



# 2QCY23 Housing Town Hall

## 25 May 2023



WE ARE THE ARMY'S HOME



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## Agenda

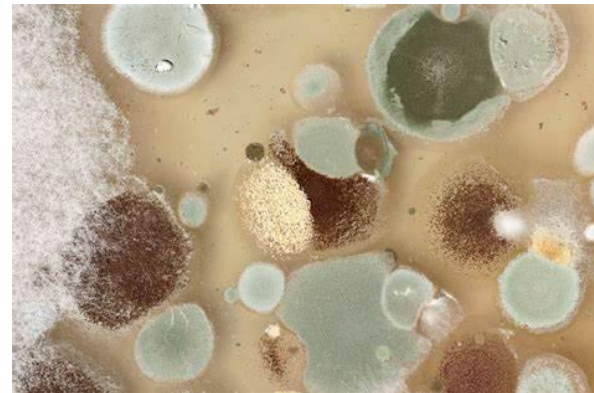
- Opening Comments (from the Command)
- Managing Mold (Military Housing Office (MHO) & Island Palm Communities (IPC))
- Island Palm Communities (IPC)
  - General Information (Newcomers Welcome, Resident Portal, Surveys)
  - Upcoming Events (including Resident Advisory Board and Community Improvements)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



# Managing Mold (MHO)

## Facts about Mold

- Mold is a normal part of our environment; it grows on almost anything and exists everywhere the U.S. Army operates.
- Color is not an indication of how unsafe a mold may be.
- No indoor space is completely free from mold spores.
- Mold will not grow without food source and moisture.
- Mold can be controlled by controlling moisture indoors.
- Learning to identify, report and remediate mold correctly is everyone's business.





# Managing Mold (MHO)

## Health Concerns Related to Mold

- There are many types of mold; the most common types of indoor molds are not threatening to healthy people in small quantities.
- For some people, mold can cause a stuffy nose, sore throat, coughing or wheezing, burning eyes, or skin rash.
- Mold can trigger asthma symptoms in people with asthma or who are allergic to mold.
- Mold can be unsafe to people with weakened immune systems or lung disease
- If you have symptoms that you think are related to mold exposure, note the timing of the symptoms and see your healthcare provider for evaluation.



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# Managing Mold (IPC)

## Strategies to Prevent Mold Growth

- Review “Mold 101 Guide for Prevention, Identification and Procedures for Mold in your IPC home”, provided at move-in and available at your Community Center.
- ACT QUICKLY to clean up leaks or spills. If wet or damp materials are dried 24-48 hours after a leak or spill happens, in most cases mold will not grow.
- Use air conditioners and/or de-humidifiers when needed to keep humidity low, including when home is not occupied (e.g. while at work, while on vacation).
- Keep indoor humidity below 60% relative humidity if possible.
- Keep exterior air conditioning drain lines unobstructed.
- Vent appliances that produce moisture such as clothes dryers and stoves.



# Managing Mold (IPC)

## Dealing with Mold

- If you observe or suspect mold and don't know what to do, call 808-457-4075 or visit your local community center and speak directly with the community manager about the mold. Inform your chain of command as necessary.
- Visible suspected mold on Non-porous surfaces (e.g., metals, glass, and hard plastics) and semi-porous surfaces (e.g., plaster and concrete) that are structurally sound can be cleaned free from suspected mold, dirt and debris. Cleaning should be done using an appropriate detergent solution.
- Porous organic building materials such as ceiling tiles, wood, insulation and wallboards may be dried within a 48-hour period to prevent mold growth or may be removed, discarded and replaced.
- Routine inspections will be conducted to confirm that remediation work was effective and moisture intrusion was corrected.
- Effective communication between Resident and Property Management team is an essential part of mold prevention efforts.



# Managing Mold (IPC)

## Dealing with Mold (Continued)



✓ **DO:** Watch for condensation and wet spots. Remove visible moisture accumulation on windows, walls, ceilings, floors and other surfaces.

✓ **DO:** Clean up water and report leaky plumbing and leaks in the residence IMMEDIATELY.

✓ **DO:** Provide appropriate climate control by using the air conditioning in a reasonable manner that prevents mold and mildew from accumulating in the residence.

**IF SMALL AREAS OF MOLD HAVE ALREADY OCCURRED AND THE MOLD IS NOT DUE TO LEAK, the Federal Environmental Protection Agency (EPA) recommends that the area is first cleaned with soap (or detergent) and water.**

**\*\*When in doubt, call IPC Maintenance at 808-457-4057**

✗ **DON'T:** Leave outside doors and windows open while air conditioning your residence. The warm moist air from outside will condense on cool interior walls and promote mold growth.

✗ **DON'T:** Block AC vents to regulate room temperature. This will throw the AC unit out of balance and create a moisture problem which helps mold grow.

✗ **DON'T:** Mix Clorox and ammonia when cleaning mold. This will generate toxic gases and cause serious harm to you and others. Use detergents to clean mold.



- Newcomers Welcome!
- Upcoming Events
- Community Improvements
- Resident Advisory Board
- Satisfacts
- Resident App





# Island Palm Communities (IPC)

**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 - 6:00PM (Closed on Mondays)
- Two guests per pool pass (18 & older can sponsor guests)
- Splash Park Locations: Aliamanu, Porter, Santa Fe, Wheeler

## **24/7 Emergency Maintenance Services (808-457-4075)**

For more information head to [www.islandpalmcommunities.com](http://www.islandpalmcommunities.com)



## Upcoming Events!

- **May**
  - 22-26: Senior Lei Deliveries
  - 27: Community Yard Sale
- **June**
  - 2: Lemonade Day Registration Opens
  - 5-9: King Kamehameha Trivia
  - 14: Splash Into Summer @ Wheeler CC (11:00 AM- 2:30 PM)
  - 15: Paw-Tee @ AMR New Dog Park (4:00 PM – 6:00 PM)
  - 17: Grill Master Contest @ Aliamanu CC (9:00 AM- 2:30 PM)
  - 28: Lemonade Day University @ TBA



## Upcoming Events!

- July
  - 3-9: Patriotic Picture Contest
  - 14: Teen Splash @ Ft Shafter CC (6:30 PM- 9:00 PM)
  - 17-21: Summer Fun Picture Contest
- EVERY TUESDAY:
  - Hip Hop Fitness Class @ Kaena CC (5:30 PM – 6:30 PM)
- **Would you like to volunteer at our events?**  
 Contact [events@ipchawaii.com](mailto:events@ipchawaii.com)

[www.facebook.com/islandpalmcommunities](http://www.facebook.com/islandpalmcommunities)



 ISLAND PALM COMMUNITIES  
**Extreme Hip Hop!**  
 Fitness Class  
 Instructed by DariAnne Smith

Join us for an evening of step aerobics with a hip hop, cardio intensive twist!

**Every Tuesday  
5:30-6:30PM**  
 Kaena Community Center's Activity Room

**WHAT TO BRING:**  
 Water  
 Step board  
 (extra boards will be available to borrow)

Created by  **lendlease** 



**TEEN  
SPLASH**  
**Movie Night  
At The Pool**

**FRIDAY,  
JULY 14TH**  
**6:30PM - 9:00PM**  
 1LT Brostrom  
 Community  
 Center Pool

Exclusively  
 for teenagers  
 13-17 years  
 of age.

 ISLAND PALM COMMUNITIES  




# Island Palm Communities (IPC)

## Community Improvements

### ✓ Multiple Areas:

- Kitchen and Bath Upgrades (Aloala, Castner, HMR, Leaderfield, Mendonca, Solomon, WAAF)
- Various Window Upgrades (Canby, WAAF), 90% Complete
- Dog Park installations are ongoing, 2 of 5 Dog parks in progress.

### ✓ Schofield Barracks projects in progress:

- Kaena - Leaderfield Roofing, 35% Complete
- Kaena - Exterior painting, 36% Complete
- Porter - Exterior painting, 12% Complete
- Canby Community Center - Civil work underway.



Leaderfield Roofing



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# Island Palm Communities (IPC)

## Community Improvements

### ✓ Aliamanu:

- Landscaping Planter Upgrades completed planter upgrades in the Ama and Bougainville Neighborhood. Rim Loop in progress and nearly finished. Skyview will be the next neighborhood. Project estimated completion Sept 2023. 69% Complete

### ✓ Ft. Shafter:

- Palm Circle Historic Renovations, 53% Complete
- Parks Road Renovations, 88 % Complete



Aliamanu Dog Park



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# Island Palm Communities (IPC)

## Resident Advisory Board

- The RAB is another venue for residents to voice issues to the Garrison Commander, IPC leadership and other representatives from throughout our communities.
- Abandoned vehicles
  - Parking issues (in alleyways, on-street parking)
  - Landscaping

**Questions/Concerns  
or interested in  
joining?**

[RAB@ipchawaii.com](mailto:RAB@ipchawaii.com)

✓ **Current Project**

- Quarterly Clean-Up: All Community Centers

✓ **15 Total RAB Members**

- Current Vacancies: All Communities
- President: David Lopez (Wheeler)
- VP: Kristina Richardson (AMR Rim)

✓ **Total Meetings to Date: 34**

- Next Meeting: June 7th, 2023



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



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# WE WANT TO HEAR FROM YOU!

Our mission is to provide outstanding communities where military families live, work and thrive. Please share feedback on your recent experience by taking a brief survey at the website listed or by scanning the QR code.

Your feedback will help us achieve our goal of offering your family the best home, community, services and amenities possible. Thank you for making your home with us!



LEASING  
EXPERIENCE



MOVE-IN  
EXPERIENCE



SERVICE  
REQUEST



RESIDENT  
EXPERIENCE



GENERAL  
FEEDBACK





### Download the new resident app!

- Submit work orders
- Make payments
- Interact with neighbors and buy/sell items using a new bulletin board
- Communicate with your RAB
- Complete and submit forms
- Access community resources and information





**Are you part of our new digital neighborhood?**

Download the NEW Lendlease US Communities app to upgrade your digital resident experience TODAY!

Scan the QR code to download the new app to your phone instantly.





## Agenda

- 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



# Military Housing Office (MHO)

## 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



### POTHOLES

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



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# Military Housing Office (MHO)

## Resolving Housing Issues



# Military Housing Office (MHO)

## Other Avenues to Seek Assistance

ICE	Ask the GC	Army Environmental Health Response Registry
  <a href="https://ice.disa.mil">https://ice.disa.mil</a>	  <a href="mailto:usarmy.hawaii.askthegc@mail.mil">usarmy.hawaii.askthegc@mail.mil</a>	  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/PHC%20Resource%20Library/TG277FINAL28Feb2019.pdf>
- ✓ <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>



# Military Housing Office (MHO)

## Questions and Answers

Next  
Quarterly Housing Town Hall  
August 2023



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