

# Quarterly Housing Town Hall

**HELEMANO MILITARY  
RESERVATION**



# 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

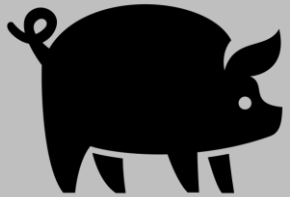
# Resolving Issues: Family Housing



# OTHER WAYS TO GET HELP

ICE	Ask the GC	Inspector General
 <a href="https://ice.disa.mil">https://ice.disa.mil</a>	 <p>usarmy.hawaii. askthegc@mail.mil</p>	 <p>(808) 655-0847 (808) 787-3170</p>

# COMMUNITY CONCERNS



## FERAL ANIMALS

Report feral animal activity to (808) 656-1275

Report feeding of feral animals to (808) 655-7114



## SPEEDING

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



## ABANDONED VEHICLES

Report abandoned vehicles to (808) 655-7114

Registered owners who abandon a vehicle will be titled



## BREAK INS

Report crimes or suspicious behavior to (808) 655-7114

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



## Housing Environmental Health Response Registry

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





# 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](mailto:dana.crigler@knoxhills.com)  
or call 502-799-6501 to get set up today!



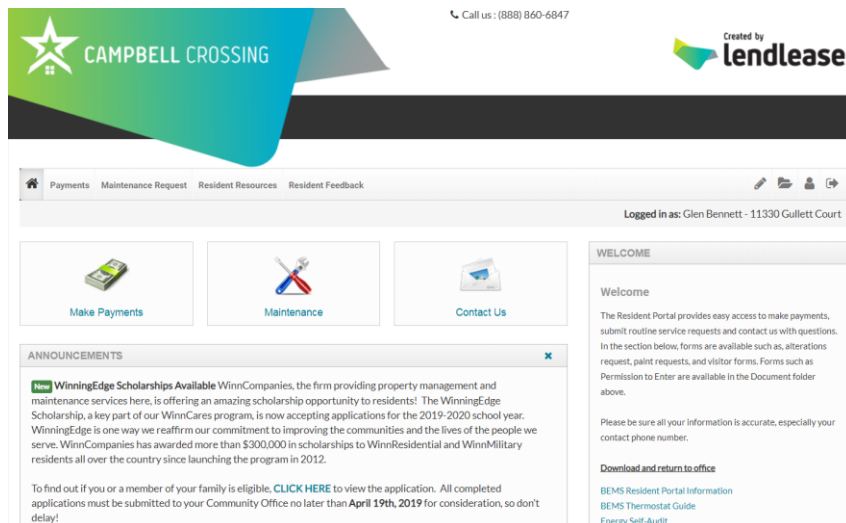
**Convenience**

**Improved Customer Service**

**Increased Efficiencies**

# 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 Campbell Crossing User Registration form is displayed on a green and blue background. At the top, there's a header with the Campbell Crossing logo (a green star) and the text "CAMPBELL CROSSING". Below the header, there's a navigation bar with links: Payments, Maintenance Request, Resident Resources, and Resident Feedback. A "Logged in as: Glen Bennett - 11330 Gullett Court" message is displayed. Below the navigation bar, there are three main service buttons: "Make Payments" (with a money icon), "Maintenance" (with a wrench icon), and "Contact Us" (with an envelope icon). On the left, there's an "ANNOUNCEMENTS" section with a "New WinningEdge Scholarships Available" notice. On the right, there's a "WELCOME" section with a message from Hickam Communities and links for "Download and return to office", "BEMS Resident Portal Information", "BEMS Thermostat Guide", and "Energy Self Audit".

Call us: (888) 860-6847

Already a member? [Click here to login.](#)

### User Registration

For a better resident user experience Campbell Crossing transferred the maintenance request page to a full-service resident portal. On Thursday, September 27th 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 (931) 431-3966. Resident portal registration assistance is available Monday – Friday from 8 a.m. to 5 p.m. by calling (888) 860-6847.

#### Personal Details

First Name\*

Last Name\*

Phone Number

#### Account Information

Email\*

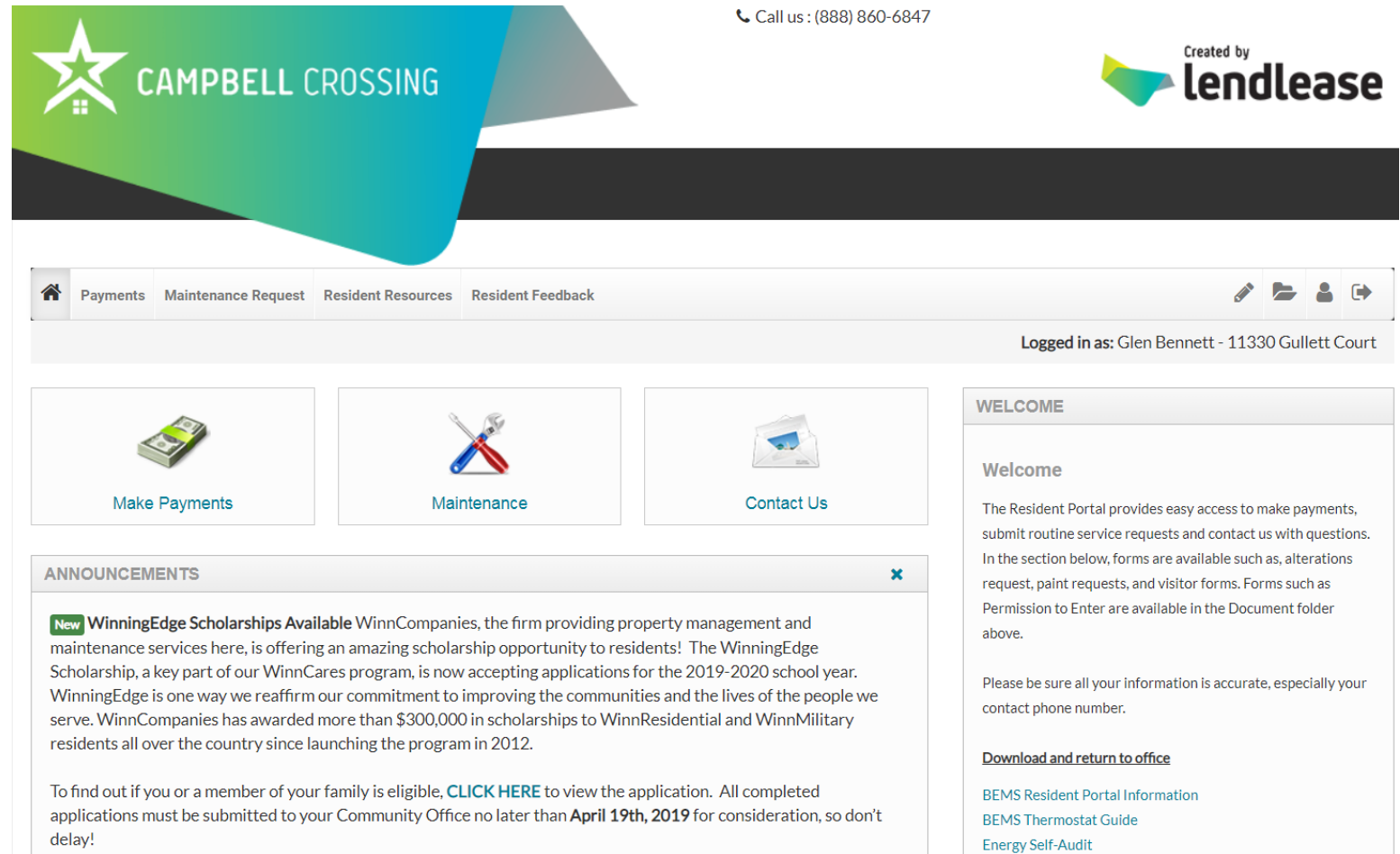
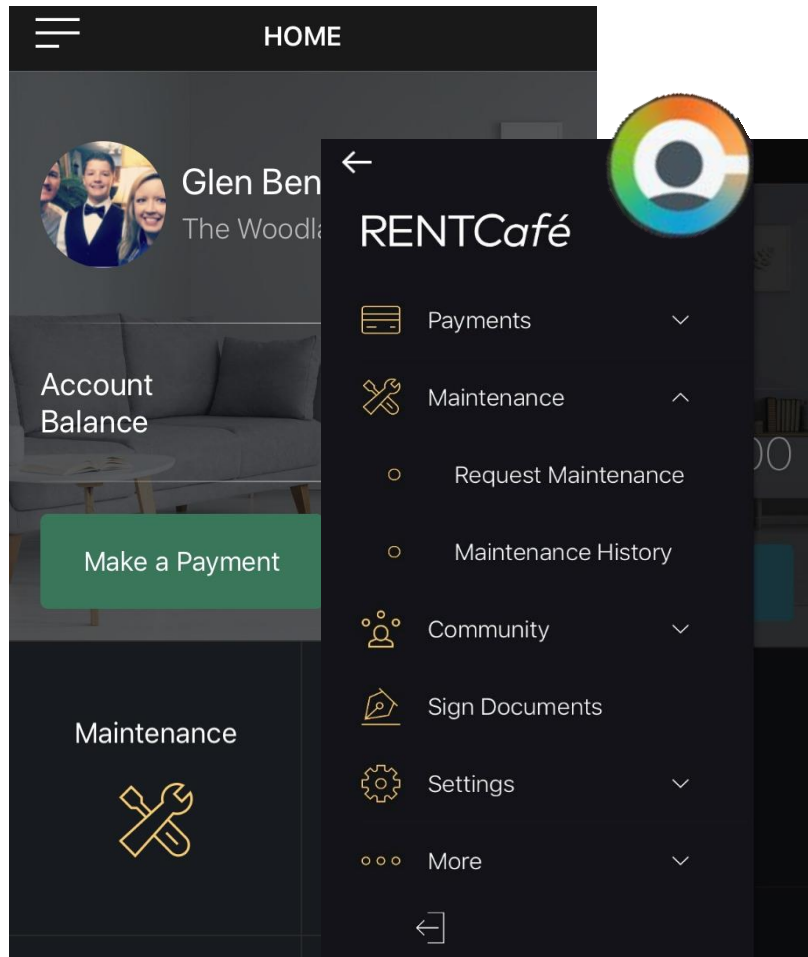
Password\*  [Weak](#) | [Medium](#) | [Strong](#)

Confirm Password\*

Security Question\* [What was your first pet's name?](#) ▼

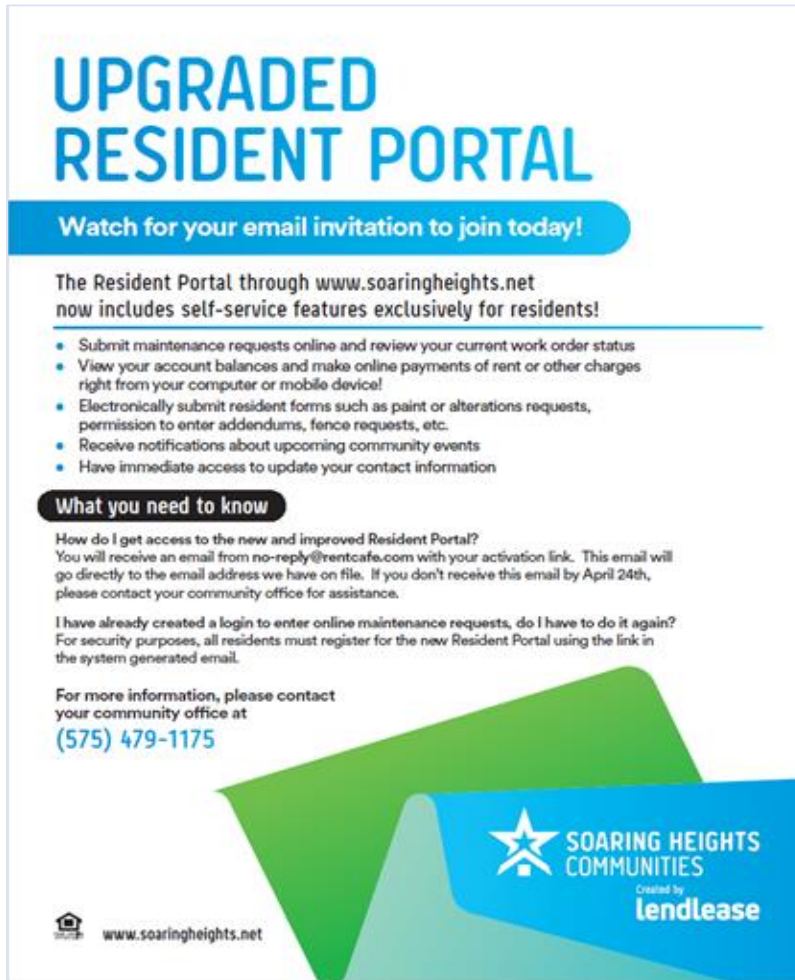
Security Answer\*

# Services Provided





# Functions Available



**UPGRADED  
RESIDENT PORTAL**

**Watch for your email invitation to join today!**

The Resident Portal through [www.soaringheights.net](http://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](mailto: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](http://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 History tab.

**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 performed at the number above to schedule a maintenance service line at the number above to schedule a maintenance service line.

To grant Permission to Enter (PTE) for all future work orders, please contact the property manager.

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.