street Lamps**
- ✓ **Amenities at Aliamanu Military Reservation**
- ✓ **Window Issues on Fort Shafter**





Incentive Performance Management Plan

Resident Roles

✓ Resident Satisfaction (30%)

- Resident satisfaction accounts for 30% of the total potential incentive fee awarded to Island Palm Communities
- Residents have a direct input to Island Palm Communities' profitability.
- Resident satisfaction is measured by three specific criteria:
 - 1) Move-in Surveys (10%)
 - 2) Work Order Surveys (10%)
 - 3) Army RCI Bi-Annual Resident Survey (CEL Survey) (10%)





Resident Advisory Board

Vision | Ensure a positive living experience through a structured framework that encourages freedom of communication

Objectives

- To provide regular access and interaction with project company management and military command leadership
- To promote transparency of decision making through collaborative programmatic development
- To ensure consistency and quality of service for residents across the Lendlease military housing portfolio
- To give a structured forum within which residents can advocate for themselves and others
- To provide residents a more personal way to network and find other families that can coach/mentor on unique military lifestyle challenges
- To complement or reduce the need for dispute resolution

RESIDENT ADVISORY BOARD				
President Elected Community Member	Project Company Project Director Director of Property Management	RAB Members	Military Leadership Garrison/Base Commander Government Housing Rep	Secretary Administrative Support (paid position)

COMMUNITY RAB MEMBER REPRESENTATIVES				
Community RAB Member Avg. 400 Homes	Community RAB Member Avg. 400 Homes	Community RAB Member Avg. 400 Homes	Community RAB Member Avg. 400 Homes	Community RAB Member Avg. 400 Homes

IPC RAB Update:

- 19 members were voted in from all IPC neighborhoods
- First official meeting was held Jan. 28
- Ongoing selection process for president and vice president





Community Improvements

✓ **Schofield Barracks:**

- Solomon Community – roof installation complete; photovoltaic will begin shortly.
- Leader Field – exterior painting has begun
- Canby – driveways and underground communication lines (cable/phone)

✓ **Wheeler Army Airfield:**

- Roofing – ongoing and expected to continue for the next 6-8 months
- Carport installation – complete
- Fencing installation program – ongoing for the next 6 months

✓ **Aliamanu Military Reservation:**

- Exterior painting – complete in the Ama neighborhood and ongoing in the Bougainville neighborhood

✓ **Multiple Areas:**

- Kitchen and bath upgrades
- Paver projects – parking
- Energy shared savings projects – air conditioning systems, interior lighting and interior plumbing fixture upgrades (next two years)





Resident Portal



Sign up for our online Resident Portal today!

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

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!

3,225 residents currently registered (44.78%)





Resolving Issues





Other Ways to Get Help

ICE	Ask the GC	Health Registry
 <p data-bbox="208 758 595 805">https://ice.disa.mil</p>	 <p data-bbox="788 762 1193 865">usarmy.hawaii. askthegc@mail.mil</p>	 <p data-bbox="1392 762 1734 861">1-800-984-8523 24/7 resource</p>





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>





QUESTION AND ANSWER SESSION





NEXT

Quarterly Housing Town Hall

May 27, 2020





END OF BRIEF





BACKUP SLIDES





Unauthorized Childcare



If you provide more than ten hours of on-post child care a week and have not been certified as a Family Child Care provider your sponsor (military member) and you can be penalized.

- Military members who knowingly allow unauthorized child care in their quarters may be subject to discipline under the UCMJ or adverse administrative action under U.S. Army Hawaii Regulation 1.
- Offenses could result in debarment (losing installation access and privileges) from U.S. Army Hawaii military installations.
- Major Violations of the Resident Occupancy Agreement or the “Island Palm Communities Resident Guide & Community Standards Handbook” of a serious nature may result in immediate eviction.

**Unauthorized childcare can be reported anonymously by calling
(808) 655-1521 or (808) 655-9818**





Physical Fitness Center Operating Hours



ISLAND PALM
COMMUNITIES

FITNESS ROOMS

M-W, F: 8 a.m.-6 p.m.
Th: 9 a.m.-6 p.m.

Fort Shafter
Kaena / Santa Fe
Kalakaua
Porter
Wheeler

Facility	Operating Hours
Installation – North	
Health & Fitness	M-F, 6 a.m.-7:30 p.m. Sat, 7 a.m.-2:30 p.m. Closed: Sat and Sun and federal holidays
Helemano (HMR)	M-F, 5:45 a.m.-9 p.m. Closed: Sat and Sun and federal holidays
Martinez	M-F, 5 a.m.-9 p.m. Sat, 7 a.m.-5 p.m. Sun and select holidays 8 a.m.-4 p.m.
Wheeler	M-F, 5 a.m.-7 p.m. Sat, 8 a.m.-3 p.m. Closed: Sat and Sun and federal holidays

Facility	Operating Hours
Installation – South	
Aliamanu	M-F, 5:45 a.m.-9 p.m. Closed: Sat and Sun and federal holidays
Fort Shafter	M-F 5 a.m.-8:30 p.m. Sat 7 a.m.-3 p.m. Sun and select holidays 9 a.m.-4 p.m.
Tripler	M-Th, 5 a.m.-7:30 p.m. F, 5 a.m.-6 p.m. Sat, 7:30 a.m.-3 p.m. Closed: Sat and Sun and federal holidays

MWR is pursuing 24/7 access in our primary fitness centers on Schofield Barracks (Martinez) and Fort Shafter.

Stay tuned for updates!





Pool Operating Hours

Facility	Operating Hours
Installation – North	
Helemano (HMR)	Seasonal Pool Memorial Day through Labor Day Wed-Sun 10 a.m.-5 p.m. Closed: Mon-Tue
Richardson	Mission Pool Monday –Friday: 6-9 a.m. (PT ONLY) & 11 a.m.-5 p.m. Saturday - Sunday: 10 a.m.-5 p.m. Closed: Tuesday



**Starting
Memorial Day
2020
No Pool Fees
for authorized
DoD ID
cardholders
*Slide fee will be
assessed**

Facility	Operating Hours
Installation – South	
Aliamanu (AMR)	Seasonal Pool We regret that we will be closed this season for Pool Repairs Stay tuned for updates!
Tripler	Mission Pool Monday – Friday: 6-9 a.m.(PT ONLY) & 11 a.m.-5 p.m. Saturday: 7:30 a.m.-2:30 p.m. Closed: Sunday and federal holidays

Richardson Pool Slide Update: Contract has been awarded, we are awaiting historical approval for slide colors. Please stay tuned for updates!

Community Pools:

Fort Shafter: Tuesday-Sunday, 10:30 a.m.-6 p.m.
Wheeler: Tuesday-Sunday, 10:30 a.m.-6 p.m.





Child Care Update



1. Hiring CY5 Professionals

More CY5 Professionals = More Childcare Spaces!

This is a profession you can take with you that has the opportunity for career advancement!

We have reoccurring hiring fairs and onboard professionals weekly!

Apply today at:
<https://www.usajobs.gov>

2. Opening Family Child Care (FCC) Homes

More FCC Homes = More Childcare Spaces!

Own your own business and make a difference!

This career option provides flexibility and can travel with you. FCC providers receive subsidies, equipment support & training at not cost.

FCC providers now have transfer options!

Call (808) 655-9818, Monday-Friday, 8 a.m.–5 p.m.

Or visit
<https://hawaii.armymwr.com/programs/family-child-care-fcc>

3. Supporting the Army Fee Assistance Process

Army Fee Assistance = Financial Subsidy for Off Installation Care

Army families can receive fee assistance to offset the cost of care in their communities.

Who is eligible:

Army families with a spouse who is working a minimum of 16 hours a week or who is enrolled in school.

When CY5 cannot provide care within 30 days of the date care is required a statement of non-availability is provided so that families can apply for fee assistance.

1. Always register at:
www.militarychildcare.com
2. Visit Parent Central Services to validate your request for care. CY5 will expedite your statement of non-availability if there are no spaces projected available.
3. Apply for Army Fee Assistance at:
<https://www.childcareaware.org/families/military-child-care-assistance-programs/>

4. Planning Major Construction Projects

Construction Projects = More Childcare Spaces

U.S. Army Garrison Hawaii has the physical capacity to provide care for 925 children in Child Development Centers.

We do not have the physical capacity to offer spaces to all children on the wait list for the Child Development Centers.

U.S. Army Garrison Hawaii is in the planning stages for two additional large Child Development Centers with 336 spaces:

1. Fiscal Year 2022: Aliamanu Military Reservation
2. Fiscal Year 2023: Schofield Barracks



10 Hour Child Care Rule – You Can Still Be Neighborly

The ten child care hour limit identified in Army Regulation 608-10 is a baseline for regulatory oversight frequently used by State, county, and other comparable licensing agencies.

The Department of Army only oversees child care on Army installations.

- ✓ You can ensure that your child is in a certified Army home by always:
 - ✓ Registering on militarychildcare.com
 - ✓ Getting your childcare referral from Parent Central Services
- ✓ Looking for the U.S. Army Family Child Care decal at your care provider's home



It's okay to be neighborly and the “ten hour rule” does not eliminate “good neighbor” favors!

Examples of occasional care that does not occur on a regular basis.

Regular basis means routinely for an extended period of time.

- ✓ You can host a sleepover in your home with your children's friends.
- ✓ You can care for your neighbors children in your home overnight as a favor while they enjoy a weekend get-away.
- ✓ You can care for your friend's children while they attend an appointment.
- ✓ You can be on a Family Care Plan for a friend or family member and provide care for their children when they are called away for weekend training or temporary duty.

Unauthorized child care settings do not apply to care being provided to your children in your own home.

PLEASE ALWAYS EXERCISE DUE DILIGENCE





Authorized Users of MWR Recreation Programs

Determined in Accordance with AR 215-1

Program	Authorized Users
<ul style="list-style-type: none"> • Kennels • Mission Pools • Physical Fitness Centers • Libraries • Tropics 	<ul style="list-style-type: none"> • DoD ID Cardholders • Common Access Cardholders • DA Form 1602 Cardholders (Retirees, Family Members & Military Dependents)
<ul style="list-style-type: none"> • Arts & Crafts • Auto Skills • Kilauea Military Camp • Leisure Travel Services • Outdoor Recreation • Pililaau Army Recreation Center 	<ul style="list-style-type: none"> • All of the Above <li style="text-align: center;">+ • Veterans Health Identification Cardholder w/ authorized status
<ul style="list-style-type: none"> • Bowling • Food and Beverage Outlets 	<ul style="list-style-type: none"> • All of the Above <li style="text-align: center;">+ • Friends of MWR & Sponsored Guests
<ul style="list-style-type: none"> • Golf Courses 	<ul style="list-style-type: none"> • All of the Above <li style="text-align: center;">+ • Authorized for General Public Access – Dependent on Installation Access

