



U.S.ARMY®



# Quarterly Housing Town Hall

## 18 November 2020



# Agenda

- ✓ Previous Key Issues and Concerns
- ✓ Community Concerns
- ✓ Resident Advisory Board (RAB)
- ✓ Resident Portal
- ✓ Virtual Resident Events
- ✓ Lawn Equipment Use and Holiday Decoration and Lighting Policy
- ✓ Community Improvements
- ✓ Resolving Issues
- ✓ Other Avenues to Seek Assistance
- ✓ Q&A Session





# Key issues/concerns (Previous town hall)

## ✓ Power Outages.

- Issue: A resident asked, when are the next set of power outages?
- Answer: Power outage information can be located on the garrison webpage at <https://home.army.mil/hawaii/index.php/my-fort/calendar>, or residents can review the garrison community expo slides on Facebook. To date, no scheduled outages.

## ✓ Touch Up Paint for Home.

- Issue: A resident requested IPC to provide touch up paint for home.
- Answer: Any form of house painting is done by IPC. Traditionally, IPC doesn't provide resident paint; however, if the request is submitted, IPC will make an accommodation.

## ✓ Gutter Cleaning.

- Issue: Is gutter cleaning a resident responsibility?
- Answer: Gutter cleaning is not a resident responsibility. Residents are encouraged to submit a work order. IPC has a full-time gutter cleaning team. Hawaii's tropic weather and large trees with multiple layered canopies create a year-round gutter dilemma.

## ✓ Landscaping Improvements.

- Issue: A resident wanted to know what is IPC doing to improve residential landscape.
- Answer: Eight months ago, IPC hired a new landscaping company to improve HMR's residential communities' curb appeal. Since then, 20 homes have been completed. Approximately 600 homes remain on the list.





# Key issues/concerns (Previous town hall)

## ✓ **Community Centers During COVID-19.**

Issue: A resident asked about Community Center hours of operation.

- Answer: Due to COVID-19 restrictions, community centers are closed. However, they do open by appointment only. Residents are encouraged to call Community Centers for assistance.
  - The re-opening of community amenities, including pools, playgrounds, multi-purpose rooms, fitness centers, etc., is occurring in phases and in-sync with leadership guidance and local installation and community guidelines related to the re-opening of public facilities.

## ✓ **Outdoor Bug Issues.**

- Issue: What can residents do to help reduce outdoor centipedes.
- Answer: Residents are encouraged to call in a work order. IPC will dispatch an ECO lab service representative to your home in order to spray specifically for centipedes.

## ✓ **Residential Maintenance During COVID-19.**

- Issue: A resident asked, what residential maintenance is being conduct during COVID-19 and what measures is IPC taking to reduce resident exposure.
- Answer: IPC is not conducting any preventive maintenance inside the home during COVID-19 unless it is a Life, Health, Safety issue (unserviceable smoke and carbon monoxide detectors, expired fire extinguishers, etc.). If residents have mechanical maintenance closets outside their homes, IPC will only access this equipment for maintenance, but not indoor equipment.





# Key issues/concerns (Previous town hall)

## ✓ Determining Maintenance Priorities.

- Issue: A resident asked who is responsible for determining maintenance priorities?
- Answer: The IPC policy for determining maintenance priorities is found inside the resident guide. Normally, work orders are categorized within one of three categories: emergency, urgent, and routine. Emergency classifies as Life, Safety, and Health issues to the resident or the home (active water leaks, carbon monoxide detectors not working, etc.). Response is within 30 minutes; maintenance representative on-site in less than two hours. Urgent has an eight hour response time and arrival on-site within eight hours. Routine allows for three days to respond; three days to complete.

### Examples:

- **Emergency:** Breaks in water, wastewater or gas lines, gas leaks equipment failures (air conditioning for EFMP participants whose need for emergency air conditioning repair has been approved by the TAMC Medical Board, or refrigerator inoperative), utility outages and doors and windows that cannot be secured.
- **Urgent:** Contained water leaks, one of two more toilets or sinks clogged or a partial power loss (Example: no power upstairs, no hot water, smoke detector beeping, etc.)
- **Routine:** General carpentry, door handle repair; a/c repair is classified as routine work.







# 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: 655-5555

South: 438-7114





# 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**

- Tree and hedge trimming – Overhanging limbs and excessive hedge growth
- Speeding in residential areas – MP support/presence, requests for speed bumps
- Security – Gate guards at HMR, AMR, Red Hill
- Neighbor issues – Social gathering, subletting, noise issues
- Pet issues – Loose dogs in neighborhoods
- Crossing signals out

✓ **19 Total RAB Members – No vacancies**

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

✓ **Total meetings to date: 9**

- Next Meeting: December 3<sup>rd</sup>, 2020

✓ **Questions? [RAB@ipchawaii.com](mailto:RAB@ipchawaii.com)**





# Resident Portal

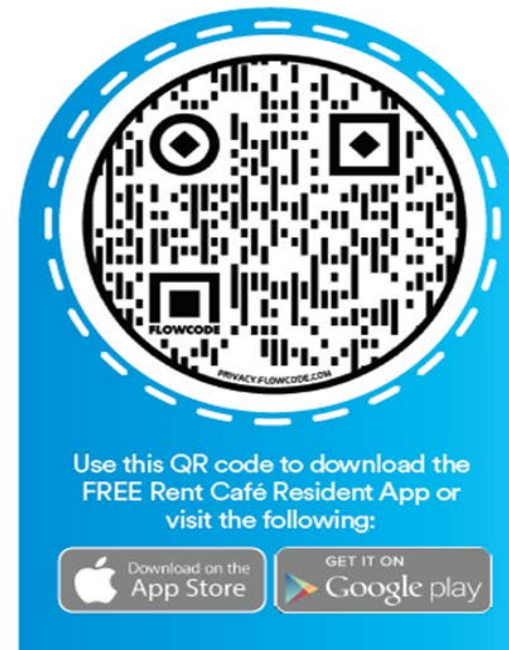


## Check Out The Resident Portal

- Pay your rent online for FREE anytime when you use the ACH payment option.
- **NEW!** For your convenience we are waiving the cost of making payments online with a credit or debit card.
- Check the status of your payment, view payment history, and more!
- Download the Rent Café Resident App for an even better mobile experience.

A drop box is available at your community center for convenient payments by check.

For assistance with alternative payment options, please contact your community office.



- Visit [www.islandpalmcommunities.com](http://www.islandpalmcommunities.com)
- Select Residents > Resident Portal to get started







# Virtual Resident Events During COVID19 Restrictions

- ✓ 30+ FREE weekly virtual fitness classes, including Zumba, PiYo, Strong Nation, HIIT, Dance2Fit, Yoga, and Zumba Kids
- ✓ Monthly virtual events hosted on Facebook



## National Night Out

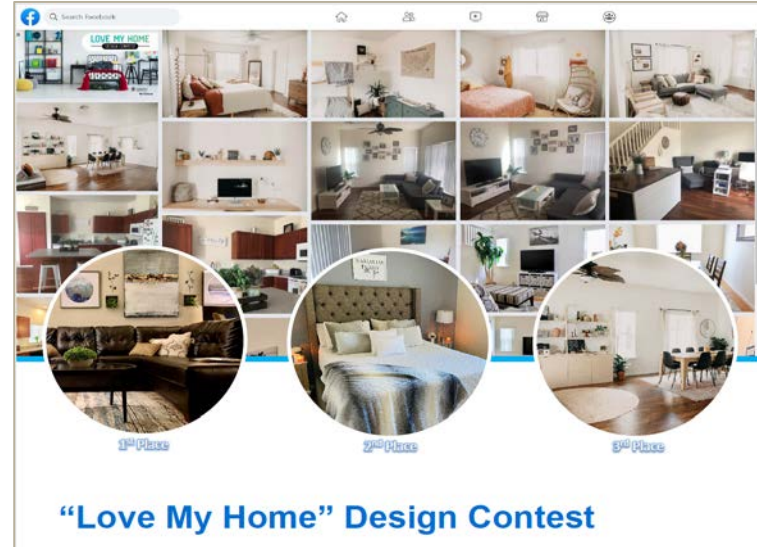
With the cancellation of our regular carnival-style events for National Night Out, we had to get creative. For the week-long event, residents were able to participate in a Photo Scavenger Hunt, complete Kids Activity Packs, and a Safety Selfie contest on



Virtual Fitness  
Classes



Gimme Gimme Game  
– COVID Edition



"Love My Home" Design Contest

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





# Lawn Equipment Use and Holiday Decoration and Lighting Policy

## Resident Lawn Equipment:

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

## USAG-HI Holiday Decoration and Lighting Policy:

- Policy Memorandum USAG-HI-25, Holiday Lighting
- The following policy shall apply to all reimbursable tenants and users on USAG-HI installations, to include housing residents. Sponsors and contracting officer representatives are charged with the responsibility for ensuring that family members and contractors are aware of, and abide by, the contents of this policy.
- Outside, holiday lighting (electrical AC source powered or LED) shall be placed not earlier than the day after Thanksgiving and removed not later than January 15<sup>th</sup>.
- Avoid excessive use of both interior and exterior decorative lighting.
- Exterior electrical lighting shall be turned on no earlier than 1800 and turned off no later than 2200. The exception to this standard applies on Christmas Eve, Christmas Day, New Year's Eve and New Year's Day. Electrical lighting timers are recommended.
- Holiday electrical lighting shall not be turned on during periods when facilities or residences are not occupied.
  - [https://home.army.mil/hawaii/application/files/2815/8017/0695/USAG-HI-25\\_HOLIDAY\\_LIGHTING.pdf](https://home.army.mil/hawaii/application/files/2815/8017/0695/USAG-HI-25_HOLIDAY_LIGHTING.pdf)





# Holiday Decoration and Lighting Policy

## IPC Holiday Decoration and Lighting Policy:

- IPC's Ornamental Lighting and Decoration Policy is covered in the Resident Guide, p. 38, Section 6.17.
  1. Residents are not allowed on second-story and roofs for any reason.
  2. All decorations must be in good taste.
  3. Decorations must not impede maintenance and landscaping work.
  4. Residents will carefully inspect and control ornamental lighting to avoid fire.
  5. Residents may use clips or tape that is specifically designed to install temporary holiday lighting.
  6. Extension cords are intended for occasional use and shall not be used on a permanent or semi-permanent basis inside or outside of any home.
  7. Outdoor lighting and electrical cords must be Underwriter Laboratory (UL) approved and designed for outdoor use.
- The Resident Guide can be accessed at [https://winmilitary.entrata.com/media\\_library/12710/5d66d3e064b8e1.89668012401.pdf](https://winmilitary.entrata.com/media_library/12710/5d66d3e064b8e1.89668012401.pdf)







# Community Improvements

## ✓ North and South Regions - Ongoing

- Power washing
  - Exterior siding, driveways, and fences
- Gutter cleaning
- Tree trimming



## ✓ Community Request

- Solomon Elementary crosswalk change
  - Crosswalks faded. Old sidewalk terminated to new curb. No ramp for accessibility.
  - Repainted sidewalks. Moved sidewalk to connect across the street to a ramp.





# Community Improvements

## ✓ Schofield Barracks:

- Photovoltaic panel installs - Completed
- Castner Village – Exterior Painting - Completed
- Canby – Driveways and underground communication lines (Cable/Phone)
- Canby – Exterior painting Woodies completed, 50% other areas

## ✓ Wheeler Army Airfield:

- Roofing – Completed
- Carport installation – Completed
- Fencing installation program – Completed

## ✓ Heleman Military Reservation:

- Exterior painting – 78% Completed in the Kalapana Area
- Roofing – 78% Completed in Kalapana Area
- Apartment to town home conversions – 44 of 75 complete, 2 in progress

## ✓ Multiple Areas:

- Kitchen and bath upgrades
- Paver projects – Completed
- Energy shared savings projects – Air conditioning systems, interior lighting and interior plumbing fixture upgrades (continue for another year).







# Community Improvements

## ✓ Aliamanu:

- Exterior painting – Completed by Summer 2021
- Planter beds refurbished – Completed by Jul 2021
- Parking pavement project – Completed
- New ironwood playground – Completed

## ✓ AMR/Fort Shafter:

- Carport repairs – Completed

## ✓ Fort Shafter:

- Hauoli Heights North – exterior painting – Complete in beginning of 2021
- Simpson-Wisser – Hayashi Street road repairs – Completed



Before



After





# 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>





# QUESTION AND ANSWER SESSION







**END OF BRIEF**

**NEXT**

**Quarterly Housing Town Hall  
24 February 2021**

