



U.S.ARMY®



Quarterly Housing Town Hall

26 August 2020



Agenda

- ✓ **Previous Key Issues and Concerns**
- ✓ **Tenant Bill of Rights**
- ✓ **Resident Advisory Board (RAB)**
- ✓ **Resident Portal**
- ✓ **Community Concerns**
- ✓ **Common Trends**
- ✓ **Resolving Issues**
- ✓ **Community Improvements**
- ✓ **Feedback Opportunities**
- ✓ **Other Avenues to Seek Assistance**
- ✓ **Q&A Session**





Key issues/concerns (Previous town hall)

✓ Housing Wait List.

- Issue: A resident wanted to know how the housing wait list was determined.
- Answer: Resident position on the housing wait list is determined by eligibility date and resident wait list priority. Hawaii Army Garrison has protocols in place to ensure fair assignment of housing for all USAG-HI installations.

✓ Moving-In and Moving-Out of Housing.

- Issue: A resident wanted to know the housing move-in and move-out process.
- Answer:
 - Move-In Process: Apply for housing online [https://www.islandpalmcommunities.com/Apartments/module/application_authentication/property\[id\]/204080/show_in_popup/false/kill_session/1/](https://www.islandpalmcommunities.com/Apartments/module/application_authentication/property[id]/204080/show_in_popup/false/kill_session/1/). Provide necessary documents to be added to waitlist. Waitlist position determined by 1) Eligibility date and 2) Waitlist priority. Home offer will be extended once a home becomes available based on waitlist position.
 - Move-Out Process: Provide at least 28 days written notice to community center office. Schedule the move out Final inspection date with the community center. Service member will receive move out guide with expectations and information about moving out.

✓ Pet Fee.

- Issue: A resident raised the concern that some residents paid their pet deposits, while others did not.
- Answer: February 2020, the U.S. Army suspended the fee for Active Duty Soldiers. All remaining residents (not Active Duty) pay a one-time pet fee of \$75 per pet. All pet owners pay a \$98 de-flea fee upon vacating the home, including Active Duty.





Key issues/concerns (Previous town hall)

✓ Crosswalk Signals.

- Issue: A resident stated that the traffic signal light on Humphries and Lyman inter-section was in-operational.
- Answer: To date, the traffic signal light at Humphries and Lyman is fully operational.

✓ Neighborhood Parking.

- Issue: A resident asked the status of painting no parking areas.
- Answer: An IPC action team is currently painting curbs red and labeling areas as “no parking.” Various areas within each of the communities have been identified as being a potential parking issue and managers have marked them. If there is an area that has not been marked yet, please contact the community center for action.



✓ Installing Central A/C.

- Issue: A resident requested that her home be converted from a window A/C unit to central air.
- Answer: A/C conversion is completed between occupancies.





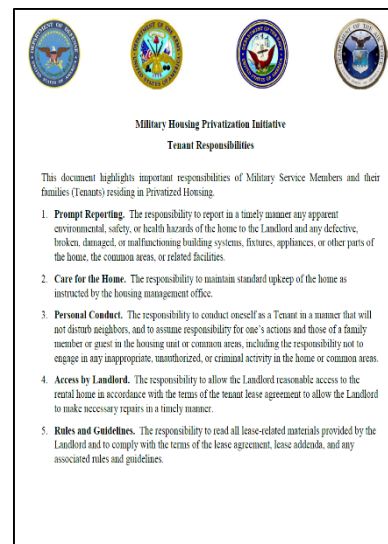
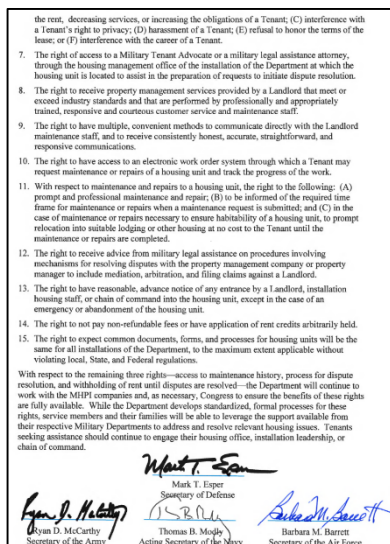
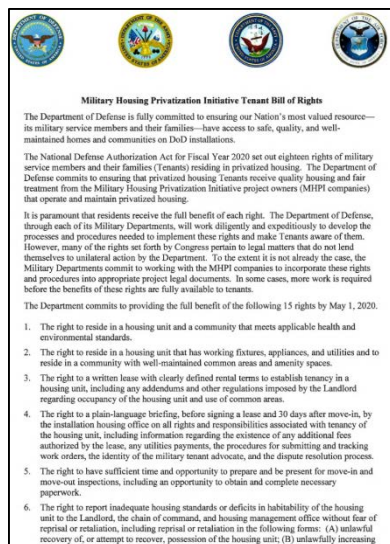
Tenant Bill of Rights and Responsibilities

The Plain Language Brief provides on-post housing Tenants an overview of their Bill of Rights and Responsibilities.

The National Defense Authorization Act (NDAA) for Fiscal Year 2020 set out eighteen rights of military service members and their families residing in privatized housing. The Department of Defense commits to ensuring that privatized housing Tenants receive quality housing and fair treatment from the Military Housing Privatization Initiative project owners that operate and maintain privatized housing. The Plain Language Brief also includes five Tenant responsibilities, which highlight important principles governing Military Service Members and their families residing in privatized housing.

See USAG-HI webpage for Plain Language Brief (Tenant Bill of Rights and Responsibilities) at:

https://home.army.mil/hawaii/application/files/1315/9735/1058/USAG-HI_Plain_Language_Brief.pdf





Resident Advisory Board (RAB)

Every month, board members bring up community wide concerns and/or questions to discuss with the Garrison and IPC senior leaders. Below are some of the issues that were solved as a direct result of the RAB meetings:

Addition of speedhumps in Kalakaua

- Concern: Speeding in the Kalakaua Community
- Resolution/Response: Speed humps approved along Kolekole and PuuHapapa, Kalakaua community manager working with Maintenance Dept. & sub-contractors.

Bench for Canby playground

- Concern: Resident mentioned issue of no seating for parents accompanying children to the Charlton playground.
- Resolution/Response: Playground was assessed, and bench has been approved for install. Waiting on arrival and completion date.

✓ **17 Total RAB Members**

- President: David Lopez (Wheeler)
- VP: Kristina Richardson (AMR Rim)

✓ **Currently recruiting for Ft. Shafter RAB Member**

- Questions or applications can be sent to RAB@ipchawaii.com.

✓ **Meetings thus far: 1/20, 3/20, 4/20, 5/20, 6/20, 7/20**

- Next Meeting: August 27, 2020





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!

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





Community Concerns



NEIGHBOR ISSUES

Talk to your neighbors first

Report to community center and/or military police



ABANDONED VEHICLES

Report to military police:

- ☐ Location of vehicle
- ☐ Description of vehicle
- ☐ License plate #
- ☐ VIN if available



SPEEDING

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

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



BREAK INS

Report crimes or suspicious behavior to (808) 655-7114

Secure your belongings; lock your car and home



POTHOLES

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



FERAL ANIMALS

Report feral animal activity to (808) 656-1275

Report feeding of feral animals to (808) 655-5555 (808) 438-7114

Military Police

North: 655-5555

South: 438-7114)





Common Trends

1. Neighbor issues
2. Safety – speeding, speed bumps
3. Security – community access to installations
4. Housing Maintenance follow up
5. Mold/Mildew
6. Power Outages





Resolving Issues: Family Housing





Community Improvements

✓ Schofield Barracks:

- Photovoltaic panel installs continue.
- Castner Village – Exterior Painting has begun
- Canby – Driveways and underground communication lines (Cable/Phone)
- Canby – Exterior painting Woodies completed, 50% other areas

✓ Wheeler Army Airfield:

- Roofing – Completed
- Carport installation – Completed
- Fencing installation Program – Completed

✓ Heleman Military Reservation:

- Exterior painting – 60% Completed in the Kalapana Area
- Roofing – 55% Completed in Kalapana Area
- Apartment to Townhome Conversions – 37 of 75 complete, 19 in progress

✓ Multiple Areas:

- Kitchen and Bath upgrades
- Paver projects – Parking
- Energy Shared Savings Projects – Air conditioning systems, Interior lighting and interior plumbing fixture upgrades (Next 2 years).





Community Improvements

✓ Aliamanu:

- Exterior painting – completed by Summer 2021
- Planter beds refurbished – completed by Jul 2021
- Parking Pavement Project – 5 homes remaining
- New Ironwood Playground – installation Sep 2020

✓ AMR/Fort Shafter:

- Carport repairs – Completed

✓ Fort Shafter:

- Hauoli Heights North – exterior painting – completed by Fall 2020
- Simpson-Wisser – Hayashi Street road repairs – completed





Feedback Opportunities

✓ Feedback Opportunities - SatisFacts

– Move-In Surveys

- Measures overall satisfaction with the move in process
- Level of service provided
- Appearance of neighborhoods, common areas and open spaces
- Appearance and condition of the exterior of your home
- Appearance, condition and cleanliness of the inside of your home

– Move-Out Surveys

- Overall experience living in the community
- Housing provided
- Service provided by office and maintenance staff
- Ease and frequency of communication

– Annual Customer Satisfaction (Lease Renewal)

- Overall experience living in the community
- Housing provided
- Service provided by office and maintenance staff
- Ease and frequency of communication

– Work Order Surveys

- Response/completion times for Emergency/Urgent/Routine work orders
- Overall satisfaction with the service order process
- Satisfaction with submitting your maintenance request
- Overall maintenance performance
- Time to resolve your maintenance request
- Quality of maintenance work completed





Feedback Opportunities Continue (CEL Survey)

✓ Feedback Opportunities

- Army Residential Communities Survey (CEL Survey)
 - The survey is conducted in order to better understand the overall experience of residents who live in Army housing, and how that experience can be improved. The Army hired an independent, third-party organization (CEL and Associates Inc.).
 - The surveys focused on three key satisfaction indexes (Overall, Property and Service) and are based on the same standards used by industry when surveying non-military, off-post community housing.
 - The employment of satisfaction surveys is one of many efforts the Army has implemented to gain feedback and improve housing quality and services.





Other Avenues to Seek Assistance

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 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





QUESTIONS AND ANSWER SESSION





NEXT
Quarterly Housing Town Hall
25 Nov 2020





END OF BRIEF

