



U.S.ARMY®



3QCY22 Housing Town Hall
26 Aug 2022



Agenda

- ✓ **Opening Comments (from the Command)**
- ✓ **On-going Key Issues/Concerns (from the Command)**
- ✓ **Island Palm Communities (IPC)**
- ✓ **Reporting Community Concerns (MHO)**
- ✓ **Resolving Housing Issues (MHO)**
- ✓ **Questions and Answers**





Island Palm Communities (IPC)

Ms. Hernandez Island Palm Communities

- ✓ Newcomers Welcome!
- ✓ IPC Resident Portal
- ✓ Satisfacts
- ✓ Upcoming Resident Events
- ✓ Resident Advisory Board
- ✓ Community Improvements
- ✓ Work with Winn





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.
- Please comply with current DoD/Hawaii State COVID-19 mask and social distancing guidance

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

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!





Upcoming Resident Events

- **Community Yard Sale** – August 27th, North and South Communities
- **Love My Home Design Contest** –Voting week: August 29th – September 2nd
- **National Coloring Day** – September 14th
- **Coolest Neighbor Contest** –September 19th – September 23rd



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. Residents are encouraged to attend.

✓Trending Community-Wide Issues brought to RAB

- Abandoned vehicles
- Parking issues
- Dog Park Requests
- Playground Upgrades

✓14 Total RAB Members

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

✓Total meetings to date: 25

- Next Meeting: September 7th, 2022



**Questions or
interested in joining?**

RAB@ipchawaii.com





Community Improvements

✓ Multiple Areas:

- Kitchen and Bath Upgrades (Aloala, HMR, Mendonca, WAAF)
- Various Window Upgrades (Canby, WAAF), 79% Complete
- Energy Shared Savings Projects – Window upgrades, air conditioning systems, water meter install, interior lighting and interior plumbing fixture upgrades

✓ Schofield Barracks:

- Canby - Neighborhood Repaving project 100% Complete
- Canby – General's Loop Jogging Path 100% Complete
- Wheeler – Wili Wili Exterior painting starting 15 August.

Canby General's Loop Jogging Path



Canby Repaving Project - Before



Canby Repaving Project - After





Community Improvements

✓ Aliamanu:

- Landscaping Planter Upgrades - Ongoing in the Bougainvillea Neighborhood in AMR.

✓ Fort Shafter:

- Simpson Wisser – Exterior Paint, 72% Complete
- Palm Circle Historic Renovations, 35% Complete

Landscaping Planter Upgrades, AMR



Simpson Wisser Exterior Painting





Work with Winn



- ✓ Are you seeking a rewarding career with competitive pay and great benefits? Consider joining the WINNING team at WinnCompanies!
- ✓ Career opportunities include Leasing Consultant, Property Manager, Resident Services Representative, Receptionist, and more!
- ✓ Visit <https://www.islandpalmcommunities.com/careers> to learn more, view current openings, and apply today!
- ✓ WinnCompanies and Island Palm Communities, LLC are equal opportunity employers





Military Housing Office

Mr. David A. Reynolds
Military Housing Office

✓ **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**





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



POTHOLE

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
24/7 Resource

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
Date TBD

