

Quarterly Housing Town Hall

SEPT. 25, 2019



INPUT-BASED CHANGES



Increase in housing-related personnel

Allowing for more in depth customer care



Specialized companies on board for mold, lead-paint issues and remediation



Increased available hours of resident scheduled appointments



Resident app (**RENTCafe**) and online system to submit, track work orders



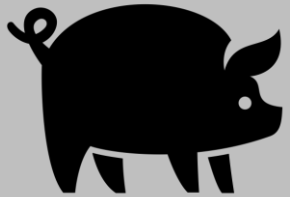
Billing program currently suspended pending Army review

Mock billing will continue



Conducting mandatory move-out inspections and mandatory follow-up calls/visits with residents

COMMUNITY CONCERNS



FERAL ANIMALS

Report feral animal activity to (808) 656-1275

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



SPEEDING

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



ABANDONED VEHICLES

Report abandoned vehicles to (808) 655-5555 or (808) 438-7114

Registered owners who abandon a vehicle will be titled



BREAK INS

Report crimes or suspicious behavior to (808) 655-5555

Secure your belongings; lock your car and home



POTHOLES

Report pot holes and road hazards to (808) 656-1275



NEIGHBOR ISSUES

Talk to your neighbors first

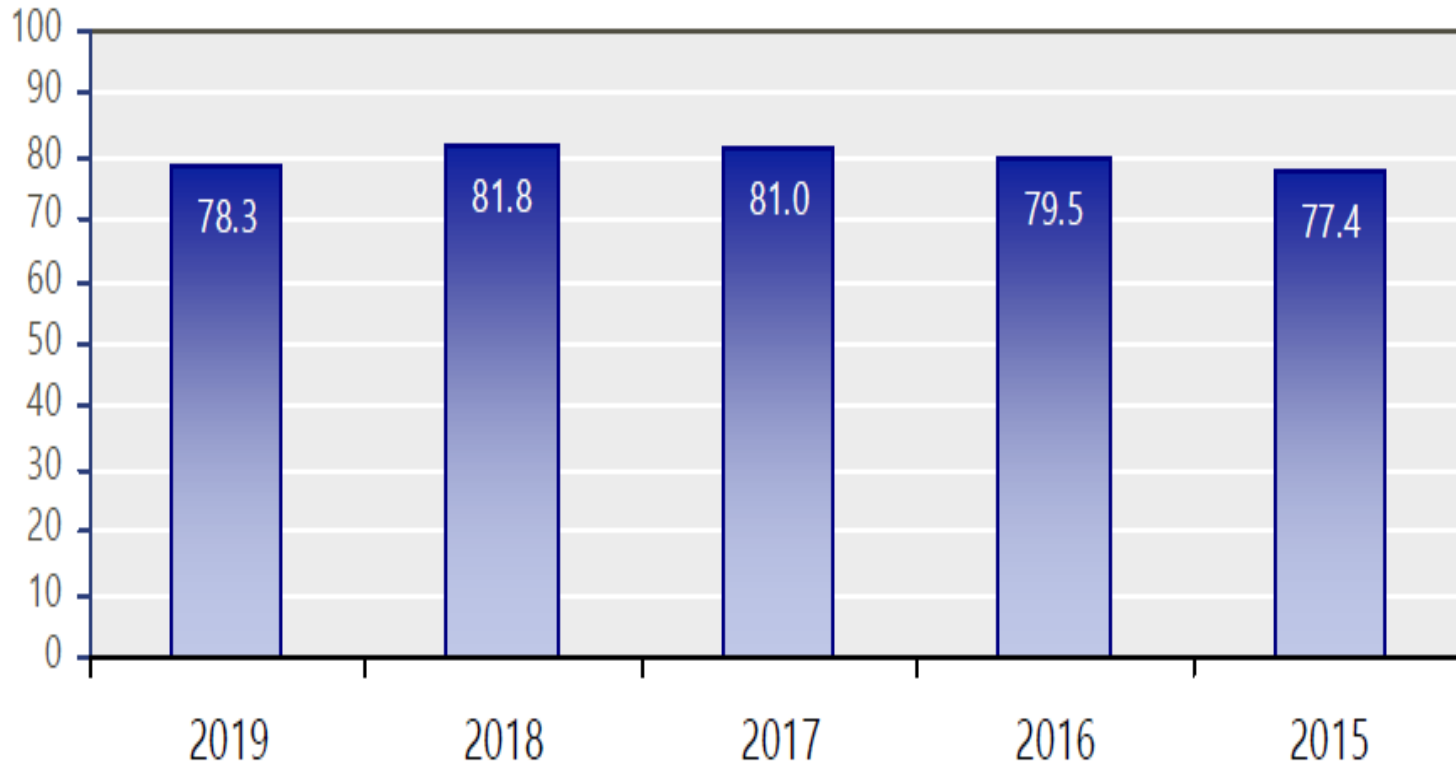
Report to community center and/or military police

SURVEY RESULTS

- Survey Period: April 2019 to May 2019
- Response Data in Hawaii:
 - Surveys Distributed: 7,223
 - Surveys Received: 2,883
 - Response Rate: 39.9%
 - Properties Surveyed: 26

SURVEY RESULTS

Overall Satisfaction Score is 78.3
(Good), a decrease of 3.5 points



Score Ratings

100.0 to 85.0, Outstanding = 5

84.9 to 80.0, Very Good = 11

79.9 to 75.0, Good = 17

74.9 to 70.0, Average = 4

69.9 to 65.0, Below Average = 3

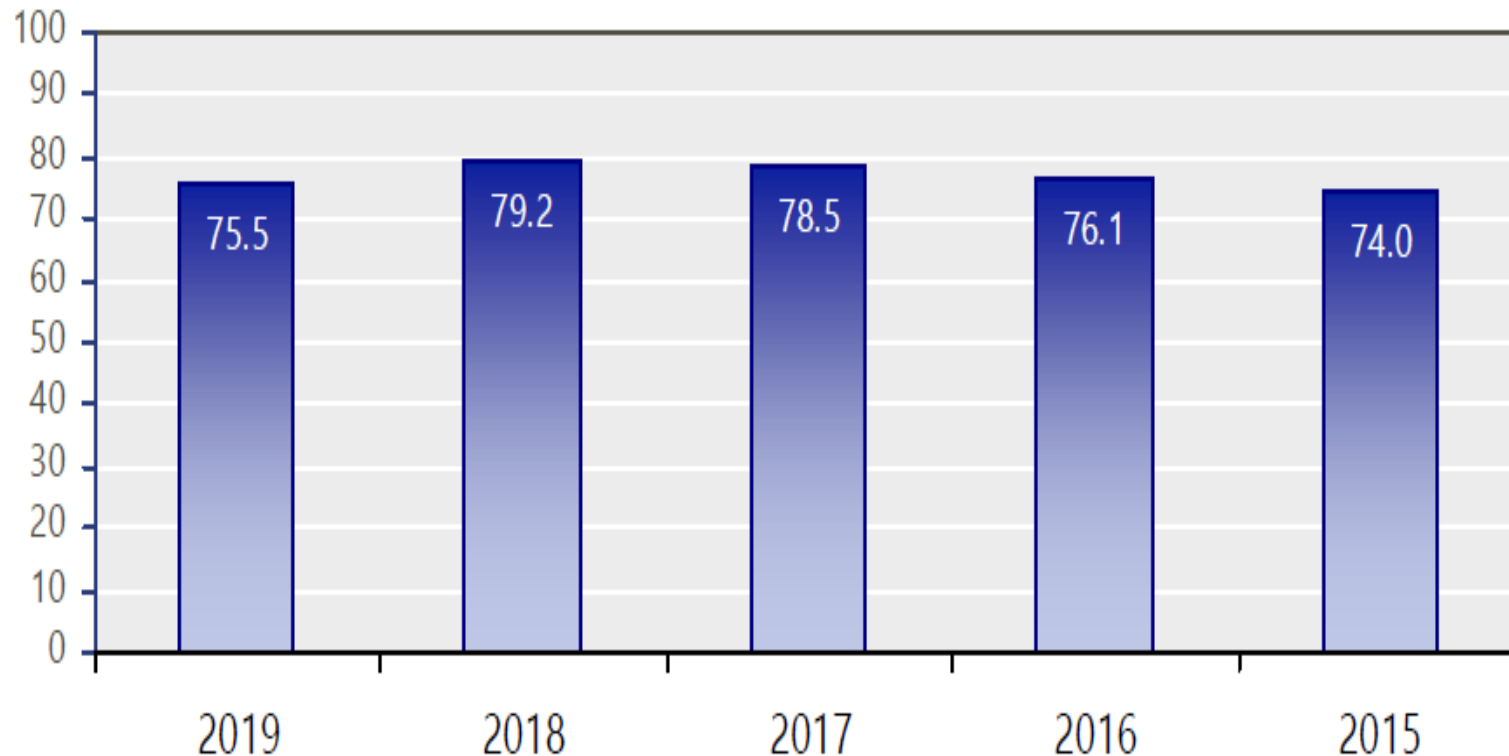
64.9 to 60.0, Poor = 1

59.9 to 55.0, Very Poor = 0

54.9 to 0.0, Crisis = 0

SURVEY RESULTS

Property Satisfaction Score is 75.5
(Good), a decrease of 3.7 points.



Score Ratings

100.0 to 85.0, Outstanding = 5

84.9 to 80.0, Very Good = 11

79.9 to 75.0, Good = 17

74.9 to 70.0, Average = 4

69.9 to 65.0, Below Average = 3

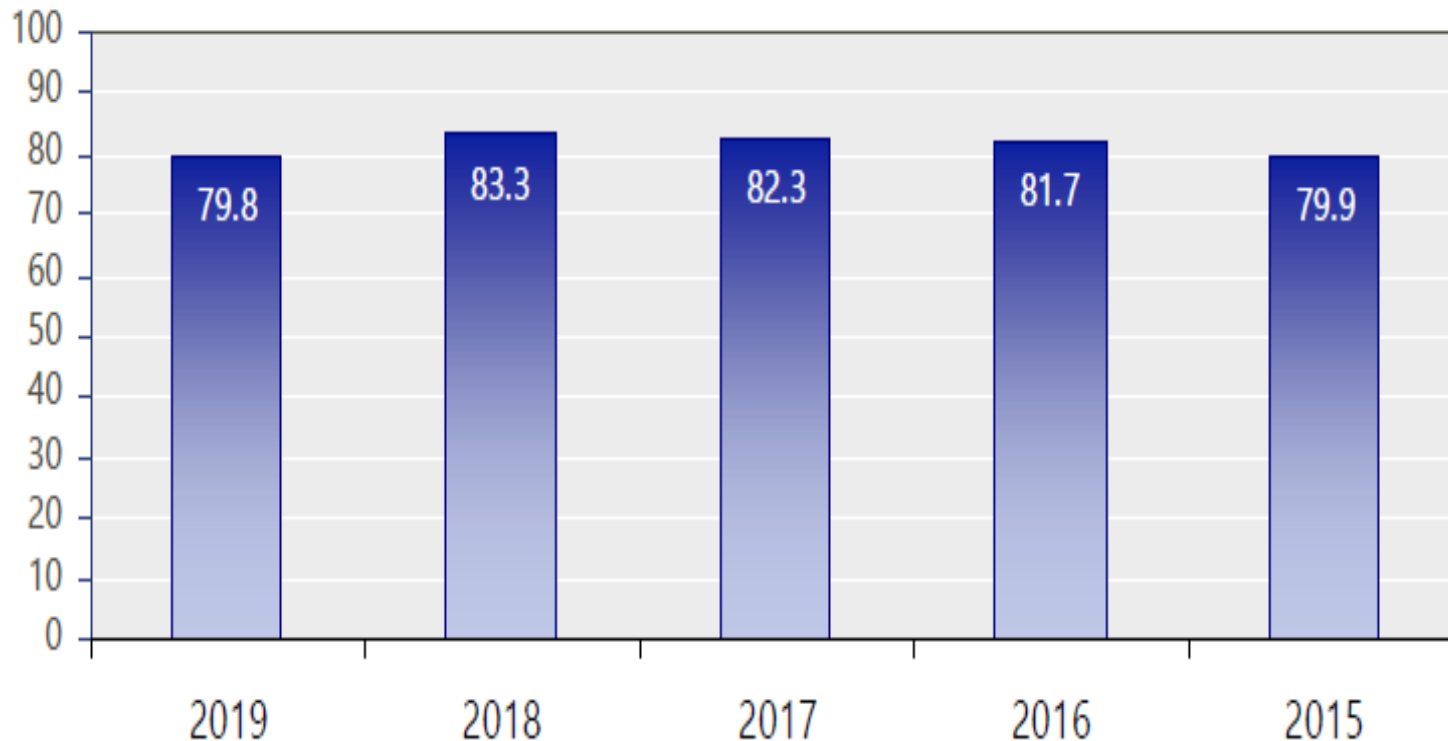
64.9 to 60.0, Poor = 1

59.9 to 55.0, Very Poor = 0

54.9 to 0.0, Crisis = 0

SURVEY RESULTS

Service Satisfaction Score is 79.8
(Good), a decrease of 3.5 points.



Score Ratings

100.0 to 85.0, Outstanding = 5

84.9 to 80.0, Very Good = 11

79.9 to 75.0, Good = 17

74.9 to 70.0, Average = 4

69.9 to 65.0, Below Average = 3

64.9 to 60.0, Poor = 1

59.9 to 55.0, Very Poor = 0

54.9 to 0.0, Crisis = 0

SURVEY COMPARISON

Point Decrease in Satisfaction

- (5.7) Safety
- (5.7) Security
- (5.1) Morale
- (4.4) IPC community compared to previous military assignment
- (4.4) Quality of maintenance

Outstanding/Very Good

- Courtesy of maintenance personnel
- Professionalism with which you are treated
- Courtesy and respect with which you were treated
- Ease of leasing
- Overall level and quality of leasing

New Questions

- 81.5 (Very Good) – How satisfied are you with your home
- 90.9 (Very Good) – Overall condition of your home
- 79.1 (Good) – Appliance provided
- 77.8 (Good) – Overall condition of your home when you moved in
- 76.7 (Good) – Recreation areas
- 76.1 (Good) – How satisfied are you with this privatized housing community
- 70.9 (Average) – Pest control

TLA BREAKDOWN

ARRIVAL

Arrival TLA briefings are held at 9 a.m. at the Housing Services Office at 215 Duck Rd., Schofield Barracks

RENEWAL

Renewal TLA briefings are held at 11 a.m. at the Housing Services Office at 215 Duck Rd., Schofield Barracks

DEPARTURE

Departure TLA briefings at 8 a.m. at the Housing Services Office at 215 Duck Rd., Schofield Barracks

The Arrival Brief explains the TLA process in detail, provides housing search assistance, and provides a packet of information to ensure your housing success in Hawaii.

The Renewal Brief collects documents (housing search list, housing offer letters, leases, and purchase agreements), assists with further house search information and answers any questions regarding the TLA process.

The Departure Brief provides service and family members with TLA approved hotels (list and a packet to ensure success when departing the island. The HSO counselor will also be able to assist with any questions.

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>

Army Key Messages



Housing Environmental Health Response Registry

- 24/7 resource, available at 1-800-984-8523
- Enroll for info on environmental health hazards and medical care

ONLINE 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!

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



3,910 Service orders logged through the app
since May 1

Resolving Issues: Family Housing



OTHER WAYS TO GET HELP

ICE	Ask the GC	Inspector General
 https://ice.disa.mil	 <p>usarmy.hawaii. askthegc@mail.mil</p>	 <p>(808) 655-0847 (808) 787-3170</p>