



U.S. ARMY®



Quarterly Housing Town Hall 24 February 2021

As of 09 FEB 2021



Agenda

- ✓ Previous Town Hall Key Issues / Concerns
- ✓ Mold Hazards in Army Housing
- ✓ Reporting Community Concerns
- ✓ Resident Advisory Board (RAB)
- ✓ Resident Portal
- ✓ Virtual and Low Contact Resident Events
- ✓ Lawn Equipment Use and Self-Help Delivery
- ✓ Community Improvements
- ✓ Resolving Issues
- ✓ Other Avenues to Seek Assistance
- ✓ Q&A Session





Previous Town Hall Key issues/concerns

✓ Abandoned Vehicles

- Issue: A resident asked for more clarification on vehicle registration.
- Answer: Beginning May 1, 2021, all vehicles entering U.S. Army Garrison Hawaii installations must be registered with the Directorate of Emergency Services.
- Initial vehicle registration began Jan. 25, 2021, at the Visitor Control Center (VCC) at Leilehua Golf Course or Fort Shafter Military Police Station. Units will start service member registration Feb. 8, 2021. Registration enforcement will begin on May 1, 2021.
- For more information, please contact your Unit S1 or visit USAG-Hawaii Facebook page.

https://home.army.mil/hawaii/application/files/7016/1362/5926/Infosheet_VehicleRegistration.pdf

✓ Dehumidifiers

- Issue: A resident asked, can IPC provide dehumidifiers for housing units, especially the ones that do not have A/C.
- Answer: IPC does not provide dehumidifiers. However, residents are encouraged to submit a request for Damp Rid from their community center. The IPC will deliver it to their home.





Mold Hazards in Army Housing

Where do mold hazards come from?

- ✓ Mold occurs naturally outdoors and found everywhere in the air.
- ✓ Mold is able to grow indoors wherever there is moisture and dirt.
- ✓ Mold can become a problem indoors when there is water damage, elevated or prolonged humidity, or dampness

Health effects of mold exposure

- ✓ Mold exposure can irritate the eyes, nose, and respiratory tract; and can be associated with allergic reactions, asthma attacks, nasal and sinus conditions, and lung conditions.

Some common sources of indoor moisture

- ✓ Flooding
- ✓ Roof Leaks
- ✓ Leaking Pipes
- ✓ Sewer back-up
- ✓ Condensation on surfaces
- ✓ Changing temperatures
- ✓ Humidity levels





Mold Hazards in Army Housing

What can you do to prevent mold in your home?

- ✓ The best defense is to keep a clean, dry home.
- ✓ Clean up spills or floods
- ✓ Set Air Conditioners to Auto
- ✓ Address water damage quickly
- ✓ Contact Island Palm Communities Maintenance if you suspect issues inside of home

What to do if you have health concerns?

- ✓ Contact Island Palm Communities Maintenance (North: 808-457-4075 South: 808-457-4050)
- ✓ Schedule an appointment with you or your child's primary care provider.

Agencies provide resources:

- ✓ U.S Environmental Protection Agency
- ✓ The Centers for Disease Control and Prevention
- ✓ National Institute for Occupational Safety and Health
- ✓ U.S Department of Housing and Urban Development (HUD)
- ✓ Army Public Health Center
<https://phc.amedd.army.mil/topics/workplacehealth/ih/Pages/Indoor-Air-Quality-Mold.aspx>





Reporting 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



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)
787-1275



FERAL ANIMALS

Report feral
animal activity to
(808) 787-1275

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

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





Resident Advisory Board (RAB)

The RAB is a 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. Residents are encouraged to attend.

✓ **Trending Community-Wide Issues brought to RAB**

- Speeding in residential areas – MP support/presence, Requests for speed bumps
- Abandoned vehicles
- On-street parking concerns – creating blind spots for pedestrians
- Streetlights
- Security – Gate guards at AMR and Red Hill

✓ **18 Total RAB Members**

- Current Vacancy – AMR Rim Community
- President: David Lopez (Wheeler)
- VP: Kristina Richardson (AMR Rim)

✓ **Total meetings to date: 12**

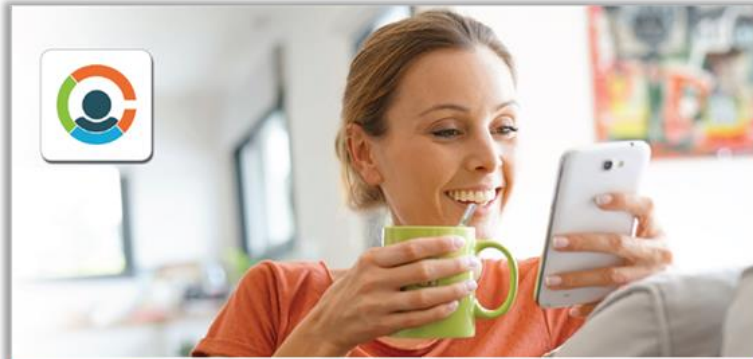
- Next Meeting: February 25th, 2021

✓ **Questions? RAB@ipchawaii.com**





Resident Portal



Sign up for our online Resident Portal today!

Download the IPC Resident
Rent Café app to: Submit
Work Orders, Make
Payments, View Lease, See
Community Event Dates etc.

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

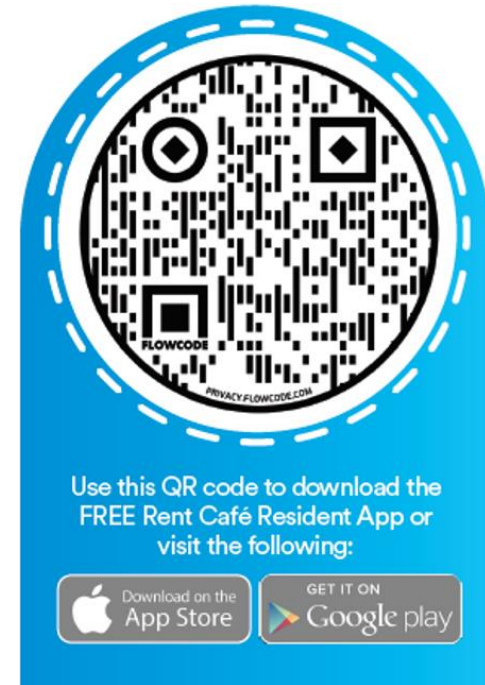


Technical Support

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 virtual fitness classes including Zumba, PiYo, Strong Nation, HIIT, Dance2Fit, and Zumba Kids
- ✓ **Monthly virtual events hosted on Facebook**



Kaena Snack Bag Give-Away



Home for the Holidays – Santa Parades



HMR Holiday Breakfast-to-Go

<https://www.facebook.com/islandpalmcommunities>





Lawn Equipment Use and Self-Help Delivery

Resident Lawn Equipment

- Residents are able to call and make an appointment with their respective Community Centers to pick up available lawn equipment.

Self-Help Delivery Service

- Self-help “no contact” delivery service available – Contact your Community Center Office.

SELF-HELP
Delivery Service



SELF-HELP ITEMS AVAILABLE

- HVAC air filters
- Light bulbs
- Refrigerator water filters
- Vertical blind slats/ louvers
- Ant, roach and mouse traps
- Batteries for garage door remote and smoke detectors





Community Improvements

✓ North and South Regions - Ongoing

- Power Washing
 - Exterior siding, driveways, and fences
- Gutter Cleaning
- Tree trimming

✓ Community Request:

- Solomon Playground
 - Sidewalk ended to curb without ramp for accessibility to street.
 - Added ADA ramps and relocated crosswalk and repaired crack in sidewalk





Community Improvements

✓ Multiple Areas:

- Kitchen and Bath upgrades
- Various Window Upgrades Energy Shared Savings Projects – Air conditioning systems, Interior lighting and interior plumbing fixture upgrades.

✓ Schofield Barracks:

- Canby – Repaving of roads and alleys
- Canby – Driveways and underground communication lines (Cable/Phone)
- Canby – Exterior painting Woodies completed, 50% other areas
- Kalakaua – Exterior Painting, 27% Complete

✓ Helemano Military Reservation:

- Exterior painting – 78% Completed in the Kalapana Area
- Roofing – 84% Completed in Kalapana Area
- Apartment to Townhome Conversions – 80% Complete



After





Community Improvements

✓ Aliamanu:

- Exterior painting – Started Feb 8th in the Plumeria Neighborhood
- Planter beds refurbishment – 11% Complete

✓ Fort Shafter:

- Hauoli Heights North – exterior painting – 77% Complete
- Palm Circle Historic Renovations – 27% Complete





Resolving Issues: Family Housing





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





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>





QUESTIONS AND ANSWER SESSION





END OF BRIEF

NEXT

**Quarterly Housing Town Hall
26 May 2021**

