



U.S.ARMY®



4QCY22 Housing Town Hall

1 Dec 2022



Agenda

- ✓ **Opening Comments (from the Command)**
- ✓ **Island Palm Communities (IPC)**
 - General Information (Newcomers Welcome, Resident Portal, Surveys)
 - Upcoming Events (including Resident Advisory Board and Community Improvements)
- ✓ **Military Housing Office (MHO)**
 - 2022 Army Housing Tenant Satisfaction Survey
 - Reporting Community Concerns (MHO)
 - Resolving Housing Issues (MHO)
- ✓ **Questions and Answers**





Island Palm Communities (IPC)

Ms. Simpson-Rosa Island Palm Communities

- ✓ Newcomers Welcome!
- ✓ IPC Resident Portal
- ✓ Satisfacts
- ✓ 2022 Army Housing Satisfaction Survey
- ✓ Upcoming Resident Events
- ✓ Resident Advisory Board
- ✓ Community Improvements
- ✓ IPC Community Cleanup





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.

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 (808-457-4075)

For more information head to www.islandpalmcommunities.com





IPC Resident Portal

The portal provides residents with access to view account balances, make payments, submit forms, and enter routine service requests. Signing up is easy and takes less than a minute.

Visit <https://www.islandpalmcommunities.com/resident-portal> to get started!

**Have you signed up for our
online Resident Portal?**

Submit routine service requests

Pay rent online

Complete resident forms

"I'm on my way" work order notifications





Satisfacts



SATISFACTS FUN

\$100
gift card!

Tell us how we're doing! Fill out your SatisFacts surveys for a chance to win!

Our team is committed to providing you with great customer service and community programs. Feedback you provide through SatisFacts surveys help us make improvements that are important to you.

Win a \$100 Target gift card by filling out a SatisFacts survey now!

Check your email for SatisFacts surveys or request one from our website by visiting www.islandpalmcommunities.com/feedback to leave feedback and be entered to win!

Winners will be announced the first week of each month.

Mahalo for your valued feedback!





2022 Army Housing Satisfaction Survey

We'd Love you
to LOVE us!

Please take the DoD Tenant
Satisfaction Housing Survey
sent by CEL Associates.

OCTOBER 25 - DECEMBER 16

OMB Control Number: 0704-0553 Expiration: 5/31/2025

Make a
difference in
your community!

We have listened and made
changes over the past year!



O
V
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R

20%

of residents expressed
concerns regarding
landscaping conditions
surrounding their home.



O
V
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R

500

homes received
landscaping improvements
around the front and sides
of the home.

Improvements include rejuvenation of
vegetation & mulch, permanent irrigation
installed in the front of the home, and
re-graveling of front and sides of home.



Our goal is to continuously improve our communities.
Visit our website to learn more about our
community development at IPC.

[www.islandpalmcommunities.com/
community-development](http://www.islandpalmcommunities.com/community-development)





Upcoming Resident Events

- **MWR Schofield & Fort Shafter Tree Lighting – December 3rd (South) & December 5th (North)** : IPC Booth with Cookies, Hot Cocoa and Letters to Santa
- **Quarterly Community Cleanup – December 8th**: All Community Centers (7:30AM -9:00AM)
- **Deck the House –Christmas Décor Contest:** December 19th - 25th



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.

**Questions or
interested in joining?**

RAB@ipchawaii.com

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

- Abandoned vehicles
- Parking issues (in alleyways, on-street parking)
- Landscaping

✓ **Current Project**

- Quarterly Clean –Up: December 8th at 7:30AM-9:00AM at all Community Centers.

✓ **15 Total RAB Members**

- Current Vacancies: Aliamanu (2), Canby (1), Ft. Shafter (2), Tripler (1)
- President: David Lopez (Wheeler)
- VP: Kristina Richardson (AMR Rim)

✓ **Total meetings to date: 28**

- Next Meeting: December 7, 2022





Community Improvements

✓ Multiple Areas:

- Kitchen and Bath Upgrades (Aloala, HMR, Mendonca, WAAF)
- Various Window Upgrades (Canby, WAAF), 88% Complete
- Energy Shared Savings Projects – Air conditioning systems ,water meter install, interior lighting and interior plumbing fixture upgrades
- Dog Park installations to begin in November



Kitchen Upgrades- Before (up) & After (below)



✓ Schofield Barracks:

- Wheeler- Wili Wili Exterior painting, 70% Complete
- Kaena – Leaderfield Roofing, 10% Complete
- Porter- Exterior painting coming early 2023



Leaderfield Roofing



Wili Wili Exterior Paint





Community Improvements

✓ Aliamanu:

- Landscaping Planter Upgrades completing last planter upgrades in the Bougainville Neighborhood and moving to Rim Loop in November, 58% Complete

✓ Fort Shafter:

- Simpson Wisser – Exterior Paint, 88%% Complete
- Palm Circle Historic Renovations, 53%% Complete
- Parks Road Renovations, 27% Complete





IPC Community Cleanup



IPC Community Cleanup

We are partnering with your Resident Advisory Board to clean ALL 9 of our communities!

HOW TO PARTICIPATE:

- Email events@ipchawaii.com with your name, address, & number of participants to pre-register.
- Meet at your Community Center on Dec. 8th at 7:30AM
- Dress comfortably. Wear a bright shirt, closed toe shoes, and sunglasses.
- Children must be 12 years or older to participate.

OTHER DETAILS:

- Gloves and trash bags will be provided
- Drinks and light snacks will be waiting back at your Community Center!

Thursday
DECEMBER

8

7:30-9:00AM

At Your Community Center





Military Housing Office (MHO)

Mr. David A. Reynolds
Military Housing Office (MHO)

- ✓ **2022 Army Housing Tenant Satisfaction Survey**
- ✓ **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**





2022 Army Housing Tenant Satisfaction Survey

✓ Army Housing Tenant Satisfaction Survey

- An independent, third-party contractor (CEL and Associates Inc.) is responsible for the full implementation of the survey.
- Conducted in order to better understand and improve resident experiences while living in Army housing.
- Survey focuses on three key satisfaction indexes, **Overall, Property, and Service Satisfaction**, and uses Private Industry standards when surveying on-post housing.
- Survey results will guide the decisions the Army makes about future housing.

✓ Survey ends on 16 Dec 2022

- Each household may only complete one survey.
- The survey takes about 10 minutes to complete and is confidential and anonymous.

✓ If you have not received a survey:

- Check your spam folder. The initial email came from ArmyHousingSurvey@celassociates.com.
- Check with your spouse or other household member(s) to determine if they received the email.
- If you still have not received the survey, contact CEL via email at ArmyHousingSurvey@celassociates.com to obtain the survey link.





2022 Army Housing Tenant Satisfaction Survey

- ✓ Response rate as of 28 Nov was 18.3%. Goal is 30% or greater response rate from each community.

Results as of 28 Nov 22	Overall Score	
Question	2022	2021
Courtesy of maintenance personnel	89.7	91.1
Courtesy and respect with which you are treated	84.0	86.2
Responsiveness of maintenance personnel	82.6	85.1
Professionalism with which you were treated by the leasing/housing office	80.9	84.3
Quality of maintenance work	80.5	81.8

- ✓ Response rate on the last survey (2021) was just 22%.
 - Lowest scoring communities were at AMR/Red Hill (water crisis)
 - Top concerns (all installations) were about security, parking and landscaping.
 - A survey action plan is currently in place to address resident concerns where possible.
- ✓ If you have questions about the survey, please call my POCs:
 - Mr. Ben Jury, 808-655-7398, benjamin.k.jury.civ@army.mil
 - Ms. Sophia Sharper, 808-655-7399, sophia.m.sharper.civ@army.mil





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



POTHLES

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
Daily, 8 A.M. – 5 P.M. (EST)

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 February 2023

