

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 <u>https://www.islandpalmcommunities.com/Apartments/module/application_authentication/prop</u> <u>erty[id]/204080/show_in_popup/false/kill_session/1/</u>. 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 Privatized Initiative project owners that operate and maintain privatized housing. The Plain Language Brief also includes five Tenant responsibilities, which highlight import 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



Military Housing Privatization Initiative Tenant Bill of Rights

The Department of Defense is fully committed to ensuring our Nation's most valued resource its military service members and their families—have access to safe, quality, and wellmaintained homes and communities on DoD installations.

The Mational Defense Automization Act for Fiscal Year 2020 set out eighteen rights of military service members and their families (Fenanci residing in privatized housing. The Department of Defense commits to ensuring that privatized housing femants receive quality bousing and fair treatment from the Military Toossing Privatization Initiative project owners (MHPI companies) that operate and maintain privatized housing.

It is paramout that residents receive the full benefit of each right. The Department of Defrours through each of its Ministro Departements. Where will submit your expeditionsly to develop the processes and procedures needed to implement these rights and make Transts source of Benlieswere, many of the rights as feath by Congress permins to lace plantmetrs that do not lead themselvers to unilaterial action by the Department. To the extent it is not already the case, the Milling Departments commit to weaking with the MHP comparison to incorporate these rights and procedures into appropriate project legal documents. In some cases, more work is required before the benefit of these rights are fully available to transm.

The Department commits to providing the full benefit of the following 15 rights by May 1, 2020.

- The right to reside in a housing unit and a community that meets applicable health and environmental standards.
- The right to reside in a housing unit that has working fixtures, appliances, and utilities and to
 reside in a community with well-maintained common areas and amenity spaces.
 The right to a written lease with clearly defined rental terms to establish tenancy in a
- The right to a written lease with clearly defined remainterns to estabilish tenancy in a housing unit, including any addendums and other regulations imposed by the Landlord regarding occupancy of the housing unit and use of common areas.
- 4. The right to a plain-language briefing, before signing a lease and 30 days after move-in, by the installation housing office on all rights and responsibilities associated with tenancy of the bousing use, including information regarding the existence of any additional fees authorized by the lease, any utilities payments, the procedures for submitting and tracking work orders, the identity of the military tenant advocate, and the dispute relotation process.
- The right to have sufficient time and opportunity to prepare and be present for move-in and move-out inspections, including an opportunity to obtain and complete necessary paperwork.
- 6. The right to report inadequate housing standards or deficits in habitability of the housing unit to the Landlord, the chain of command, and housing management office without fear of reprisal or retaliation, including reprisal or retaliation in the following forms: (A) unlawful recovery of, or attempt to recover, possession of the housing unit; (B) unlawfully increasing

- the rent, decreasing services, or increasing the obligations of a Tenant; (C) interference with a Tenant's right to privacy; (D) harassment of a Tenant; (E) refusal to honor the terms of the lease; or (F) interference with the career of a Tenant.
- The right of access to a Military Tenant Advocate or a military legal assistance attorney, through the housing management office of the installation of the Department at which the housing unit is located to assist in the preparation of requests to initiate dispute resolution.
- 8. The right to receive property management services provided by a Landlord that meet or exceed industry standards and that are performed by professionally and appropriately trained, responsive and courteous customer service and maintenance staff.
- The right to have multiple, convenient methods to communicate directly with the Landlord maintenance staff, and to receive consistently honest, accurate, straightforward, and responsive communications.
- 10. The right to have access to an electronic work order system through which a Tenant may request maintenance or repairs of a housing unit and track the progress of the work.
- 11. With respect to maintenance and repairs to a housing unit, the right to the following; (A) prompt and processional maintenance and respire; (B) to be formed of the required time frame for maintenance repairs when a maintenance request is submitted; and (C) is the case of maintenance or repairs necessary to ensure holishilly of a housing unit, to prompt relocation into unitable lodging or other housing at no cot to the Tenant until the maintenance repairs are compliced.
- 12. The right to receive advice from military legal assistance on procedures involving mechanisms for resolving disputes with the property management company or property manager to include mediation, arbitration, and filing claims against a Landlord.
- 13. The right to have reasonable, advance notice of any entrance by a Landlord, installation housing staff, or chain of command into the housing unit, except in the case of an emergency or abandomment of the housing unit.
- 14. The right to not pay non-refundable fees or have application of rent credits arbitrarily held.
- 15. The right to expect common documents, forms, and processes for housing units will be the same for all installations of the Department, to the maximum extent applicable without violating local, State, and Federal regulations.
 With respect to the remaining three rights—access to maintenance history, process for dispute

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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 <u>RAB@ipchawaii.com</u>.
- ✓ 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 <u>www.islandpalmcommunities.com</u>
 - Select Residents > Resident Portal to get started





Community Concerns



Talk to your neighbors first

NEIGHBOR ISSUES

Report to community center and/or military police



ABANDONED **VEHICLES**

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



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

SPEEDING

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



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

Secure your belongings; lock your car and home



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

POTHOLES

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)





- 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

✓ Helemano 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

• 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, thirdparty 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





ICE	Ask the GC	Army Environmental Health Response Registry
Exercise States	usarmy.hawaii.askthegc@mail.mil	1-800-984-8523





QUESTIONS AND ANSWER SESSION





NEXT Quarterly Housing Town Hall 25 Nov 2020





END OF BRIEF

