



U.S.ARMY®



2QCY22 Housing Town Hall
26 May 2022



Agenda

- ✓ **Opening Comments (from the Command)**
- ✓ **On-going Key Issues/Concerns**
 - Abandoned Vehicles (DES)
 - Crime (DES)
- ✓ **Island Palm Communities (IPC)**
- ✓ **Reporting Community Concerns (MHO)**
- ✓ **Resolving Housing Issues (MHO)**
- ✓ **Questions and Answers**





On-going Key Issues/Concerns

Ms. Friend Directorate of Emergency Services

✓ Abandoned Vehicles (AVs):

- Question: Residents expressed concern that abandon vehicles on the streets in their communities were creating safety issues for families and reducing availability of limited on-street parking

Update 1:

- Since the conception of the DES abandoned vehicle task force, we have removed over 700 abandoned vehicles from our installations. Additionally, “Operation Cleansweep” occurred during 9-13 MAY which removed several hundred AVs from our installations. We anticipate removal of several hundred more in the next few months.

Abandoned Vehicle Removal Campaign.

- Community Involvement and Partnership: DES is informing the community on the AV problems on USAG-HI and providing tools and knowledge to the community on how to properly turn-in unwanted vehicles, as well as, proper vehicle registration for new arrivals.
- This is accomplished through our USAG-HI FB page. Several videos highlighting the AV issue within the community, vehicle disposal, and vehicle registration have been posted to the page during “Operation Cleansweep”.





On-going Key Issues/Concerns

Ms. Friend Directorate of Emergency Services

✓ Crime:

- Question: Several residents voiced concerns about crime, physical security of AMR (lack of gate guards and cameras, and unsecured walking gates, leading outside the community), lack of synchronization between law enforcement agencies (8th MP, Honolulu Police Department (HPD)), lack of communication regarding law enforcement / emergency service responses to incidents, etc.

Update 1:

- Since the last town hall, residents should have seen more robust patrol presence in the AMR/ Red Hill communities. Further, we have increased our presence at selected gates during the hours of darkness. Although, we have heard from some community members who are unhappy about inconvenience caused by many the gates in the evening, we are confident that this presence will further deter crime. We want to reassure our community members that we do communicate frequently with our HPD partners and that any perceived lack of synchronization were isolated incidents.





Island Palm Communities (IPC)

Ms. Simpson-Rosa Island Palm Communities

- ✓ Newcomers Welcome!
- ✓ IPC Resident Portal
- ✓ Virtual and Low Contact Resident Events
- ✓ Upcoming Resident Events
- ✓ Resident Advisory Board
- ✓ Community Improvements
- ✓ Work with Winn





Newcomers Welcome!

Community Center Offices

Accepting In-Person appointments and walk-in service.

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 7 days a week, 8:00am-10:00pm.
- 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 (closed on Mondays)
- 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





IPC Resident Portal



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



Technical Support

For technical support please email 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, Boot Camp
- ✓ **Monthly virtual events hosted on Facebook:**
<https://www.facebook.com/islandpalmcommunities>





Upcoming Resident Events

- **Splash Into Summer** – June 7th at Wheeler Pool, June 8th at Ft Shafter Pool, 11am-2pm
- **King Kamehameha Day History**
- **Grill Master's Contest (Father's Day)**
- **Group Fitness Classes**
Classes offered: Zumba, Strong Nation, Dance2Fit, Bootcamp, HIIT, Insanity
 - In-person OUTDOOR classes in both North and South region. Registration required:
www.picktime.com/IPCFitnessClasses.



Check out the IPC Facebook events page:
<https://www.facebook.com/islandpalmcommunities>





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)

✓ **Current Project**

- Installment of Picnic tables

✓ **15 Total RAB Members**

- Current Vacancies: Aliamanu (1), Canby (1), Ft. Shafter (1), Kaena (1), Tripler (1), Wheeler (1)
- Future Vacancy: 0
- President: David Lopez (Wheeler)
- VP: Kristina Richardson (AMR Rim)

✓ **Total meetings to date: 22**

- Next Meeting: June 1, 2022



**Questions or
interested in joining?**

RAB@ipchawaii.com





Community Improvements

✓ Multiple Areas:

- Kitchen and Bath upgrades (HMR, Mendonca, WAAF)
- Various Window Upgrades (Canby, WAAF), 79% Complete
- Energy Shared Savings Projects – Window upgrades, Air conditioning systems, Water meter install, Interior lighting and interior plumbing fixture upgrades

✓ Schofield Barracks:

- Canby – General's Loop Fitness trail, awaiting restart of last section
- Canby - Neighborhood Repaving project at Morris Street nearing completion and 3 streets remaining





Community Improvements

✓ Aliamanu:

- Exterior painting – Sky View, 90% Complete
- Landscaping Planter Upgrades ongoing in the Bougainvillea Neighborhood in AMR.
- Holu Hou Renewable Energy solar project installation in progress at Skyview Loop, Aliamanu.

✓ Fort Shafter:

- Simpson Wisser – Exterior Paint, 60% Complete
- Palm Circle Historic Renovations, 35% Complete



Before



After



Simpson Wisser Exterior Painting





Work with Winn



- ✓ Are you seeking a rewarding career with competitive pay and great benefits? Consider joining the WINNING team at WinnCompanies!
- ✓ Career opportunities include Leasing Consultant, Property Manager, Resident Services Representative, Receptionist, and more!
- ✓ Visit <https://www.islandpalmcommunities.com/careers> to learn more, view current openings, and apply today!
- ✓ WinnCompanies and Island Palm Communities, LLC are equal opportunity employers





Military Housing Office

Mr. David A. Reynolds
Military Housing Office

✓ **Reporting Community Concerns**

(Crimes, Abandoned Vehicles, Speeding, Feral Animals, and etc.)

✓ **Resolving Housing Issues**

(through IPC, MHO, Leadership, Commander's Hotline, and etc.)

✓ **Questions and Answers**





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





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
24/7 Resource

Army Links



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>





Questions and Answers

Next
Quarterly Housing Town Hall
25 Aug 2022

