



Housing Town Hall

Fort Lee, Virginia
11 May 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 COL Martin
- Opening Remarks MG Fogg
- Status Review COL Martin
- Issues Garrison
- Latest Actions Garrison/Hunt
- How You Can Help COL Martin
- Way Ahead COL Martin
- Points of Contact Garrison/Hunt
- Questions & Answers COL Martin
- Closing Remarks 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.





Statement from the Army Chief of Staff

“ We're a military organization. We're not a private company.

The Army leadership has responsibility for the well-being of their Soldiers and Families. We own that responsibility.

That's what makes us different.”

GEN James C. McConville
Army Chief of Staff



GEN Perna's Message

“ Whether you are at Wainwright, Polk, Irwin, Belvoir, Hood, Riley or any other installation, the end state is for every installation to be a Soldier's and Family's No. 1 choice for where to live.

When a Soldier gets orders, we want there to be jubilation, because [he or she] is moving to the best installation.

That is our vision, our end state. We have to drive ourselves to this end state. ”

GEN Gustave F. Perna
Commander, AMC



Army Actions To Date

- Sweeping reforms and improvements last year,
 - Inspected 100% of barracks and Family-homes
 - Stood up 24/7 hotlines at every installation
 - Revised the incentive fee structure to add leadership oversight and resident feedback; includes four primary categories: resident satisfaction, maintenance management, project safety and financial management
 - Hired more than 100 additional quality assurance personnel to inspect work order completion
 - Implemented 100% inspections of Life, Health, Safety work orders and 100% inspections of between-occupancy homes
 - Army-wide Resident Satisfaction Surveys in the spring and fall, and implemented changes recommended in the Army's Inspector General report
 - Started training for installation leaders on roles and responsibilities, regulations and policies for privatized housing oversight
 - Every RCI company developed apps or web portals to better submit and track work orders



Army Ongoing Initiatives

- Received the signed Resident Bill of Rights to empower installation leadership, service members and their Families to hold housing providers accountable
- Developing an investment and reinvestment strategy, informed by recent Housing Summit, to ensure long-term viability and quality of housing
- Personally meet with every RCI CEO monthly
- Developing an Army app for Army-owned housing and barracks, release date has not yet been announced



Housing Hot Topics

- Pending Legal Actions: Aware of residents taking issues through the court systems; cannot comment on current legal actions; our focus remains on improving housing
- Military Family Advocacy Network: Understand Families support each other; encourage them to work their issues through their chain of command, and continue to provide feedback – both positive and negative
- Health Response Registry: Medical Command established to provide current or former residents information on environmental health hazards, assist them in seeking medical care for any housing-related illnesses or concerns, and serve as two-way communication for all potential enrollees
- BAH Rates: Reviewing policies to limit changes in BAH rates, which will help with long-term planning for putting more money in to Ft. Lee housing properties; Privatized rents are based on several factors, BAH intended as a supplement for those living on the local economy
- Continuing RCI Contracts: Army believes privatizing housing was the right choice; allows us to use housing management expertise of RCI companies so the Army can focus on mission
- Retaliation: Will not be tolerated



Opening Remarks Army Housing Campaign

MG Rodney D. Fogg





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 speak
- Be brief, be respectful
- Speak for yourself
- Focus on life, health, safety issues
- Be patient (video delay)
- Senior Commander or panel member will respond



Trust, Confidence, Faith

11 Feb
(Dec - Feb)

11 May
(Mar - May)





Start with the Fundamentals

The Problem We are Trying to Solve:

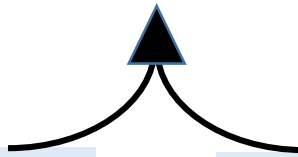
How to increase overall customer satisfaction, work order quality, feedback and communication between Housing Managers, and Residents.

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

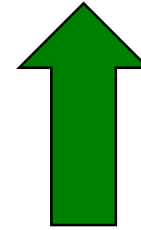




2020 Resident Satisfaction Survey

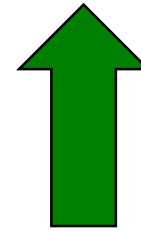
- Overall Satisfaction (service provided and the physical property)

Current Score **78.1**
 Prior Score (2018) **77.2**
 Difference **(+0.9)**



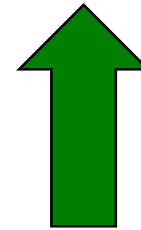
- Property Satisfaction (physical property)

Current Score **75.6**
 Prior Score (2018) **73.4**
 Difference **(+2.2)**



- Service Satisfaction (service provided by the management team)

Current Score **79.7**
 Prior Score (2018) **79.6**
 Difference **(+0.1)**



Score Ratings	
100.0 to 85.0	Outstanding
84.9 to 80.0	Very Good
79.9 to 75.0	Good
74.9 to 70.0	Average
69.9 to 65.0	Below Average
64.9 to 60.0	Poor
59.9 to 55.0	Very Poor
54.9 to 0.0	Crisis



Satisfacts

Fort Lee Family Housing goal: provide our residents with the best service

- Performance rated on 1-5 scale
- Ratings as of 31 March:
 - Move In Satisfaction 4.41 (Superior)
 - Move Out Satisfaction 3.74 (Average)
 - Work Order Satisfaction 4.61 (Exceptional)



Issues modified in accordance with COVID-19 Guidance

- Duct cleaning and remediation efforts as required (**Suspended**)
- Communication
- Landscaping
- Maintenance/Work Order Responsiveness/Quality Assurance (**Emergency/Urgent W.O. only**)
- Community Advisory Board participation (**Virtual**)



Latest Actions

- Cleaning duct work in homes/remediation of all duct work (suspended)
- Garrison Commander and DPW weekly work order review
- U.S. Army MEDCOM Housing Environmental Health Response Registry
- Backlog of routine work orders growing due to COVID-19 restrictions
- Commander's Housing Hot Line (1 Call in March, 71 calls to date)
- Government QA
 - 100% Life, Health, Safety Assessment
 - Move-in Inspections, Move-out Inspections (COVID-19 protocols)
 - 5% routine work order follow-up

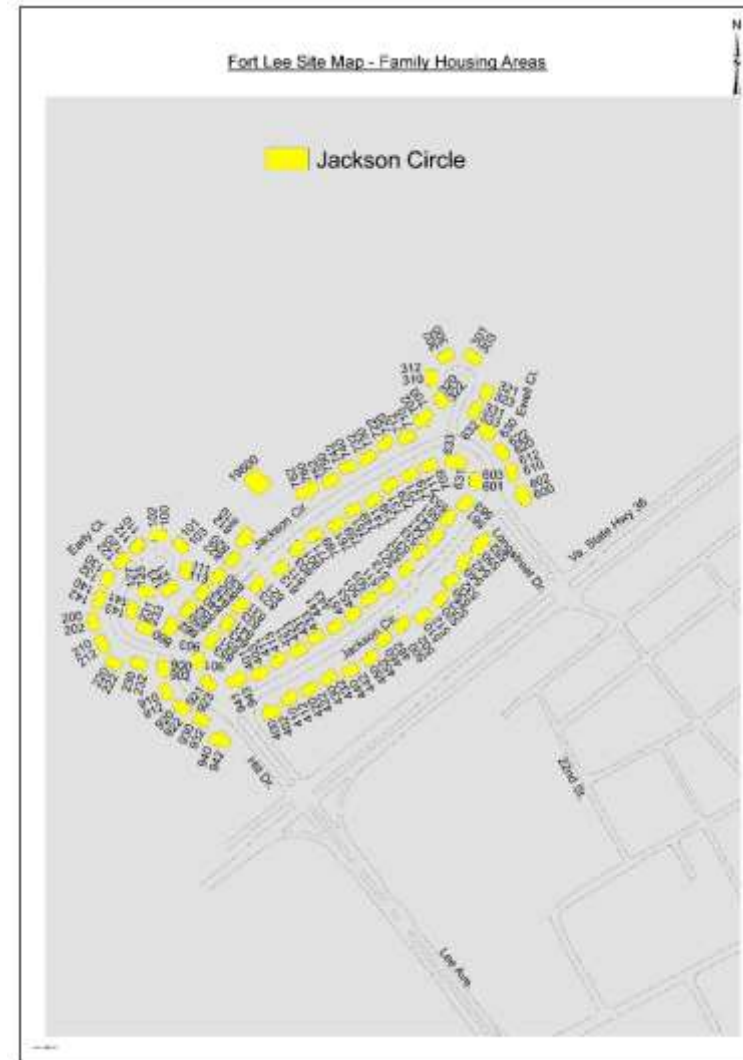


Jackson Circle Current Status



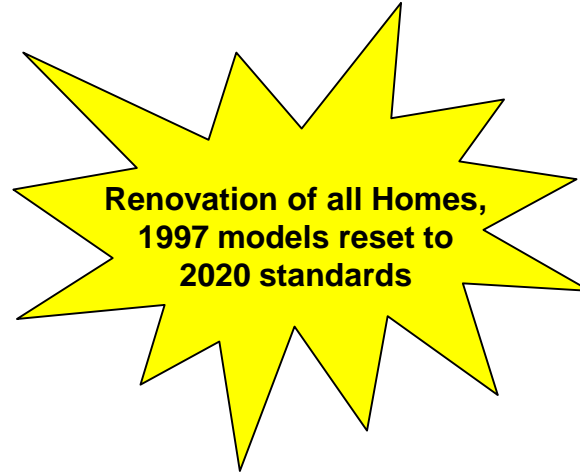
174 units, E1-E6 (2, 3 & 4 bedrooms)
Two Phases
Completed 1996 (132) units
Completed 2000 (42) units
MILCON Construction
86.2% Occupancy in preparation for renovation

Community Center (Wi-Fi & Fitness Room)
Splash Park
Tot Lots, Playgrounds, Basketball & Tennis Courts





Jackson Circle Housing Update



- Renovate all 174 existing homes
- Complete work within a 20 month period to allow for the systematic reset of the community
- Commence construction July 2020; scheduled completion March, 2022 (COVID-19 dependent)
- \$15.6M Construction Budget: Paragon Construction is the selected contractor
- Scope to Include: Complete Renovation of Homes and Signage, systematic scheduled Playground replacement



Mold season is on the way...Be 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
 - Absorbent materials such as ceiling tiles or fabrics, put in a work order to replace those items
 - 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

- App Program (Rent Café) initiated on 1 August to keep residents updated
- Community Advisory Board (CAB); monthly meetings
- Semi-Annual survey results released and action plan in process – next CEL Fall of `20
- Project Coordinator to oversee remediation and duct cleaning projects
- 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 for all Hunt employees
- Implemented Landscaping Checklist to monitor vendor
- Call your Community Director any time you feel an issue in your home is unresolved





Hunt HVAC Plan

- Hunt has engaged a third-party National Air Duct Cleaners Association (NADCA) service to complete duct cleaning
 - Target neighborhoods focusing on older housing units first
 - Duct is scoped to NADCA standards
 - 1506 ducts to be cleaned in all neighborhoods
 - Harrison Villa 100% complete
 - Jefferson Terrace 100% complete
 - Madison Park ongoing 100% complete
- Future Duct cleaning in remaining neighborhoods
- Certified contractors performing remediation of all identified areas utilizing CDC/EPA guidelines
- Industrial Hygiene Professionals Work Plan approved, Hunt shared this with Fort Lee Environmental





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 Rent Café App 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
- 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 now in Phase 1 of returning to normal business operations. The following precautionary steps will be implemented:

- Sneeze barriers installed at each office
- Deep cleaning by 3rd party vendor of all office spaces 2X week
- Face guards for all employees
- Sanitation Stations installed at all offices
- Precautionary signage placed

When restrictions are lifted residents will be notified when completion of routine service requests will re-commence

All emergency and urgent work orders are currently being addressed as long as there are no health concerns in home



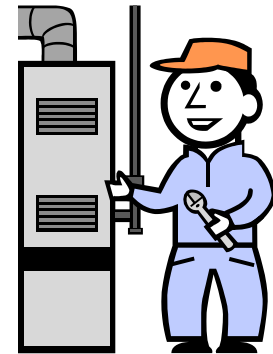
Way Ahead

- Continue Quarterly Town Halls
- Execute the Action Plan:
 - Monitor progress
 - Reevaluate
 - Adjust as needed
- Hunt will continue to:
 - 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 – need sustained feedback
- DPW Garrison Housing will continue to:
 - Work to increase # of Community Advisors (currently 7 of 9)
 - 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
 - 804-765-7621
 - 804-734-3371
- 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
- USAG-Fort Lee Housing Office
 - Housing Division Chief 804-765-1976
 - Housing Manager 804-734-3371
- Hunt Work Orders
 - Maintenance Director 804-733-1998
 - Maintenance Manager 804-733-1998
 - Maintenance Manager 804-733-1998
 - Maintenance Manager 804-733-1998
- USAG- Fort Lee Environmental Office
 - Division Chief 804-734-3560



Questions?





Next Housing Town Hall 25 August 2020

