



DEPARTMENT OF THE ARMY
HEADQUARTERS, UNITED STATES ARMY, PACIFIC
FORT SHAFTER HAWAII 96858-5100

APCG

OCT 29 2024

MEMORANDUM FOR RECORD

SUBJECT: General Flag Officer Quarters Resident Guide and Standard Operating Procedures

1. This General Flag Officer Quarters (GFOQ) Resident Guide and Standard Operating Procedures (SOP) reflects my support for General Officer residents living in Army Privatized housing on Oahu. This SOP outlines the procedures for managing GFOQs, including the roles and responsibilities of the Military Housing Office, Island Palm Communities, and the residents. It is in line with my vision for providing exceptional housing support to General Officers and the Special Command, Command Sergeants Major, residents.
2. This GFOQ SOP serves as a valuable resource for General Officer residents living in Army Privatized housing on Oahu by providing quick references to the Island Palm Communities Preventative Maintenance plans, government furnishings authorizations, special allowance items, approval authorities, and important points of contact for daily use. This SOP is designed to be a valuable tool for all General Officer residents and the Special Command, Command Sergeants Major.
3. The point of contact for this SOP is David A. Reynolds, Chief of the Military Housing Division, at 808-655-7399, DSN; 315-455-7396, david.a.reynolds36.civ@army.mil.


CHARLES A. FLYNN
General, USA
Commanding

US Army Garrison Hawaii

Resident Guide and Standard Operating Procedures

for

General/Flag Officer Quarters

29 October 2024



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1. Introduction:

a. US Army Hawaii (USARHAW) maintains 16 designated General/Flag Officer Quarters/Special Command Sergeants Major position quarters (GFOQ). Of these 16, one is designated as Special Command Position Quarters, and one is designated for the Special Command Sergeant Major position (both are on Fort Shafter).

b. Responsibility to Historic Quarters. Some Army housing facilities, particularly GFOQs, are listed individually on the National or State Register of Historic Places, are contributing structures within an historic district, have been determined eligible for listing, or are potentially eligible for listing.

c. Due to the historic nature of the designated GFOQs increased attention is required to maintain the structural and historical integrity of these homes. This guide will provide the residents of GFOQs a better understanding of the responsibilities and management of these quarters.

d. Stewardship of historically significant properties imparts a special responsibility to the managing installation and the residents. Decisions on use and O&M will consider facility characteristics which contribute to their historic significance. However, the underlying philosophy of prudence still applies. The same vigilance regarding cost control and avoidance of unnecessary expenditures must be maintained as for any other housing facility.

2. References:

- a. HQDA GFOQ Manager's Guide, 1OCT2017
- b. AR 420-1, Army Facilities Management, Chapter 3, Section XIII, 24AUG2012
- c. IPC Resident's Guide, 24SEP2019

3. POCs / Communication: Military Housing Office (MHO) GFOQ Manager will be the primary point of contact for matters pertaining to GFOQs. All POCs supporting the management of this home (assignments and terminations, work orders, annual maintenance, furnishings, etc.) are listed in Appendix 5.

4. Assignment and Termination of Quarters:

- a. Assignment:

1) The MHO GFOQ Manager is the POC for all GFOQs and will send an introductory email (to include the Resident Guide) to the General Officer (GO), Command Sergeants Major (CSM) and or Senior Leader's representative once notified of assignment to USARHAW.

2) Within 45 days before occupancy the MHO, and Island Palm Communities (IPC) Leasing Manager, will conduct an orientation brief (in person or via phone) with the inbound resident to discuss the Resident Housing Guide, arrival timeline, move in/walk through, discuss supplemental furniture (if authorized) and delivery timeline, and other topics. The Special Command Position Quarters and the Special Command Sergeants Major position quarters will require more detailed communications.

b. After the GO/CSM Occupies the Home:

1) Most GO/CSMs occupy their home immediately upon arrival to USARHAW. Because of this, and at the convenience of the GO/CSM, the MHO GFOQ Manager and the IPC Leasing Manager will schedule a joint inspection and orientation of the home with the resident after arrival, but preferably before arrival of HHGs (if possible). Deficiencies identified during the inspection will be annotated and resolved by IPC immediately or within one week.

2) The MHO GFOQ Manager will follow up with the resident 15 days following the joint inspection to obtain a list of any new deficiencies and ensure any outstanding deficiencies are resolved.

c. **Termination: The GO/CSM or a designated representative will notify IPC of their lease termination in accordance with the lease requirements.** Subsequently, IPC will arrange a pre-termination inspection involving the GFOQ Manager and the resident, also supplying the resident with a move-out checklist. On the scheduled departure day, the MHO GFOQ Manager and the community center personnel will conduct a final walkthrough of the residence and any issued furniture, with the resident or their designated representative.

5. Security: Any suspicious activity in and around any GFOQ should be reported to the local Military Police Station (Fort Shafter, 808-438-7114 or Schofield Barracks, 808-656-6734). All emergencies should be reported by calling 911.

6. Service Orders:

a. If you are experiencing a maintenance issue in your home contact the IPC Maintenance Solution Center via the IPC Resident App, portal or phone # for all service requests during normal business hours, Monday thru Friday, 0730-1630 (see Appendix 5 for contact information). IPC is responsible to resolve all maintenance and repair service requests submitted for your residence.

b. For after hour emergency maintenance requests, contact the IPC Maintenance Solution Center (see Appendix 5 for contact information). An emergency service order is something that, if it isn't repaired immediately, could cause injury, threaten your health, or cause serious property damage. This includes but is not limited to, a broken water line or flooding, sewer back up, broken lock on your door, etc. The MHO GFOQ Manager will provide notification via email/phone to the Garrison Commander.

c. The Military Housing Office staff will track all GFOQ service orders. Upon completion of service orders, the MHO GFOQ Manager will call the resident to see if advocacy services are necessary and verify that work on the residence was completed in a timely and proper manner. If an issue exists, the MHO GFOQ Manager will contact the Community Center Manager and Maintenance Team to follow up with the resident and address the concern until it's properly completed.

7. Preventive Maintenance (Annual Maintenance) & Landscaping:

a. IPC is responsible to perform all preventive maintenance and landscaping requirements specified in the table at Appendix 1. Contact the MHO GFOQ Manager for all out of cycle requests.

b. The MHO GFOQ Manager, Community Center Manager and the RCI Engineer Technician will conduct a neighborhood site visit once a quarter to assess the condition of the properties and surrounding common areas. The MHO GFOQ Manager will inform the resident(s) of site visits at least 48 hours prior. All site visit findings and feedback from residents will be summarized into a Word document and provided to the USAG-HI Commander and IPC leadership for their awareness and or IPC/MHO action.

8. Home Improvements:

a. All improvements and new construction (work outside of routine maintenance and repairs) are planned using IPC's HQDA approved five-year Army Integrated Out-Year Development Plan (AIODP).

b. The AIODP is an opportunity for the residents to make suggestions on improving the GFOQs. The RCI Manager and the Lendlease Project Director will collect improvement inputs from residents during the planning cycle. Examples of improvements, by category are:

1) Minor improvements include flooring, light fixtures, plumbing fixtures, paint, appliances, counter tops, tub and showers resurfacing.

2) Medium improvements include tub and shower replacement, kitchen and bathroom cabinets, equipment replacement, interior doors and trim, exterior doors, garage doors, retexture and paint and selective window replacement.

3) Major improvements include whole home window replacement, rewiring of electrical systems, plumbing that requires opening of walls or floors, HVAC changes, structural changes/reconfiguration that requires drawings, and new garages.

c. Incidental improvements are allowed per FY, on a case-by-case basis, when within the IPC budget. Incidental improvements cannot be used to increase the size of the home, increase the number of rooms, add air conditioning to any space not presently

air conditioned, or add new or alter existing exterior appurtenances such as garages, carports, detached facilities, patios, decks, porches, rear yard fencing, or lawn sprinkler systems. Contact the MHO GFOQ Manager for incidental improvement requests.

9. Supplemental Furnishings:

a. General Officers who occupy privatized homes are entitled to government area rugs for the official public entertainment areas of their home. Public entertainment areas are the entrance foyer, living room(s), dining room(s), and stairways/hallways interconnecting these areas (IPC provides carpet for these areas). This amenity is explained in AR 420-1, Chapter 3, Section XIII, paragraph 3-111n.

b. In accordance with AR 420-1, Chapter 3, Section XIII, paragraph 3-111n, General Officers who reside in privatized residences are eligible for government-provided drapery window coverings for the designated public entertaining spaces within their homes. In the case of GFOQs in Hawaii, IPC has installed Plantation Shutters or blinds on the windows, which are considered as Real Property maintained by IPC.

c. The Military Housing Office can offer a GOs a set of Brown Jordan Rattan furniture while it lasts. The resident will be responsible for the cleaning and minor repairs of the rattan furniture while in their possession. There is NO funding to clean, maintain or repair the rattan furniture. (NOTE: The MHO received an exception to the AR 420-1 from the Assistant Chief of Staff for Installation Management (ACSIM) to retain rattan furniture items. Per the ACSIM approval memo, the rattan furniture may not be replaced, or further repaired; USAG-HI continues to use serviceable on-hand rattan furniture despite the inability to repair or clean them.)

c. Cleaning of Rugs and drapery is programmed to occur every 2 years or during the change of occupancy. Replacement of rugs and draperies are programmed for every 7 years. Approval authorities for replacement of area rugs and draperies are listed in Table 3-11 of AR 420-1 or according to HQDAs delegation of authority.

d. Only high-quality area rugs and/or GSA equivalent carpeting will be used. The type of area rugs or carpeting selected will be suitable for the expected level of traffic. It shall be of a neutral shade, such as beige, to be acceptable to a succession of residents having furnishings of various decors. Bright colors and prominent patterns shall be avoided. White, off-white, deep pile, or shag carpeting shall not be used. Area rugs or carpeting may not be replaced at intervals less than 7 years without the specific approvals cited in Table 3–11 of AR 420-1 or according to HQDAs delegation of authority. In no case will age or color be the sole determinant in deciding whether to replace area rugs or carpeting.

10. Special Command Position Supplemental Furnishings & Special Allowance Items:

a. Special Command Position (SCP) designation is approved by the Secretary of Defense for positions having specifically defined representational responsibilities.

b. USARHAW has one designated SCP, the USARPAC Commanding General. Additionally, the CSM of USARPAC is designated as a Special Command Sergeants Major position and is authorized certain furnishing amenities for public entertainment areas.

c. Supplemental furnishings for SCPs and Special Command Sergeants Major positions are listed in AR 420-1, Table 3-12. For convenience Appendix 2 of this guide contains Table 3-12.

d. Special allowance items are authorized for incumbents of SCPs. Special allowance items include table linens, china, crystal, flatware, serving trays, and kitchen utensils. Special allowance items are listed in the AR 420-1, Appendix B. For convenience Appendix 3 of this guide contains Table B-1 of Appendix B.

1) Expenditures on special allowance items will not exceed regulatory limits for the fiscal year. Annual allowances should be used to the extent necessary to maintain items in usable condition and eliminate large one-time purchases.

2) The MHO GFOQ Manager will coordinate annually with the SCP and Special Command Sergeants Major position representatives to program required maintenance, repair, and replacement of supplemental furnishings and special allowance items (if authorized).

e. All exception to policy (ETP) requests for unauthorized items, not approved by the CTA 50-909, Table-45, or AR 420-1, must include a justification signed by the general officer resident. Submit ETP requests to the MHO GFOQ Manager, who will coordinate staffing of the ETP to HQDA G9 for consideration and decision.

11. Acronyms:

- a. ETP – Exception to Policy
- b. GFOQ – General Officer Quarters
- c. IPC – Island Palm Communities
- d. MHO – Military Housing Office
- e. RCI – Residential Communities Initiative
- f. SCP – Special Command Position

APPENDIX 1: PREVENTIVE MAINTENANCE & LANDSCAPING SCHEDULE for the Special Command Position Quarters

Preventative Maintenance		Weekly	Monthly	Quarterly	Bi-Annual	Annual	COM
Life Safety							
Fire Extinguisher	Verify fully charged, replace if needed					X	X
Smoke / CO Dectectors	Check operation, replace batteries / unit if needed					X	X
Windows / Doors	Verify safety stickers on 2nd floor, check strong screen seating, windows & doors secure and lock					X	X
LBP (where applicable)	Verify free of deterioration, flaking, chipping					X	X
Handrails	Verify handrails are secure					X	X
Dryer Vent	Clean dryer vent					X	X
HVAC							
Condensor Unit	Inspect, verify clear of obstructions, if cleaning is needed schedule service			X			X
Refrigerant Lines	Visual inspection, repair insulation if needed			X			X
Evaporator Unit (AHU / Heads)				X			X
Mini-Split Heads & Pan	Inspect and clean			X			X
Condensate Drain Line	Clear and free from obstruction			X			X
Air Filter	Visual inspection, clean if needed			X			X
Thermostat	Check temperature setting (72 recommended minimum) and fan setting (auto)			X			X
Water Heater							
Thermostat & water temperature	Check/reset element, scald warning(tamper) present and in clear view, set between 110-120, water at nearest faucet not to exceed 120					X	X
Installation / Securing	Ensure area free of combustibile material and tank properly secured					X	X
Insulation	Inspect pipe insulation, repair if needed					X	X
Flush	Flush tank					X	X
Electrical Panel	Verify panel is accessible / unobstructed, secured with correct fasteners & no open ports					X	X
Mechanical Room	Inspect sheetrock for moisture / mold damage, schedule repairs if needed					X	X
Appliances	Visual Inspection, validate serial numbers					X	X
Appliances - COM	Visual inspection, functionality testing / repairs, validate serial numbers						X
Exterior							
Gutters	Clean debris from gutters				X		X
Patio French Drains	Inspect, clean / clear debris if needed				X		X
Window Cleaning	Exterior window cleaning						X
Power Washing	Exterior power washing of sidewalks					X	X
Pest Control	Assessment & treatment if needed	As needed, based on resident request / pest activity					
Landscaping							
Lawn							
Trimming	Mowing & weed eating of edges	X					
Edging	Steel blade edging along sidewalks		X				
Fertilizer	Fertilizer application				X		
Shrubs							
Trimming	Pruning / shaping of hedges			X			
Fertilizer	Fertilizer application				X		
Trees							
Deciduous / Evergreen Trees	Pruning & crown-thinning of trees					X	
Royal Palm	Trimming				X		
Coconut Palms	Trimming & Defruiting				3x / year		
Vegetation Replacement / Replenishment		As-needed, at end of life-cycle for plants / based on					

**APPENDIX 1 (CONTINUED): PREVENTIVE MAINTENANCE & LANDSCAPING SCHEDULE
for General Officer Quarters**

Preventative Maintenance		Weekly	Monthly	Quarterly	Bi-Annual	Annual	COM	
Life Safety								
Fire Extinguisher	Verify fully charged, replace if needed					X	X	
Smoke / CO Dectectors	Check operation, replace batteries / unit if needed					X	X	
Windows / Doors	Verify safety stickers on 2nd floor, check strong screen seating, windows & doors secure and lock					X	X	
LBP (where applicable)	Verify free of deterioration, flaking, chipping					X	X	
Handrails	Verify handrails are secure					X	X	
Dryer Vent	Clean dryer vent					X	X	
HVAC								
Condensor Unit	Inspect, verify clear of obstructions, if cleaning is needed schedule service					X	X	
Refrigerant Lines	Visual inspection, repair insulation if needed					X	X	
Evaporator Unit (AHU / Heads)						X	X	
Mini-Split Heads & Pan	Inspect and clean					X	X	
Condensate Drain Line	Clear and free from obstruction					X	X	
Air Filter	Visual inspection, clean if needed					X	X	
Thermostat	Check temperature setting (72 recommended minimum) and fan setting (auto)					X	X	
Duct Cleaning (Central AC only)	Clean register covers, duct inlets, and AHU	every 3-5 years						
Water Heater								
Thermostat & water temperature	Check/reset element, scald warning(tamper) present and in clear view, set between 110-120, water at nearest faucet not to exceed 120					X	X	
Installation / Securing	Ensure area free of combustibile material and tank properly secured					X	X	
Insulation	Inspect pipe insulation, repair if needed					X	X	
Flush	Flush tank					X	X	
Electrical Panel	Verify panel is accessible / unobstructed, secured with correct fasteners & no open ports					X	X	
Mechanical Room	Inspect sheetrock for moisture / mold damage, schedule repairs if needed					X	X	
Appliances	Visual Inspection, validate serial numbers					X	X	
Appliances - COM	Visual inspection, functionality testing / repairs, validate serial numbers						X	
Exterior								
Gutters	Clean debris from gutters				X		X	
Patio French Drains	Inspect, clean / clear debris if needed				X		X	
Window Cleaning	Exterior window cleaning						X	
Power Washing	Exterior power washing of sidewalks						X	
Pest Control	Assessment & treatment if needed	As needed, based on resident request / pest activity						
Landscaping								
Lawn								
Trimming	Mowing & weed eating of edges	X						
Edging	Steel blade edging along sidewalks		X					
Fertilizer	Fertilizer application				X			
Shrubs								
Trimming	Pruning / shaping of hedges			X				
Fertilizer	Fertilizer application				X			
Trees								
Deciduous / Evergreen Trees	Pruning & crown-thinning of trees					X		
Royal Palm	Trimming				X			
Coconut Palms	Trimming & Defruiting				3x / year			
Vegetation Replacement / Replenishment		As-needed, at end of life-cycle for plants /						

APPENDIX 2: SPECIAL COMMAND POSITION SUPPLEMENTAL FURNISHINGS

Table 3-12 Furnishings Authorized for Official Entertainment Areas in Privatized (RCI) GFOQs			
	Special Com- mand Positions (US) & SMA	Special Com- mand Sergeants Major (CONUS)	Other GFOQ US
Equipment			
Carpet shampooer (1)	Y	Y	N
Fireplace ensemble (1-per open fireplace)	Y	Y	N
Vacuum Cleaner	Y	N	N
Furnishings			
Area rugs not to exceed 60% of floor area (not to exceed \$500 per area rug)	Y	Y	Y
Draperies and/or sheers (no more than two window treatments) (not to exceed \$500.00 per window) (see note 1)	Y	Y	Y
Lawn/patio furniture	Y	Y	N
Beds (mattresses/box springs, as required)	Y	N	N
Mattresses (single, double, queen, as required)	Y	N	N
Chest of drawers (1-per bedroom)	Y	N	N
Dresser (1-per bedroom)	Y	N	N
Light, table (2-per night table)	Y	N	N
Chair, easy (1-per living room)	Y	N	N
Davenport (1-per living room)	Y	N	N
Sofa in place of two straight chairs (2-per living room)	Y	N	N
Chair, straight (2-per living room)	Y	N	N
Table, end (1 set per living room)	Y	N	N
Table, dining and chairs (One 12 seat table-per dining room)	Y	N	N
Hutch (1-per dining room)	Y	N	N
Server (1-per dining room)	Y	N	N
Special Allowance Items			
China	Y	N	N
Crystal	Y	N	N
Silver flatware	Y	N	N
Silver hollowware	Y	N	N
Special utensils	Y	N	N
Engraved Resident Name Plaque	Y	N	N
Note 1: All other window treatments (valances, blinds, shutters, draw curtains) are considered installed real property, and are the responsibility of the Partner			

APPENDIX 3: SPECIAL COMMAND POSITION SPECIAL ALLOWANCE ITEMS

Table B-1 China, glassware, and silver allocations for special command positions			
Item	Quantity	Item	Quantity
China		Crystal	
Service plate	24	Iced tea beverage	24
Dinner plate	24	Fluted champagne	24
Salad or dessert plate	48	Wine glass	24
Cream soup and stand	24	Water goblet/large wine	24
Butter plate	24		
Demitasse cup and saucer	24		
Tea cup and saucer	24		
Silver flatware		Silver hollowware (See note.)	
Teaspoon	24	Tea and coffee set, 5 piece	1
Demitasse spoon	24	Candelabra, pair	1
Place spoon (soup or dessert)	24	Platter, 18-inch	1
Dinner fork	24	Gravy set, 3/4 pint	2
Salad fork	24	Pitcher, 2 quart capacity	1
Dinner knife	24	Bread tray, 13-inch	2
Tea knife	24	Bowl, diameter 11-inch, footed	1
Butter spreader	24	Casserole, 2 quart w/Pyrex liner	1
Gravy ladle	2	Round tray, chased, 13-inch	2
Large serving spoon	2	Round Tray, chased, 15-inch	2

**Table B-1
China, glassware, and silver allocations for special command positions—Continued**

Slotted spoon	1		
Serving fork	2		
Cold meat fork	2		
Pie server	1		

Notes:

¹ Sizes of hollowware items are approximate. Variation according to need or availability is authorized.

APPENDIX 4: APPROVAL AUTHORITY FOR SUPPLEMENTAL FURNISHINGS

Table 3-11 Supplementary furnishings approval authorities (see note)
<p>Furnishings: Initial issue of carpeting, draperies, and sheers Special Command Positions— Age Limit: NA Cost Limit: NA Approval Authority: HQDA</p>
<p>Furnishings: Initial issue of carpeting, draperies, and sheers Other than Special Command Positions— Age Limit: NA Cost Limit: NA Approval Authority: HQDA</p>
<p>Furnishings: Replacement of carpeting, draperies, and sheers Special Command Positions— Age Limit: 7 years or more Cost Limit: NA Approval Authority: IMCOM Region Director</p>
<p>Furnishings: Replacement of carpeting, draperies, and sheers Special Command Positions— Age Limit: Less than 7 years Cost Limit: NA Approval Authority: HQDA</p>
<p>Furnishings: Replacement of carpeting, draperies and sheers Other than Special Command Positions— Age Limit: 7 years or more Cost Limit: NA Approval Authority: IMCOM Region Director</p>
<p>Furnishings: Replacement of carpeting, draperies, and sheers Other than Special Command Positions— Age Limit: Less than 7 years Cost Limit: NA Approval Authority: HQDA</p>
<p>Furnishings: Initial issue and replacement of furniture items authorized by CTA 50-909 for use in approved public entertainment areas Age Limit: NA Cost Limit: NA Approval Authority: HQDA</p>
<p>Furnishings: Initial issue of authorized special allowance items for special command positions (see para 3-100h) Age Limit: NA Cost Limit: \$16,000 Approval Authority: HQDA Furnishings: Maintenance, repair, and replacement of authorized special allowance items for special command positions (see para 3-100h) Age Limit: NA Cost Limit: \$2,000 per FY Approval Authority: Garrison Commander</p>
<p>Notes: ¹ Furnishings (to include special allowance items) not authorized by CTA must be approved by HQDA. Installations may accomplish maintenance and repair of carpeting, draperies, sheers, and furniture as required.</p>

APPENDIX 5: POINTS OF CONTACT

For all service orders, maintenance service orders, preventative maintenance or landscaping requirements please contact:

- During normal hours (Monday-Friday, 0800-1630)
 - The Maintenance Solution Center at 808-457-4025
 - The IPC Primary Maintenance Service Tech (AOS), Mr. Derrick Frye at 808-479-8527
 - The IPC Primary Maintenance Service Tech (AON), Mr. Earl Mizumoto at (808) 295-0232
 - The Military Housing Office GFOQ Manager, Mr. Benjamin Jury at 808-824-0931
- After hours (Saturday-Sunday, during Federal Holidays, or after hours (1630-0800))
 - The Maintenance Solution Center at 808-457-4025
- The following contacts are provided for your awareness.

5 Palm Circle			
Maintenance			
Title	Name	Phone Number	Email
Primary	Derrick Frye	(808) 479-8527	dfrye@ipchawaii.com
Secondary	Dean Minami	(808) 479-8709	dminami@ipchawaii.com
Service Order QC			
Title	Name	Phone Number	Email
Secondary	Abel Verdida	(808) 479-8578	averdida@ipchawaii.com
Secondary	Dean Minami	(808) 479-8709	dminami@ipchawaii.com
Property Management			
Title	Name	Phone Number	Email
Primary	Kaero Winner	(808) 218-0469	kwinner@ipchawaii.com
Secondary	Iris KirkPilger	(719)339-9416	iris.kirkpilger@lendlease.com
Renovation			
Title	Name	Phone Number	Email
Primary	Iris KirkPilger	(719)339-9416	iris.kirkpilger@lendlease.com
Secondary	Jerry Schmitz	(808) 398-1017	gerald.schmitz@lendlease.com

APPENDIX 5 (CONTINUED): POINTS OF CONTACT, FORT SHAFTER

Fort Shafter											
Island Palm Communities				Military Housing Office							
Assignment of Quarters											
Title	Name	Phone Number	Email								
Assistant Leasing Manager	Kristen Wilson	(808) 256-6887	pwilliams@ipchawaii.com								
Leasing Manager	Paige Williams	(808) 256-6887	kwilson@ipchawaii.com								
Maintenance											
Emergency / Urgent WOs: Maintenance Solutions Center (MSC)		(808) 457-4075									
Routine WOs: Lendlease Communities App		 <p>Scan the QR code to get started!</p>									
Title	Name	Phone Number	Email					Title	Name	Phone Number	Email
Maintenance Service Tech	Derrick Frye	(808) 479-8527	dfrye@ipchawaii.com					GOQ Manager	Ben Jury	(808) 824-0931	benjamin.k.jury.civ@army.mil
Service Manager	Abel Verdida	(808) 479-8578	averdida@ipchawaii.com	RCI Manager	Sophia Sharper	(808) 655-7399	sophia.m.sharper.civ@army.mil				
Director of Facilities	Dean Minami	(808) 479-8709	dminami@ipchawaii.com	Chief, Housing Office	David Reynolds	(808) 655-7396	david.a.reynolds36.civ@army.mil				
Property Management and Termination of Quarters				Property Management							
Title	Name	Phone Number	Email	Title	Name	Phone Number	Email				
Community Manager	Trina Castro	(808) 479 - 8726	tcastro@ipchawaii.com	GOQ Manager	Ben Jury	(808) 824-0931	benjamin.k.jury.civ@army.mil				
Operations Director	Joanna Padilla	(808) 620 - 5579	jpadilla@ipchawaii.com	RCI Manager	Sophia Sharper	(808) 655-7399	sophia.m.sharper.civ@army.mil				
Director of Property Manager	Kaero Winner	(808) 218-0469	kwinner@ipchawaii.com	Chief, Housing Office	David Reynolds	(808) 655-7396	david.a.reynolds36.civ@army.mil				
New Construction / Renovations				New Construction / Renovations							
Title	Name	Phone Number	Email	Title	Name	Phone Number	Email				
Sr. Development Manager	Kekai Grace	(808) 960-9298	kekai.grace@lendlease.com	Chief, Housing Office	David Reynolds	(808) 655-7396	david.a.reynolds36.civ@army.mil				
Project Director	Iris KirkPilger	(719) 339-9416	iris.kirkpilger@lendlease.com	Director, DPW	Tony Gainey	(808) 656-3056	nisit.a.gainey.civ@army.mil				

APPENDIX 5 (CONTINUED): POINTS OF CONTACT, RED HILL

Red Hill							
Island Palm Communities				Military Housing Office			
Assignment of Quarters							
Title	Name	Phone Number	Email				
Assistant Leasing Manager	Kristen Wilson	(808) 256-6887	pwilliams@ipchawaii.com				
Leasing Manager	Paige Williams	(808) 256-6887	kwilson@ipchawaii.com				
Maintenance				Maintenance			
Emergency / Urgent WOs:			(808) 457-4075				
Routine WOs: Lendlease Communities App							
Title	Name	Phone Number	Email	Title	Name	Phone Number	Email
Maintenance Service Tech	Derrick Frye	(808) 479-8527	dfrye@ipchawaii.com	GOQ Manager	Ben Jury	(808) 824-0931	benjamin.k.jury.civ@army.mil
Service Manager	Abel Verdida	(808) 479-8578	averdida@ipchawaii.com	RCI Manager	Sophia Sharper	(808) 655-7399	sophia.m.sharper.civ@army.mil
Director of Facilities	Kaeo Winner	(808) 218-0469	kwinner@ipchawaii.com	Chief, Housing Office	David Reynolds	(808) 655-7396	david.a.reynolds36.civ@army.mil
Property Management				Property Management			
Title	Name	Phone Number	Email	Title	Name	Phone Number	Email
Community Manager	Gabe Kalama	(808) 465 - 0405	gkalama@ipchawaii.com	GOQ Manager	Ben Jury	(808) 824-0931	benjamin.k.jury.civ@army.mil
Operations Director	Joanna Padilla	(808) 620 - 5579	jpadilla@ipchawaii.com	RCI Manager	Sophia Sharper	(808) 655-7399	sophia.m.sharper.civ@army.mil
Director of Property Manager	Kaeo Winner	(808) 218-0469	kwinner@ipchawaii.com	Chief, Housing Office	David Reynolds	(808) 655-7396	david.a.reynolds36.civ@army.mil
New Construction / Renovations				New Construction / Renovations			
Title	Name	Phone Number	Email	Title	Name	Phone Number	Email
Sr. Development Manager	Kekai Grace	(808) 960-9298	kekai.grace@lendlease.com	Chief, Housing Office	David Reynolds	(808) 655-7396	david.a.reynolds36.civ@army.mil
Project Director	Iris KirkPilger	(719) 339-9416	iris.kirkpilger@lendlease.com	Director, DPW	Tony Gainey	(808) 656-3056	nisit.a.gainey.civ@army.mil

APPENDIX 5 (CONTINUED): POINTS OF CONTACT, SCHOFIELD BARRACKS

Schofield Barracks							
Island Palm Communities				Military Housing Office			
Assignment of Quarters							
Title	Name	Phone Number	Email				
Assistant Leasing Manager	Kristen Wilson	(808) 256-6887	pwilliams@ipchawaii.com				
Leasing Manager	Paige Williams	(808) 256-6887	kwilson@ipchawaii.com				
Maintenance				Maintenance			
Emergency / Urgent WOs: Maintenance Solutions Center (MSC)			(808) 457-4075				
Routine WOs: Lendlease Communities App			 Scan the QR code to get started!				
Title	Name	Phone Number	Email	Title	Name	Phone Number	Email
Service Technician	Earl Mizumoto	(808) 295 - 0232	emizumoto@ipchawaii.com	GOQ Manager	Ben Jury	(808) 824-0931	benjamin.k.jury.civ@army.mil
Service Manager	Shane Alcaraz	(808) 344-2745	salcaras@ipchawaii.com	RCI Manager	Sophia Sharper	(808) 655-7399	sophia.m.sharper.civ@army.mil
Director of Facility	Andy Gerry	(808) 439-1278	agerry@ipchawaii.com	Chief, Housing Office	David Reynolds	(808) 655-7396	david.a.reynolds36.civ@army.mil
Property Management				Property Management			
Title	Name	Phone Number	Email	Title	Name	Phone Number	Email
Community Manager	Jennifer "Malia" Ho'oklala	(808) 620 - 5247	jhookala@ipchawaii.com	GOQ Manager	Ben Jury	(808) 824-0931	benjamin.k.jury.civ@army.mil
Operations Director	Anthony Hintz	(808) 398 - 8787	ahintz@ipchawaii.com	RCI Manager	Sophia Sharper	(808) 655-7399	sophia.m.sharper.civ@army.mil
Director of Property Management	Kaeo Winner	(808) 218-0469	kwinner@ipchawaii.com	Chief, Housing Office	David Reynolds	(808) 655-7396	david.a.reynolds36.civ@army.mil
New Construction / Renovations				New Construction / Renovations			
Title	Name	Phone Number	Email	Title	Name	Phone Number	Email
Sr. Development Manager	Kekai Grace	(808) 960-9298	kekai.grace@lendlease.com	Chief, Housing Office	David Reynolds	(808) 655-7396	david.a.reynolds36.civ@army.mil
Project Director	Iris KirkPilger	(719) 339-9416	iris.kirkpilger@lendlease.com	Director, DPW	Tony Gainey	(808) 656-3056	nisit.a.gainey.civ@army.mil