

Quarterly Housing Town Hall

SOUTH REGION



INPUT-BASED CHANGES



Increased housing-related personnel



Hired specialized companies for mold, lead-paint issues

Adding three duct-cleaning crews



Expanded weeknight, weekend service hours

Enabling longer service appointments



Launched resident app (**RENTCafe**) and online system to submit, track work orders



Billing program suspended pending Army review

Mock bills will continue



Conducting mandatory move-out inspections and mandatory follow-up calls/visits

Resolving Issues: Barracks



Not resolved?



Not resolved?



Submit a Work Order

Notify barracks rep or
call **(808) 656-1275**
or 656-3272 (after
hours)

**Contact Army
Housing Services
Office**

(808) 655-7399

**Call 24/7 Command
Hotline**

(808) 656-3279



All non-emergency work orders must be submitted by your barracks management representative

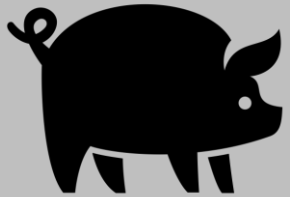
Resolving Issues: Family Housing



OTHER WAYS TO GET HELP

ICE	Ask the GC	Inspector General
 https://ice.disa.mil	 usarmy.hawaii. askthegc@mail.mil	 (808) 655-0847 (808) 787-3170

COMMUNITY CONCERNS



FERAL ANIMALS

Report feral animal activity to (808) 656-1275

Report feeding of feral animals to (808) 438-7114



SPEEDING

Speed limit is generally 25 mph on post; 15 mph in housing areas



ABANDONED VEHICLES

Report abandoned vehicles to (808) 438-7114

Registered owners who abandon a vehicle will be titled



BREAK INS

Report crimes or suspicious behavior to (808) 438-7114

Secure your belongings; lock your car and home



POTHOLES

Report pot holes and road hazards to (808) 656-1275



NEIGHBOR ISSUES

Talk to your neighbors first

Report to community center and/or military police

Army Announcements



Annual Residential Communities Initiative Survey

- Emailed to all family housing residents from CEL & Associates
- Response deadline extended to **May 31**
- **Your input drives change!**



Housing Environmental Health Response Registry

- 24/7 resource, available at 1-800-984-8523
- Enroll for info on environmental health hazards and medical care

UPCOMING TOWN HALL



**Helemano Military
Community**

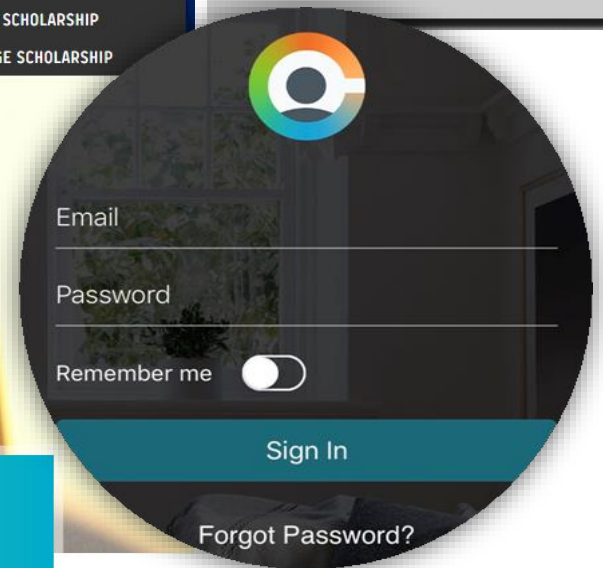
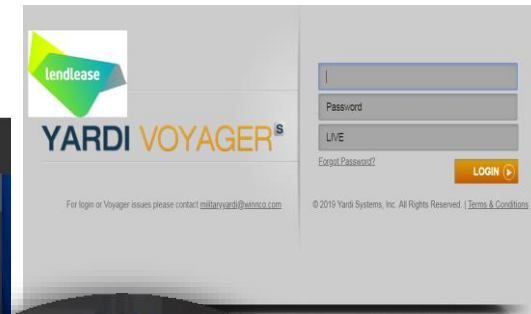
HMR Chapel
6 p.m.

Military Cafe Resident Portal RENTCafe App



What Is Military Café ?

A Live Integration
Between Our Current
Website, Mobile APP &
Yardi



Military Café Benefits



SAVE TIME
Sign up for your
Online Resident
Portal!

From your computer or
mobile device you can:

- Submit service requests online & check repair status
- Opt into event text messaging
- Electronically submit resident forms
- Make online payments & more ...

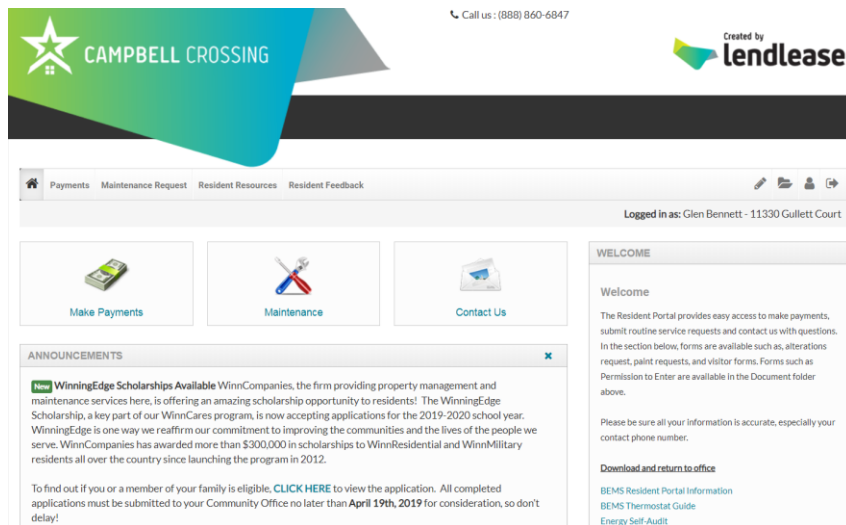
 **KNOX
HILLS**
Created by
lendlease

Email dana.crigler@knoxhills.com
or call 502-799-6501 to get set up today!



Resident Profiles & Registration

- Residents must register to access the functions of the Resident Portal and app.



Dear Carolyn,

Hickam Communities would like to invite you to utilize the new online features available on our website that are exclusively for residents providing online access to enjoy 24/7 self-service including:

- Submit maintenance requests and check on work order status
- Check out upcoming community events
- Check your account balances and make online payments of rent or other charges
- Access and submit forms you might need (paint or alterations requests, permission to enter, etc.)

Our upgraded website now integrates directly into our management software system providing for more efficient processing of your requests and view real-time status updates on your account and maintenance requests.

Your username is now your email address. You can choose to change it after activating your account. For security purposes you will be required to click on the link below and change your password to activate your account on our system.

Resident Login

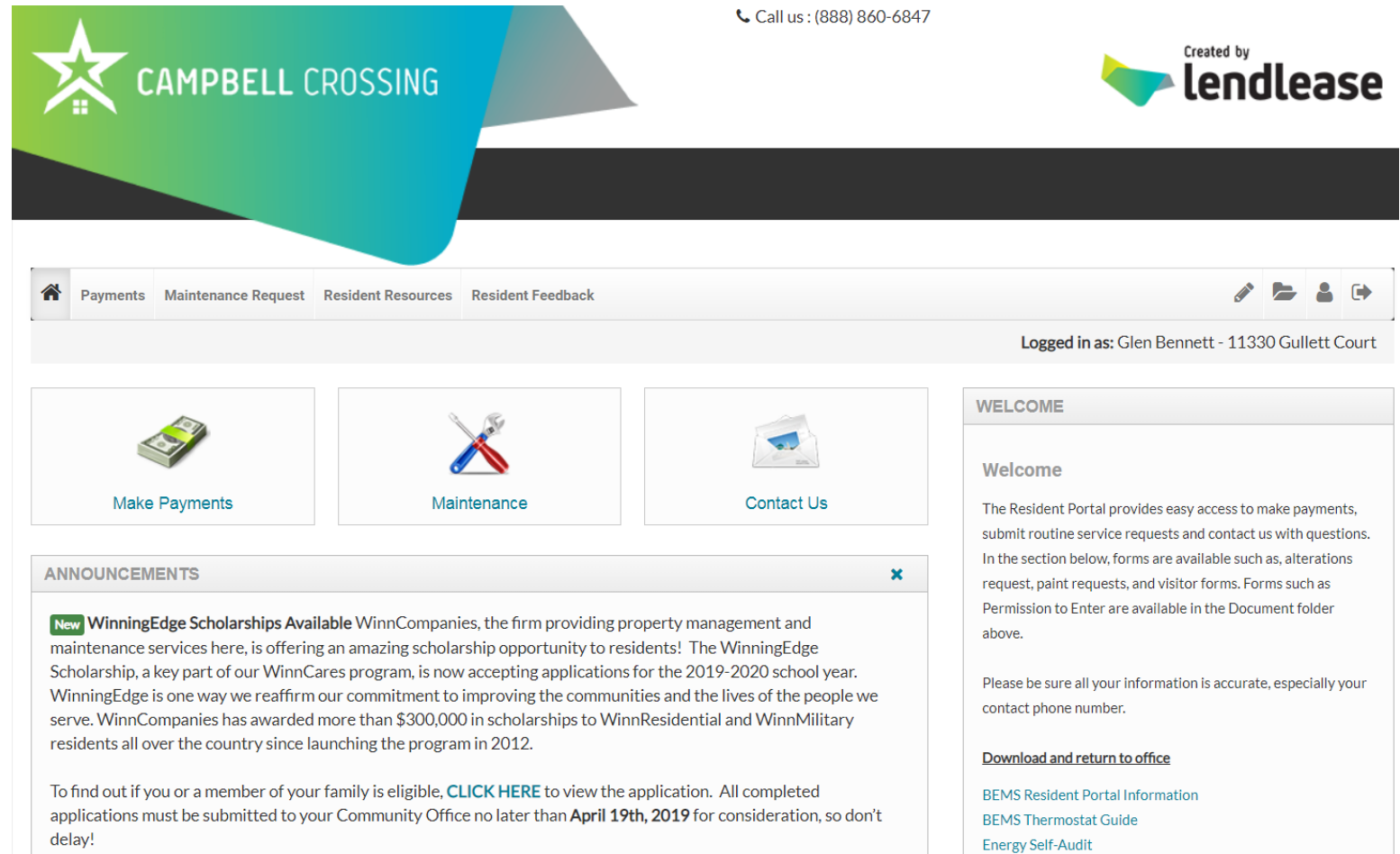
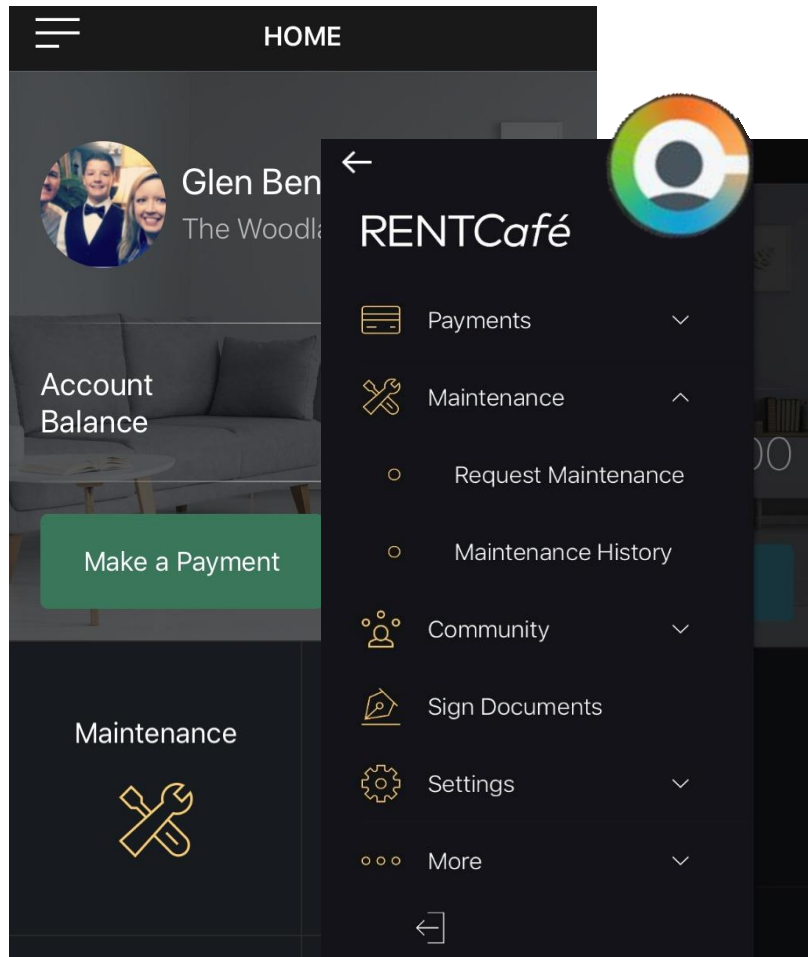
If the hyperlink above does not work, please copy and paste the URL below into your Internet browser and complete your registration / account activation.

Login

You will need the following information to complete your account activation:

The form is titled "CAMPBELL CROSSING" and "User Registration". It includes a link for existing members to log in. The registration process is divided into two main sections: "Personal Details" and "Account Information".
Personal Details:
- First Name* (text input)
- Last Name* (text input)
- Phone Number (text input)
Account Information:
- Email* (text input)
- Password* (text input) with a strength indicator (Weak | Medium | Strong)
- Confirm Password* (text input)
- Security Question* (dropdown menu with "What was your first pet's name?" selected)
- Security Answer* (text input)
At the bottom, there's a note: "You will need the following information to complete your account activation:"

Services Provided



Functions Available

**UPGRADED
RESIDENT PORTAL**

Watch for your email invitation to join today!

The Resident Portal through www.soaringheights.net now includes self-service features exclusively for residents!


- Submit maintenance requests online and review your current work order status
- View your account balances and make online payments of rent or other charges right from your computer or mobile device!
- Electronically submit resident forms such as paint or alterations requests, permission to enter addendums, fence requests, etc.
- Receive notifications about upcoming community events
- Have immediate access to update your contact information


What you need to know

How do I get access to the new and improved Resident Portal?
You will receive an email from no-reply@rentcafe.com with your activation link. This email will go directly to the email address we have on file. If you don't receive this email by April 24th, please contact your community office for assistance.

I have already created a login to enter online maintenance requests, do I have to do it again?
For security purposes, all residents must register for the new Resident Portal using the link in the system generated email.

For more information, please contact your community office at
(575) 479-1175

 **SOARING HEIGHTS
COMMUNITIES**
Created by
lendlease

 www.soaringheights.net

- Mobile Responsive Website and App
- Community Announcements and Events
- Website and App Maintenance Request and Tracking

Resident Administration:

- Update Contact Information
- Make Payments & Review Their Ledger
- Contact Office
- Submit Satisfacts Surveys (Point of Service)
- Download and Complete Forms

Email Marketing / Drip Marketing

- Track Open Rates
- Tracks Bounce Backs


Review Work Order Status & History

×

MAINTENANCE

OPEN REQUESTS

ALL REQUESTS



←

MAINTENANCE REQUEST

WEDNESDAY, MAR 20 2019

REQUEST # 7936339
Carpentry - 0222-Scre...

WEDNESDAY, MAR 6 2019

REQUEST # 7910559
Plumbing - 1239-Wate...

THURSDAY, FEB 28 2019

REQUEST # 7898253
HVAC - 0700-HVAC- R...

TUESDAY, JAN 8 2019

DATE SUBMITTED

Wed Mar 6, 2019

STATUS

Work Completed

REQUEST #

7910559

PRIORITY

03_Routine

CATEGORY

Plumbing

SUBCATEGORY

1239-Water Heater- Repair

DESCRIPTION

RENTCafé

RENTCafé

Maintenance Request

Routine service requests may be submitted online using the Request form. For more information, please call 1175.

Important: To complete your online work order request, the requested work at the **first available appointment** must be home; however, pets must be secured, and work must be scheduled at the Maintenance Service Line at the number above to schedule.

To grant Permission to Enter (PTE) for all future work orders, please call the Maintenance Service Line at the number above.

If you have multiple maintenance requests, please enter them separately.

Please list details on where pets, if present, will be secured.

[Submit Maintenance Request](#)

[Request History](#)

My Requests already on file.

10 records per page

Request #	Requested
7459433	6/6/2018
7361821	4/16/2018
7311573	3/16/2018
7288602	3/2/2018

[Submit Maintenance Request](#)

[Request History](#)

My Requests already on file.

50 records per page

Request #	Requested	Category	Description	Status	Date Completed
7936339	3/20/2019	Carpentry	Military Cafe Testing - Faux Work Order	Canceled	
7910559	3/6/2019	Plumbing	Hot water is not lasting long	Work Completed	3/19/2019
7898253	2/28/2019	HVAC	PER TAMMY MATTHEWS: check this home for high usage: Tstat, Water heater and Hvac unit.	Work Completed	3/6/2019
7819232	1/8/2019	Plumbing	Faux Work Order - Military Cafe Testing	Canceled	
7819179	1/8/2019	Plumbing	Faux work order- testing for cafe.	Canceled	
7742572	11/15/2018	Appliance	Faux Work Order - Cafe Testing	Canceled	
7742521	11/15/2018	General	Faux Work Order- Cafe Testing	Canceled	
7739775	11/14/2018	Appliance	icemaker has stopped working	Work Completed	11/15/2018
7718878	10/31/2018	Plumbing	toilet chain upstairs hallway bath - RPR/RPL - PER RES EMAIL	Work Completed	11/1/2018
7718645	10/31/2018	Appliance	GE FRIDGE - I/M AUGER BROKEN & NEEDS NEW WATER FILTER	Work Completed	11/1/2018
7687414	10/11/2018	Carpentry	Testing for rent cafe.	Canceled	
7659539	9/25/2018	Plumbing	Test/Military Cafe Ap	Canceled	
7188683	1/1/2018	Insurance Claims	Tenant called to report that there is no running water in the entire home. Please assist as soon as possible. They just got home from leave. They mentioned that there are 70F inside. I advised them about the other measures that they can take. I/iman/RCC	Work Completed	1/4/2018
7169582	12/18/2017	Appliance	I/M NOT MAKING ICE - CHANGE WATER FILTER - GE FRIDGE	Work Completed	12/19/2017
6316480	7/22/2016	Plumbing	D/s toilet clogged, backing up into sink	Work Completed	8/29/2016
6185745	5/11/2016	Appliance	ICEMAKER NOT DISPENSING ICE - MAKES ICE FINE, IT JUST DOESN'T COME OUT	Work Completed	5/12/2016

Showing 1 to 16 of 16 entries

← Previous 1 Next →

Attachment Capability

Cancel REQUEST MAINTENANCE

NEW REQUEST



Please provide us with some information about your maintenance issue.

Priority

Category

Description

ADDITIONAL INFORMATION (OPTIONAL)

 **ADD PHOTO**  **VOICE MEMO**

RENTCafé

Submit Maintenance Request Request History

Priority* 03_Routine

Category*

Sub Category

Full Description*


Attachments

on to Enter* Yes

Attachment i You can upload images or voice memos up to 5MB. File types allowed: .gif, .jpeg, .png, .jpg, .jpeg, .bmp, .x-png, .wav, .aif, .wmv, .m4a, .mp4

all future work order request click on the

Managed By Submit Contact

 FORT HOOD FAMILY HOUSING Call us : (254) 220-4799 Resident Portal

Welcome to Resident Services


For a better resident user experience Fort Hood Family Housing transferred the maintenance request page to a full-service resident portal. On Thursday, June 7th an email from no-reply@rentcafe.com was sent to current residents inviting them to activate their accounts. If you have not already had the opportunity to activate your account, please refer to this email to complete the activation steps. This will give you access to submitting maintenance requests and exploring the other services. Should you run into difficulties, a maintenance service request can be called in to (254) 532-3133. Resident portal registration assistance is available Monday - Friday from 8 a.m. to 6 p.m. by calling (254) 532-3133.


Email


Password

Sign In

Forgot password?
Click here to register.
Send Verification Email

 **Make Payments**
Pay online, check the status of your payments and review your payment history.

 **Maintenance Requests**
Submit online maintenance requests.

 **Technical Support**
For technical support please email residents@forthoodfh.com or call (888) 460-4270.