



# Housing Town Hall

Fort Lee, Virginia  
5 October, 2020

Installation Management Command integrates and delivers base support to enable readiness for a globally-responsive Army

**We are the Army's Home**

Serving the Rugged Professional





# Townhall Agenda

- Welcome/Purpose
- Rules of Dialogue
- Opening Remarks
- Status Review
- Fundamentals
- Housing Update
- Way Ahead
- Important Numbers
- Questions & Answers
- Closing Remarks

CSM House

CSM House

MG Fogg

CSM House

Garrison/Hunt

Hunt

CSM House

Garrison/Hunt

CSM House, SMEs

MG Fogg





# Purpose

Quarterly Housing Town Hall meetings allow our leadership to engage Service Members, Families and other stakeholders in support of our enduring commitment to provide a safe and secure living environment on Fort Lee.





# Rules of Dialogue

- Provide your last name, your neighborhood and how long you have lived in on-post housing
- Address new issues, addressing only 1 topic at a time
- Allow others the opportunity to present their issues
- Be brief, be respectful
- Speak for yourself
- Focus on life, health, safety issues
- Be patient (video delay)
- Senior Commander or panel member will respond



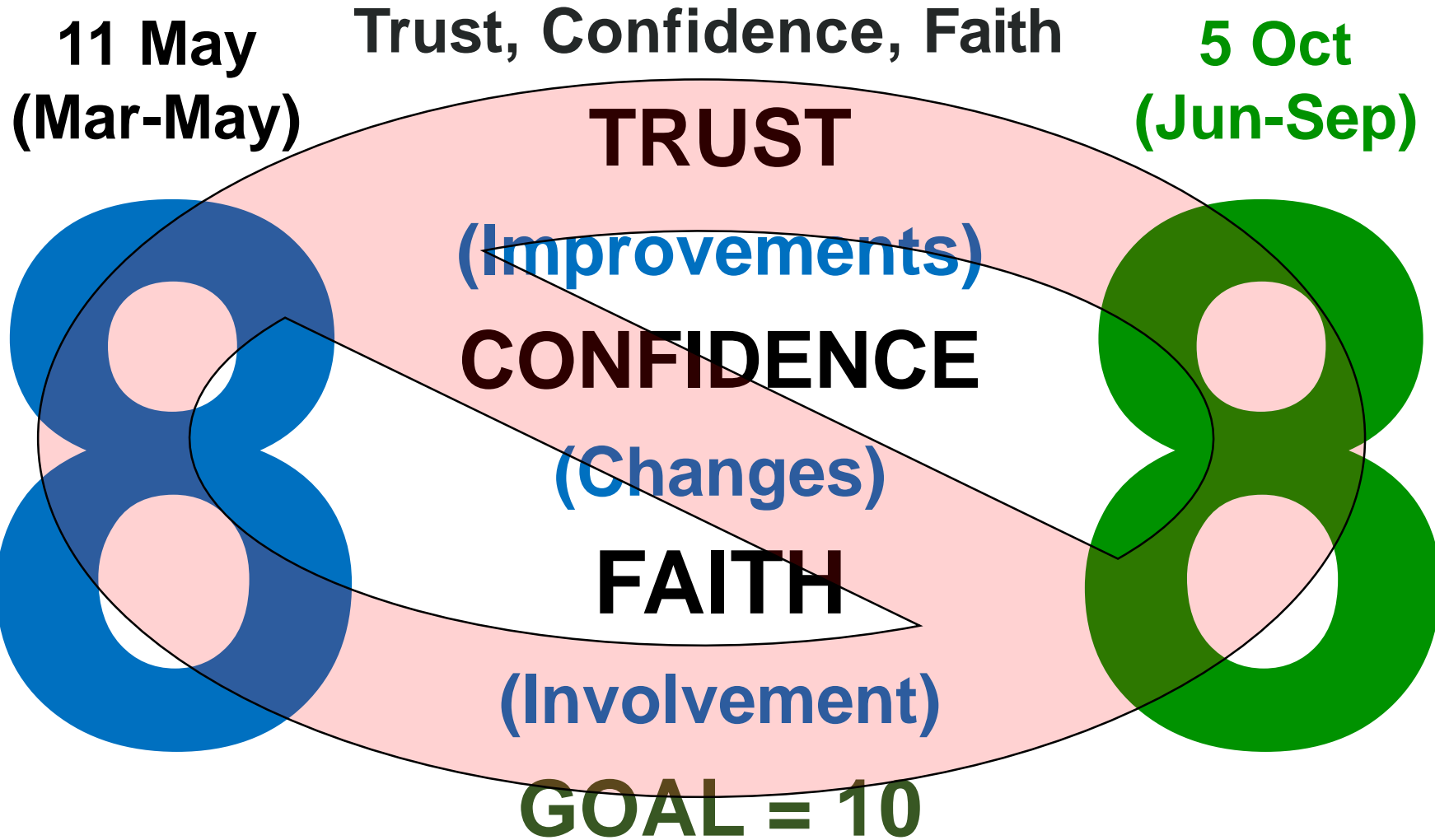
# Opening Remarks Army Housing Campaign

MG Rodney D. Fogg





# Status Review





# Start with the Fundamentals

## The Problem We are Trying to Solve:

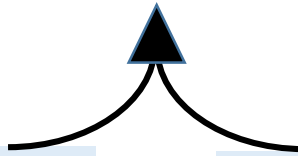
How to increase overall customer satisfaction, work order quality, feedback and communication between Housing Managers, and Residents.

### Current

- Very Good Readiness to Solve Problems
- Good Responsiveness & Follow-Through
- Good Quality of Management Services
- Outstanding Quality of Leasing Services
- Good Quality of Maintenance Services
- Average Property Rating
- Good Relationship Rating
- Average Renewal Intention

### Desired Future

- Outstanding Readiness to Solve Problems
- Very Good Responsiveness & Follow-Through
- Very Good Property Appearance & Condition
- Very Good Quality of Management Services
- Good Property Appearance & Condition
- Outstanding Quality of Leasing Services
- Very Good Quality of Maintenance Services
- Good Property Rating
- Very Good Relationship Rating
- Above Average Renewal Intention





# Satisfacts

Our Goal is to provide our Residents with the best service

Our Performance is rated a 5-point scale

- 5 is the best possible score
- Ratings are submitted by our Residents

Our Ratings, as September 30<sup>th</sup>

- Move In Satisfaction 4.47 (Superior; minimal change)
- Move Out Satisfaction 4.13 (Average) (**↑.39 over our March 31 Rating**)
- Work Order Satisfaction 4.61 (Exceptional; no change)



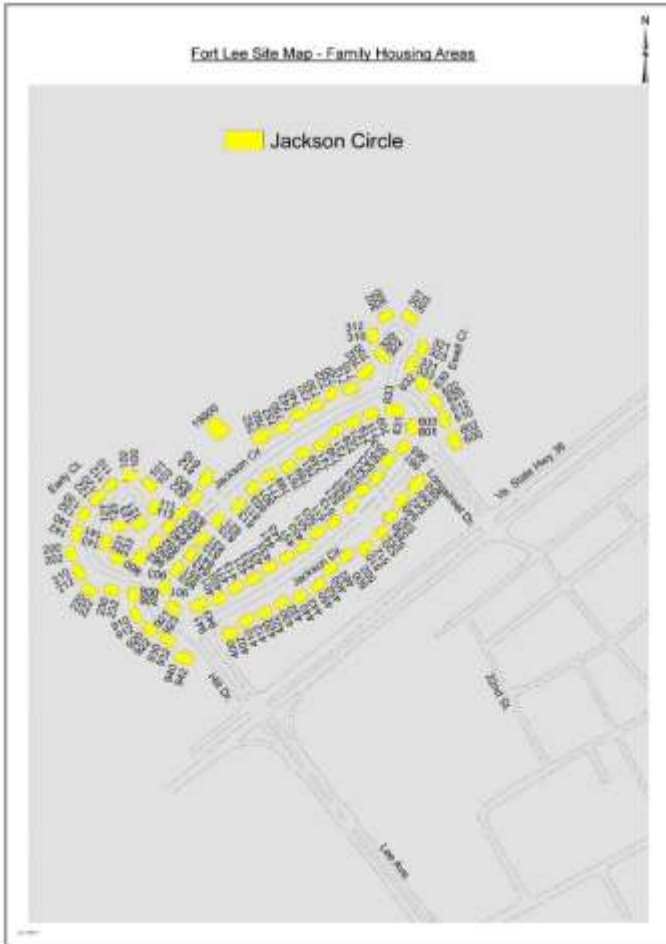


# Current Actions

- Cleaning/remediation of duct work in Monroe Manor homes
- Executing Sewage Renewal Project in Harrison Villa
- Garrison Commander and DPW weekly work order review
- U.S. Army MEDCOM Housing Environmental Health Response Registry
- Addressing backlog of Routine work orders
- Commander's Housing Hot Line
  - 73 calls since the creation of the Hot Line
  - 1 call in September
- Government QA
  - 100% Life, Health, Safety Assessment
  - Move-in Inspections, Move-out Inspections (COVID-19 protocols)
  - 5% routine work order follow-up



# Jackson Circle Update



- History
  - 174 units, E1-E6 (2, 3 & 4 bedrooms)
    - 132 Completed 1996
    - 42 Completed 2000
  - MILCON Construction
- Future
  - \$15.6M Construction Project
  - Renovate 174 homes to 2020 Standards
    - Roof repairs
    - HVAC replacement
  - Complete work within 14 months
    - First homes delivered on 2 October 2020
    - Planned completion is November 2021 (COVID-19 dependent)
    - Provide a systematic reset of the community





# Mold season is still with us...Stay ready!

- What can I do about mold in my house?
  - If the area is less than 10 square feet:
    - Soiled hard surfaces such as a shower should be cleaned with water and detergent or 1 part bleach and 10 parts water, and dry completely
  - If the area is greater than 10 square feet, put in a work order
- Who do I contact if mold keeps coming back?  
Report to housing manager
- What if I have symptoms I think are related to mold?
  - Note onset of symptoms
  - Schedule appointment with health care provider



## Hunt's Promises to Residents

- Strive for 100% Resident Satisfaction, consistent with our mission
- Ensure close adherence to environmental management plans including mold operations and maintenance plans



# Hunt Action Plan

- Continue the Hunt Resident App (*formerly Rent Café*), initiated on 1 August to keep residents updated
- Community Advisory Board (CAB); monthly meetings
- Project Coordinator to oversee remediation and duct cleaning projects (Monroe Manor 16% complete)
- Quality Assurance/Quality Control Specialist to oversee all contracted work orders
- Work order notification system to track work order progress
- Completed Five-Star Customer Service training, all Hunt employees
- Call your Community Director any time you feel an issue in your home is unresolved





# Hunt HVAC Plan

- Hunt engaged a third-party National Air Duct Cleaners Association service to complete duct cleaning
  - ✔ Harrison Villa 100% complete
  - ✔ Jefferson Terrace 100% complete
  - ✔ Madison Park 100% complete
  - ✔ Monroe Manor 16% complete
  - ✔ Jackson Circle, servicing during renovation
- Hospitality suites are available during duct cleaning (cable, Wi-Fi, refreshments)
- Certified contractors perform remediation utilizing CDC and EPA guidelines
- Industrial Hygiene Professionals Work Plan has been approved





# Life, Health, and Safety Assessment

**Life / Health / Safety Definition:** "Any emergency or urgent condition or work order that, if not corrected, may cause harm or injury to a person."

## Examples of Life, Health, & Safety Issues

- Emergency – AC not working (seasonal)
- Emergency – Leak
- Emergency – Electrical hazards
- Emergency – Fire/CO alarm sounding
- Emergency – Garage door inoperable (safety risk)
- Emergency – No heat (seasonal)
- Emergency – Inoperable door/ window
- Emergency – Kitchen/bathroom sink overflowing
- Emergency – Gas leak
- Emergency – No water
- Emergency – Inoperable stove/oven
- Emergency – Toilet overflow
- Emergency – Refrigerator failure
- Emergency – No hot water
- Urgent – Resident is home and unable to secure exterior lock
- Urgent – Wild animal in home
- Urgent – Wild animal threatening area

*Other hazardous or life-threatening situations not L/H/S  
--but conditions warrant-- must be individually assessed*



# Where We Need Your Help

- Follow-up on all work orders—two way communication is key
- Register and use Hunt Resident App (*formerly Rent Café*) for routine work orders
- Ensure Hunt has your correct personal email (NOT the .mil)
- RESPOND to the Satisfacts surveys for move-ins and work orders
- Notify Hunt or the Garrison Housing Office if you don't receive a survey after work order completion
- Complete the CEL & Associates Survey Annually (Army Leaders want to hear from you)
- Contact the Garrison Housing Office for assistance with your housing issues
- LEVERAGE chain of command if you don't get satisfaction
- Become a Community Advisor or provide regular feedback to your Advisor
- We need to hear your issues and concerns





# Community Advisory Board



## COMMUNITY ADVISORY BOARD

CREATING BETTER COMMUNITIES TOGETHER

- HUNT MILITARY COMMUNITIES -

Jackson Circle.....	vacant
Adams Chase.....	vacant
Madison Park.....	vacant
Monroe Manor.....	Representative Assigned
Monroe Manor.....	vacant
Washington Grove.....	Representative Assigned
Harrison Villa.....	Representative Assigned
Harrison Villa.....	Representative Assigned
Jefferson Terrace.....	Representative Assigned

The purpose of the Community Advisory Board (CAB) is to encourage residents to engage in their community and positively affect the quality of life of Families living within our community. The CAB will meet monthly in order to give residents an opportunity to share their ideas and suggestions, express their concerns, and work with their property management team to develop solutions.

Additionally, we would love to find out what kind of fun things we can do for our families. We still have vacancies, so don't hesitate to volunteer for this great opportunity to serve. Unless otherwise notified, the CAB will meet either monthly or quarterly, January through November at a time mutually decided by the Board.

For Contact Information for your specific Representative, please call (888) 547-2041



# COVID-19 Action Steps

Fort Lee Family Housing is in Phase 2 of Re-Opening, the following precautions are in place

- Sneeze barriers installed at each office
- Face guards for all employees
- Sanitation Stations installed at all offices
- Signage at all amenity areas
- Health Screening questions required for all employees
- Health Screening questions asked of residents having E/U/R work orders resolved
- Maintenance Technicians will arrive wearing proper PPE
- Virtual move ins and move outs are currently being conducted
- All community centers are open, by appointment only, for in person visits



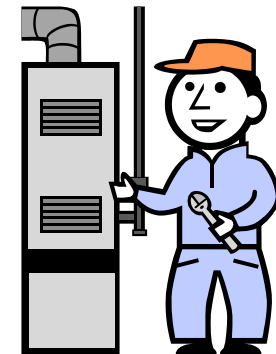
# Way Ahead

- Continue Quarterly Town Halls
- Execute the Action Plan:
  - Monitor progress
  - Reevaluate
  - Adjust as needed
- Hunt will:
  - Solicit & act on feedback from residents (surveys/calls)
  - QC move-in and work order completion
  - Train the Hunt team on 5-Star Customer Service
  - Encourage residents to elevate concerns
  - Encourage resident completion of Satisfacts surveys – *We need sustained feedback*
- DPW Garrison Housing will continue to:
  - QA Hunt performance (waitlist management, assignments, change occupancy maintenance, work orders, landscaping, policy enforcement)



# Important Numbers

- Hunt Emergency and urgent work orders: 804-733-1558 opt # 3
  - Emergency response within one hour
  - Urgent response within four hours
- Fort Lee Garrison Housing Office
  - 804-734-5091
  - 804-734-5004
- Commander's Housing Hot Line: 804-734-6300





# Points of Contact

- Hunt Military Communities
  - Director of Operations 312-953-1128
  - Community Director 804-733-1558
  - Community Manager 804-732-7460
  - Community Manager 804-733-7884
  - Project Coordinator 804-733-1558 or 804-638-4320
- USAG-Fort Lee Housing Office
  - Housing Division Chief 804-765-1976
  - Housing Manager 804-734-5091
- Hunt Work Orders
  - Maintenance Director 804-733-1998
  - Maintenance Managers 804-733-1998
- USAG- Fort Lee Environmental Office
  - Division Chief 804-734-3560



# Questions?





# Next Housing Town Hall January 2021

