



U.S. ARMY



Quarterly Housing Town Hall 27 May 2020



Agenda

- ✓ **Community Concerns**
- ✓ **Key Issues (Previous Town hall)**
- ✓ **Community Improvements**
- ✓ **Island Palm Communities (Services)**
- ✓ **Move-In Process**
- ✓ **Move-Out Process**
- ✓ **Resident Portal**
- ✓ **Resident Advisory Board**
- ✓ **Resolving Issues**
- ✓ **Other Avenues to Seek Assistance**
- ✓ **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:

- 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

1 June: 15 mph from 6:30-8:00 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





Key issues (Previous town hall)

✓ **Vehicle traffic around schools.**

- Sidewalks have been constructed closer to the Daniel K Inouye school to separate children from vehicular traffic. Additionally, a permeant curb is being installed (80% complete) as a physical barrier to prevent vehicles from leaving the roadway inadvertently. Operation Slow Down will also be in place to reduce speed in this area as well as Solomon Elementary School. Together these measure will provide safer routes for children on their way to school.

✓ **Installation / housing community streetlight outages.**

- Streetlight repairs continue throughout the installation. If you notice non-operating streetlights, please contact the DPW service order desk at (808) 787-1275 to report outages. Within the Family housing areas please report outages to you local community center for resolution.

✓ **Sisal/Carpeting on the Walls in the Barracks.**

- Sisal was initially installed in the mid-1990's as part of the barracks design criteria. During the restoration and modernization of the barracks it is being removed. There is a plan to restore all of the barracks over time based available funding to perform these upgrades. Additionally, any issues regarding barracks facilities and livability should be immediately brought to your chain of command for assistance.





Key issues (Previous town hall)

✓ **Condition of carpeting in IPC homes.**

- IPC does not typically replace carpeting while residents occupy the home due to significant disruption caused to families. However, if there are issues and it needs to be replaced this can be addressed through your community center. If the issue cannot be resolved with IPC, you may also contact the Army Housing Office at 655-7399.

✓ **Issues with Resident Portal.**

- Resident are able to select general issue from the drop down menu and residents are then able to insert comments in the description box, attach photos and provide access notes as needed.

✓ **Faucet upgrades.**

- New faucets are being installed throughout the community designed to increase flow and allow residents improved control over hot and cold-water valves, thus saving water. Residents are encouraged to contact the community center if their faucets are not operating properly.

✓ **Increase in Mock Electrical Bills in Upgraded Homes.**

- Actual resident billing remains suspended by the Army at this time. Mock billing continues and IPC requests that any resident who sees issues within the billing to please bring it to the attention of the community manager to schedule a usage audit on their home to determine where the problem exists.





Improvements in your community

✓ **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 – Completed.
- Fencing installation program – Ongoing for the next 6 months.

✓ **Aliamanu Military Reservation:**

- Exterior painting – Completed 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 2 years).





Island Palm Communities (Services)

- ✓ **Services that were reduced as COVID-19 restrictions were put into place:**
 - Non-essential personnel required to work from home.
 - Main Duck Road office closed.
 - Leasing was a virtual only session.
 - Community Centers closed to walk-in with allowing appointment only service.
 - Maintenance reduced services and only responded to L/H/S (emergency, urgent, and Essential Routine) and preventative maintenance was reduced to only exterior items.
 - Community Amenities (Dog Parks, Pools, Playgrounds, and check-out lawn equipment) were suspended.

- ✓ **Services that increased as we transition into “Bravo Like” conditions:**
 - Main Duck Road office open by appointment.
 - Non-essential workers called back into the office.
 - Leasing by appointment.
 - Maintenance has resumed full service for all work order categories.

- ✓ **Additional services in place as of 5/26/2020**
 - Community Amenities – Lawn equipment now available for check-out by appointment.





IPC Move-In Process

✓ Necessary documents needed to be added to the waitlist:

- **Command-sponsored Dependents** • PCS orders to Hawaii, including any amendments • Signed leave form • Flight itinerary showing your family's arrival
- **Dependents Pending Command Sponsorship** • PCS orders to Hawaii • Signed leave form • Marriage certificate • Birth certificate for each child

✓ How is my position on the wait list determined?

- ONE • Eligibility Date
- TWO • Wait List Priority

✓ I've accepted a home. What's next?

- Once you've accepted an offer on a home, you will sign your lease agreement with your Leasing Consultant. You will receive all necessary keys and complete an inspection of your new home with a staff member at your new community.

Island Palm Communities Regional Leasing Offices

- ✓ North Regional Office 215 Duck Road, Bldg. 950, Schofield Barracks, HI 96857 - 877-487-4323
- ✓ South Regional Office 111 7th Street, Bldg. 1004 Ft. Shafter, HI 96819 - 888-458-8933





IPC Move-out Process

- ✓ **Provide at least 28 days written notice.**
 - If a service member is not able to provide the written notice to vacate, the spouse or designated agent must provide a RCI Special Power of Attorney.
 - Loaner furniture is available upon request.
- ✓ **Receive move-out expectations and information from community center.**
 - We have designed a simple move-out process for our military families that eliminates the need for stressful “white-glove” inspections. When a home is cleaned regularly, it should only require a wipe down, sweep and vacuum at move-out.
- ✓ **Schedule the move-out Final inspection date.**
- ✓ **Contact your Community Center if you have any questions.**





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!





IPC RAB Update

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:

- **AMR Back Gate**
 - Concern: to close the back vehicle-gate (due to HPCON Charlie) and for the pedestrian gate to remain open to provide daytime access.
 - Resolution/Response: The Garrison and DES worked diligently to respond to this request and was completed 3 days after the issue was discussed.
- **Addition of speedbumps in Kalakaua**
 - Concern: speeding in the Kalakaua Community
 - Resolution/Response: Speed humps approved along Kolekole and Puu Hapapa, Kalakaua CM working with Maintenance Dept. & sub-contractors.

✓ **17 Total RAB Members**

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

✓ **Currently recruiting for HMR RAB Member**

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

✓ **Three meetings thus far: Jan 2020, March 2020, April 2020**

- Next Meeting: May 28, 2020





Resolving Issues: Family Housing



Contact Island
Palm
Communities

Not
resolved



Contact Army
Housing Office

(808) 655-7399

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



<https://ice.disa.mil>

Ask the GC



usarmy.hawaii.askthegc@mail.mil

Army Environmental Health Response Registry



1-800-984-8523





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 & ANSWER SESSION





NEXT

Quarterly Housing Town Hall

26 Aug 2020





END OF BRIEF

