



Housing Town Hall

Fort Lee, Virginia
23 March 2021

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 COL Watson
- Opening Remarks COL Cangelosi / CSM Escobedo
- Status Review COL Watson / CSM House
- Housing Update Charleen Herriott
- Way Ahead COL Watson
- Important Numbers Garrison / Fort Lee Family Housing
- Barracks & IHG Updates COL Watson / CSM House
- Questions & Answers Subject Matter Experts
- Closing Remarks COL Cangelosi



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.





Opening Remarks Army Housing Campaign

COL Lance Cangelosi



CASCOM CHIEF OF STAFF



Senior Commander Opening Remarks

- General Order #1 recap
- Army/Installation Pet Policy review and standards
- Safety and Speeding within our communities



Opening Remarks Army Housing Campaign

CSM Jorge Escobedo



CASCOM COMMAND SERGEANT MAJOR



CASCOM CSM Opening Remarks

- Support to HVAC cleaning Monroe Manor community; preventative maintenance efforts are projected in 2022 for Adams Chases and Washington Grove
- Resident Satisfaction Survey Participation
- Spring Clean-Up



Army Housing Campaign

COL Karin Watson



GARRISON COMMANDER



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 Property Appearance & Condition
 - 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
 - Outstanding Quality of Leasing Services
 - Very Good Quality of Maintenance Services
 - Good Property Rating
 - Very Good Relationship Rating
 - Above Average Renewal Intention





Current Garrison Actions

- Home Based Businesses
 - Requirements covered under lease; Application process is through our DFMWR
- Commander's Housing Hot Line
 - Still active and available to all residents, if needed
- Caring for our homes; we all have a part
 - Work orders, cleanliness, courtesy for neighbors
- Garrison Commander and Fort Lee Family Housing bi-weekly work order review



Current Garrison Actions (continued)

- Addressing backlog of Routine work orders
- Government QA
 - 100% Life, Health, Safety Assessment
 - Move-in Inspections, Move-out Inspections (COVID-19 protocols)
 - 5% routine work order follow-up with phone calls
 - 14 day callback and 60 day callback after new move-in
- Community Safety: See Something, Say Something
- Commitment to serving our Soldiers and Families



Digital Garrison

Digital Garrison is a one-stop information source for Army communities. The app puts real-time information into the hands of Soldiers, families, veterans and civilians, and keeps military communities connected – a key part of readiness and resiliency.

FORT LEE

- Download free app
- Create an account
- Select **Fort Lee**

Available on the App Store

ANDROID APP ON Google Play

DIGITAL GARRISON





Fort Lee Family Housing

Erin Murphy
Charleen Herriott
FORT LEE FAMILY HOUSING



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 plus an additional \$1.0M
 - Renovate 174 homes to 2020 Standards
 - Roof repairs
 - HVAC replacement
 - Complete work within 14 months
 - 64 homes delivered to date
 - Planned completion is November 2021
 - Provide a systematic reset of the community

**Renovate all Homes,
Reset to 2020
standards**





Hunt's Promise to Residents

Strive for 100% Resident Satisfaction
consistent with our mission



Satisfacts

- Our Goal is to provide our Residents with the best service
- Our Performance is rated on a 5-point scale
 - 5 is the best possible score
 - Ratings are submitted by our Residents
- Our Ratings as of **15 March** are:
 - Move In Satisfaction 4.59 (Exceptional); **.12 increase since last townhall** ↑
 - Work Order Satisfaction 4.76 (Exceptional); **.15 increase since last townhall** ↑



Hunt Action Plan

- Hunt Resident App (*formerly Rent Café*) usage continues to increase, keeping residents updated
- Community Advisory Board (CAB); monthly meetings
- Quality Assurance/Quality Control Specialist to oversee all contracted work orders and all newly turned over homes for move in
- Work order notification system to track work order progress
- Call your Community Director any time you feel an issue in your home is unresolved

Ensure close adherence to environmental management plans including mold operations and maintenance plans!





New Initiatives for Residents

- All credit card online payment fees are now waived
- Walk In Payment System service now offered at participating locations
- Virtual Technical Interplay Training now offered to Maintenance Technicians to further enhance technical skill sets.
- New Landscapers – Davey Tree Expert Company



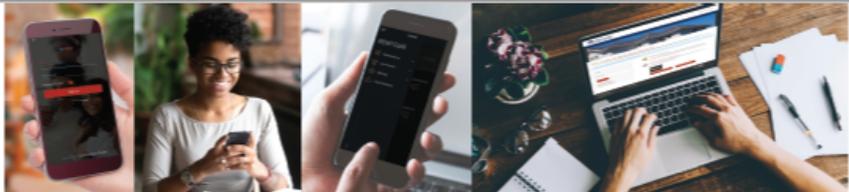
Upcoming Projects

- Open Work Orders
 - Currently total of 230 open work orders; 125 are backlogged
 - Delay in completions due to COVID-19 protocols, accessibility to homes and delay in materials
 - Expected to complete backlog of work orders by 4/30/2021.
- Construction Areas
 - Several construction projects ongoing on property
 - Please stay clear of areas. Your safety is our number one priority!
- Harrison Villa Renovation Project planning
 - Start date of project Fall 2021



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 Garrison Housing Office if you don't receive survey after work order completion
- 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



Routine Maintenance Requests through the Hunt Resident App or Online Portal

> Service Requests submitted through the Portal or App, are ONLY for Routine Maintenance Requests.

• These are Maintenance requests that are *not* a potential threat to life, health, or safety. Examples include:

- o Air Filters
- o Blind Repair
- o Cabinet Repair
- o Flags/Flag Poles/Flag Holder
- o Flooring Repair
- o Light Bulbs over 10ft
- o Mailbox Repair
- o Routine Pest Control Requests
- o Toilet Seat Repairs

> For Urgent or Emergency Maintenance

Please call your Maintenance Service Request Line, 24 Hours a day to reach our team directly.

****DO NOT Submit These Requests Through the Online Portal or Mobile Application****

- Urgent or Emergency Maintenance may be defined as, but not limited to:
 - o Appliances that are Inoperable
 - o Clogged Toilets
 - o Door Security
 - o Gas Concerns
 - o HVAC Not Heating or Cooling Your Home
 - o Leaks/Water Intrusions
 - o Lock Outs/Key Issues
 - o Mold Concerns
 - o No Power
 - o No Water
 - o Smoke Detector/CO Detector Chirping or Inoperable
 - o Water Heater Concerns
 - o Any other work order that is a potential life, health, or safety concern

Work Order Submission Process:

- Open your Hunt Resident application or log into the online portal to submit a Routine Maintenance Service Request
- Work Orders are time stamped and immediately logged in the property management software
- Residents receive email work order status notifications throughout the process of their request through to completion from cdr@yardi.com
- Resident receives automated online survey and phone call to ensure satisfaction from surveys@satisfacts.com upon work order completion

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HuntMilitaryCommunities.com





Community Advisory Board



COMMUNITY ADVISORY BOARD

CREATING BETTER COMMUNITIES TOGETHER

- HUNT MILITARY COMMUNITIES -

Jackson Circle.....	vacant
Adams Chase.....	Representative Assigned
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
- Employee incentives offered for obtaining vaccine.
- 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
- Fort Lee Family Housing will:
 - Solicit & act on feedback from residents (surveys/calls)
 - QC move-in and work order completion
 - Encourage residents to elevate concerns
 - Encourage resident completion of Satisfacts surveys – *We need sustained feedback*
- DPW Garrison Housing will continue to:
 - Provide direct input for bi-monthly meetings with IMCOM leadership
 - Provide information weekly to HQ IMCOM that tells our housing story
 - Assist in the quarterly evaluation of the property management team



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



IHG Army Hotels update

- IHG Army Hotels Fort Lee (PAL) works around the clock on minor maintenance issues in our hotels
 - Roughly +/-40 work orders per day are completed with in house staff or 3rd party contractors
- Open Projects
 - The fire suppression system in building 9056 is forecasted for replacement; pending engineering and funding in FY22
 - Sealing and striping of all parking lots are also pending FY22 budget consideration
 - Mackintosh sidewalk replacement is on the long term plan for FY23



All Barracks and Support Facilities update

- Barracks facilities (AIT, MOS-T, Marines, AF/Navy, and Permanent Party)
 - Currently 289 work orders are being worked by the SKOOKUM team; 90 work orders are backlogged with anticipated completion date of 31 May 2021 due to parts.
 - Weekly inspections by the Garrison CSM and DPW team continues.
- Support Facilities (Instructional, DFAC, and Gyms)
 - The Instructional facilities had 266 work orders in the last 90 days; 36 remain open
 - DFACs had 482 work orders with only 20 remaining open
 - Gyms and Fitness Centers had 45 work orders with only 6 remaining open



Questions?





Next Housing Town Hall June 2021

