



Housing Town Hall

Fort Lee, Virginia
27 Feb 2019

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

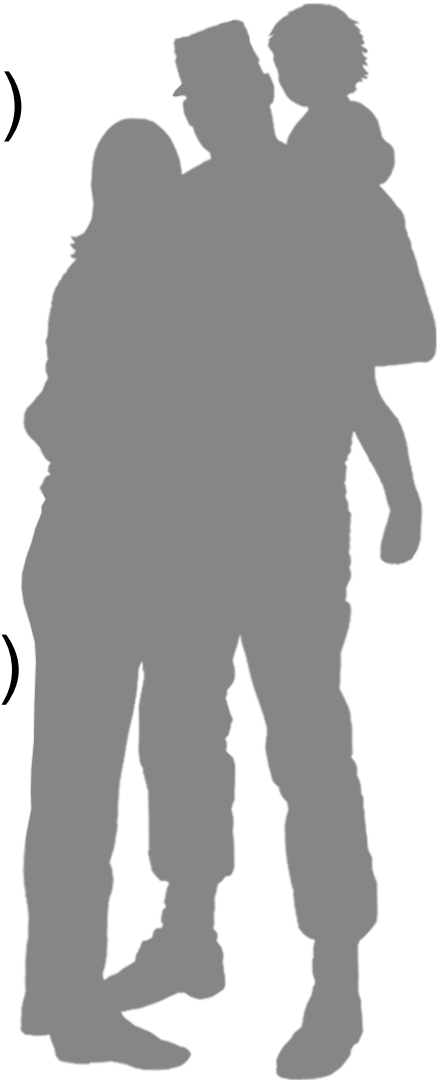
We are the Army's Home
Serving the Rugged Professional





Townhall Agenda

- Welcome (Garrison Leadership)
- Opening Remarks (BG McBride)
- Current Actions (Garrison)
- Life, Health and Safety (Garrison)
- Points of Contact (Garrison)
- Questions and Answers (Garrison Leadership)
- Closing Remarks (BG McBride)





Purpose

To inform Service Members, Families, and other stakeholders that Army Senior Leaders are fully committed to providing a safe and secure living environment on all installations.





Opening Remarks

BG Douglas M. McBride, Jr.



Army Wide Housing Data Call

Why is this an issue right now?

- Recent Congressional testimony and visits by the Secretary of the Army, Chief of Staff of the Army, and Sergeant Major of the Army to Fort Meade have highlighted the poor condition of much on-post housing.
- There are numerous life, health, and safety hazards that Senior Leaders are committed to fixing.

What is the Army doing about it?

- Army Senior Leaders are fully committed to providing a safe and secure living environment for Soldiers and Family members.
- This plan involves sending Command Teams to visit all barracks and family housing.



Statement from Sec Army and Army Chief of Staff

“We are deeply troubled by the recent reports highlighting the deficient conditions in some of our family housing. It is unacceptable for our families who sacrifice so much to have to endure these hardships in their own homes. Our most sacred obligation as Army leaders is to take care of our people - our Soldiers and our family members.”

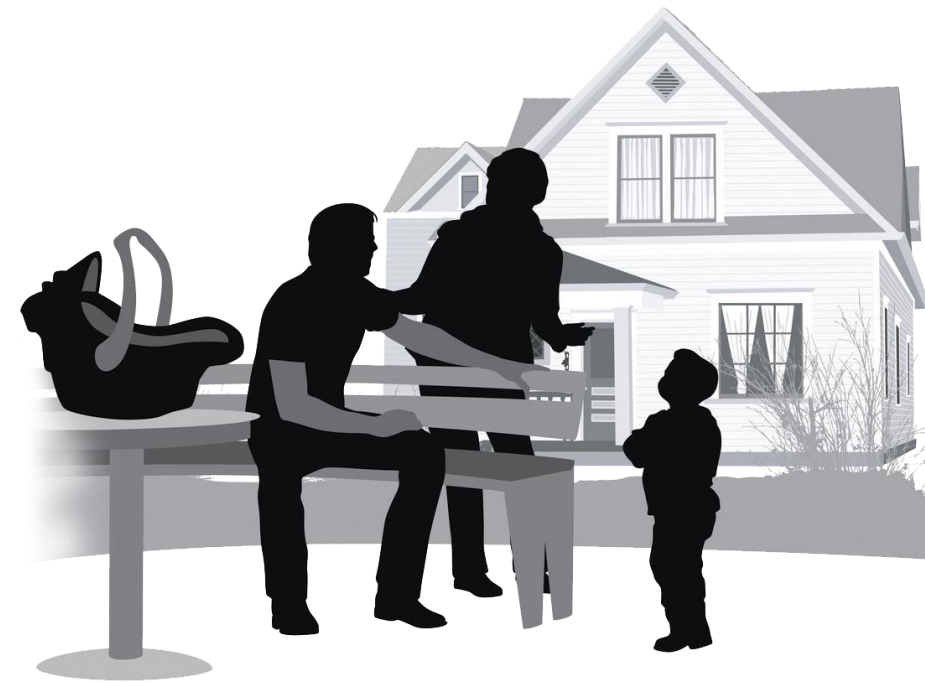
“We are fully committed to providing a safe and secure environment on all of our installations. We have directed an Inspector General inspection and have taken other actions. We will hold our chain of command and private contractors accountable to ensure they are meeting their obligations to provide safe, high quality family housing.”

- Feb 2019



Current Action Plan

- Execute Communication Plan
 - Public Affairs releases
 - Newspaper articles
 - Internet/Facebook announcements
 - Flyers
- Analyze and report housing work order status
 - 75 open Work Orders (0 Life/Health/Safety)
- Assemble Assessment Teams
- Establish Commander's Housing Hotline
- Distribute Life/Health/Safety Assessment Checklists
- Execute 100% Housing Assessments





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."

Questions to Consider

- Are there maintenance issues with your home that have not been addressed?
- Are there any open work orders that have not been completely resolved?
- How would you rate the condition of your home? Good / Adequate / Poor
- If poor condition, why?
- Are there any issues or additional concerns related to your quarters that you wish to discuss?



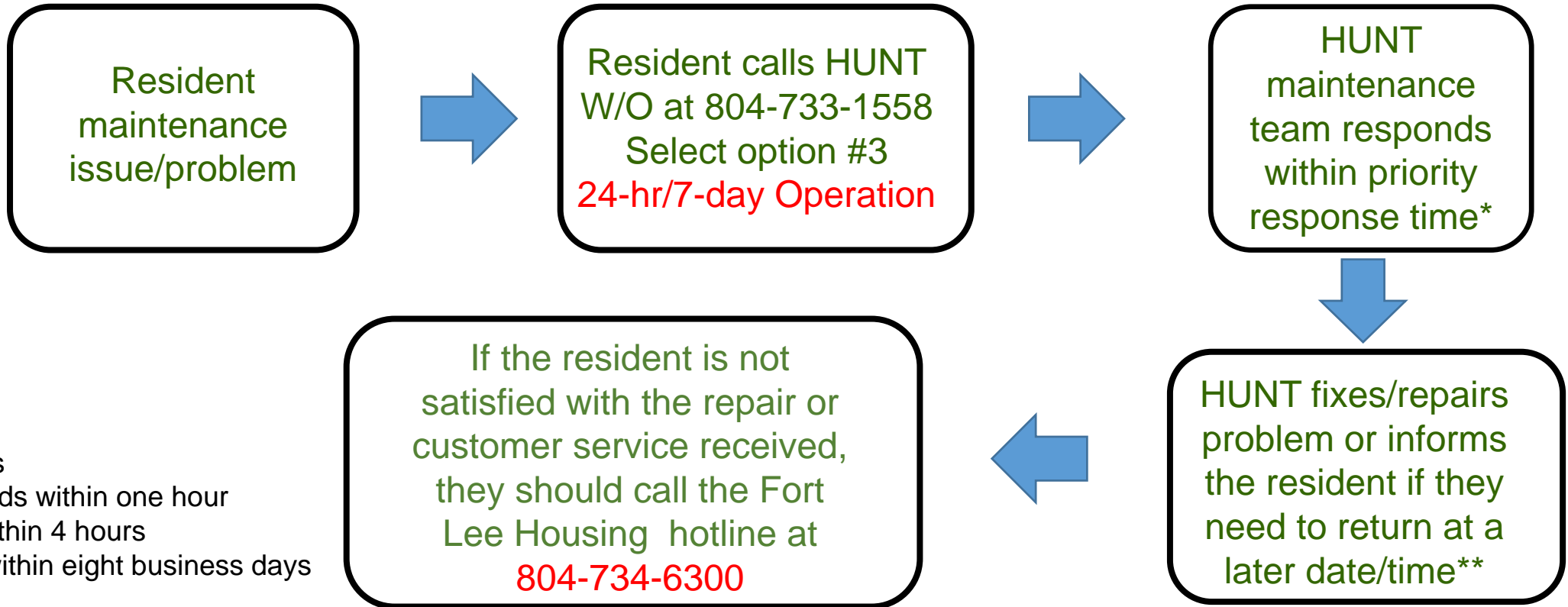
FLFH Examples of Life, Health, & Safety Issues

Emergency and Urgent Requests

- Emergency - A/C not working (temps >85° F)
 - Emergency - Broken water line/No water
 - Emergency - Electrical hazards
 - Emergency - Heat not working (temps <55° F)
 - Emergency - Garage door inoperable
(safety risk to children)
 - Emergency - Sewage back up
 - Emergency - Inoperable exterior door lock
 - Emergency - All mold calls
 - Emergency - Gas leak
 - Urgent - Complete range or oven failure
 - Urgent - Inoperable toilet if another one is available
 - Urgent - Refrigerator failure
 - Urgent - No hot water
 - Urgent - Leaks
(toilet, sink, supply lines, A/C, water heater, etc.)
- Other hazardous or life-threatening situations not identified as Life/Health/Safety will be individually assessed*



Maintenance Issue/Work Order Submission for Army Family Housing



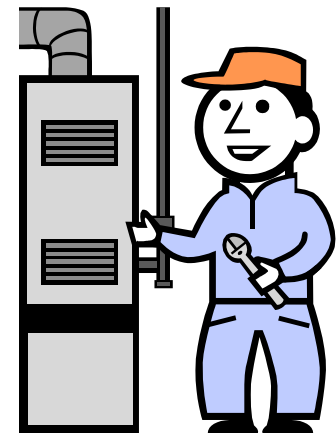
*Priority Response Times
 EMERGENCY: Responds within one hour
 URGENT: Responds within 4 hours
 ROUTINE: Response within eight business days

**Parts and/or technician may not be available during initial response



Important numbers...

- Commander's Housing Hotline Number: (804-734-6300)
- Emergency work orders: (804-733-1558 opt # 3)
 - Emergency response within one hour
 - Urgent response within four hours
 - Routine response within eight business days





Points of Contact...

- Hunt Military Communities
 - Community Director, 804-733-1558
 - Community Manager, 804-732-7460
 - Community Manager, 804-733-7884
- Hunt Work Orders
 - 804-733-1998
- USAG-Fort Lee Housing Office
 - Chief, 804-765-1976
 - Housing Specialist, 804-734-3371
- USAG-Environmental Office
 - Chief, 804-734-5071



QUESTIONS?





Closing Remarks

BG Douglas M. McBride, Jr.

