



Welcome to the Housing Town Hall!

**Please Silence & Secure
all Electronic Devices**





Housing Town Hall

Fort Lee, Virginia
14 November 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 COL Martin
- Opening Remarks MG Fogg
- Status Review COL Martin
- Identified Issues Garrison
- Current Actions Garrison/Hunt
- Way Ahead COL Martin
- Points of Contact Garrison/Hunt
- How You Can Help COL Martin
- 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



Opening Remarks Army Housing Campaign

MG Rodney D. Fogg





Rules of Dialogue

Present at Town Hall

- Come to microphone in center aisle
- Start with your last name, neighborhood and how long you have resided in on-post housing
- Address new issues only
- Speak once, speak clearly
 - Be brief
 - Be respectful
- Allow others the opportunity to speak
- Speak for self
- Focus on life, health, safety issues

Attending Virtually

- Start with your last name and neighborhood
- Other basic rules apply
- Be clear, be brief, be respectful
- Be patient (video delay)
- Questions & comments provided to narrator
- Senior Commander or panel member will respond
- Virtual questions alternated with those present (1 for 1)



Due Outs – August Housing Town Hall

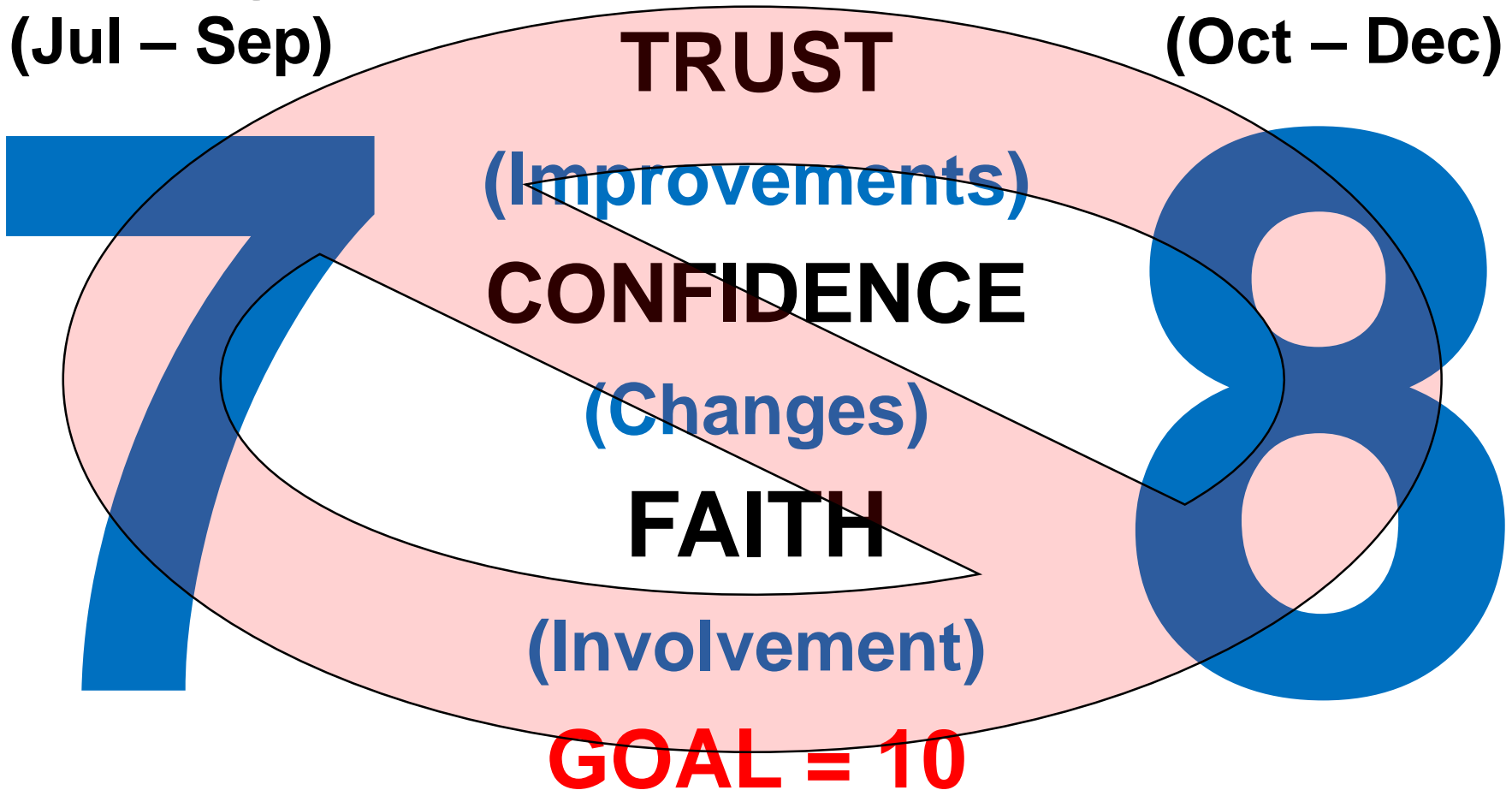
- Fire Extinguishers – Residents are responsible
- Mold Remediation Plan – Hunt approved Mold Communications Plan and is distributing information to residents
- Routine Work Order Backlog – Hunt brought additional maintenance employees to Fort Lee to assist
- Redeploying / Troubleshooting Rent Café App – Hunt has relaunched and continues to provide instructions and assist residents



Trust, Confidence, Faith

19 Aug
(Jul – Sep)

14 Nov
(Oct – Dec)





Start with the Fundamentals

The Problem We are Trying to Solve:

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

Current

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

Desired Future

- Outstanding Readiness to Solve Problems
- Very Good Responsiveness & Follow-Through
- 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
- Average Renewal Intention

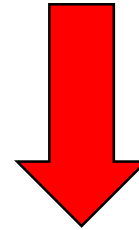




2019 Resident Satisfaction Survey

- Overall Satisfaction (service provided and the physical property)

Current Score	77.2
Prior Score (2018)	85.1
Difference	(7.9)

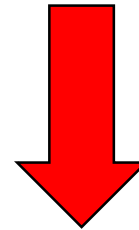


Score Ratings

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

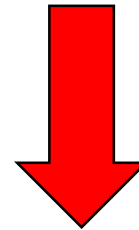
- Property Satisfaction (physical property)

Current Score	73.4
Prior Score (2018)	83.2
Difference	(9.8)



- Service Satisfaction (service provided by the management team)

Current Score	79.6
Prior Score (2018)	86.9
Difference	(7.3)





Survey Response by Community

Community Name	Overall Score	Property Score	Service Score	Surveys Distr.	Surveys Rec'd	Response Rate
Adams Chase	79.7	75.6	81.8	192	104	54.2%
Jackson Circle	73.5	70.8	74.3	160	79	49.4%
Jefferson Terrace	76.3	68.9	80.6	176	119	67.6%
Harrison Villa	73.5	69.5	75.8	262	141	53.8%
Madison Park	72.9	68.9	75.9	220	122	55.5%
Monroe Manor	81.7	79.3	83.4	271	131	48.3%
Washington Grove	83.4	81.8	85.2	140	95	67.9%

Alert status: The score decreased by at least 10 pts from previous year or the current score is rated below 75.0



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

Score Ratings

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

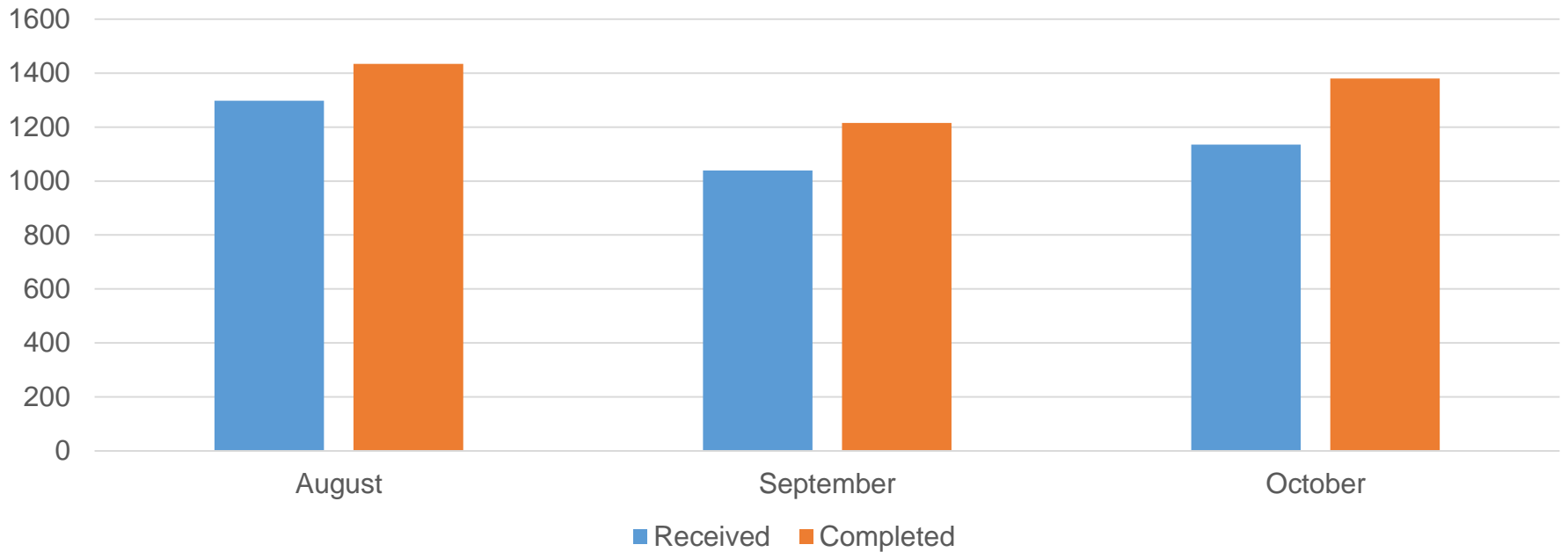
- Fort Lee Family Housing goal is to provide our residents with the best in service
- The scaling is rated on 1-5 scale
- As of 1 October the following ratings were scaled:
 - Move In Satisfaction 4.48 (Superior)
 - Move Out Satisfaction 3.64 (Average)
 - Work Order Satisfaction 4.27 (Superior)

This is a baseline survey; data will be analyzed, compared and reported following subsequent surveys



2019 Work Order Backlog

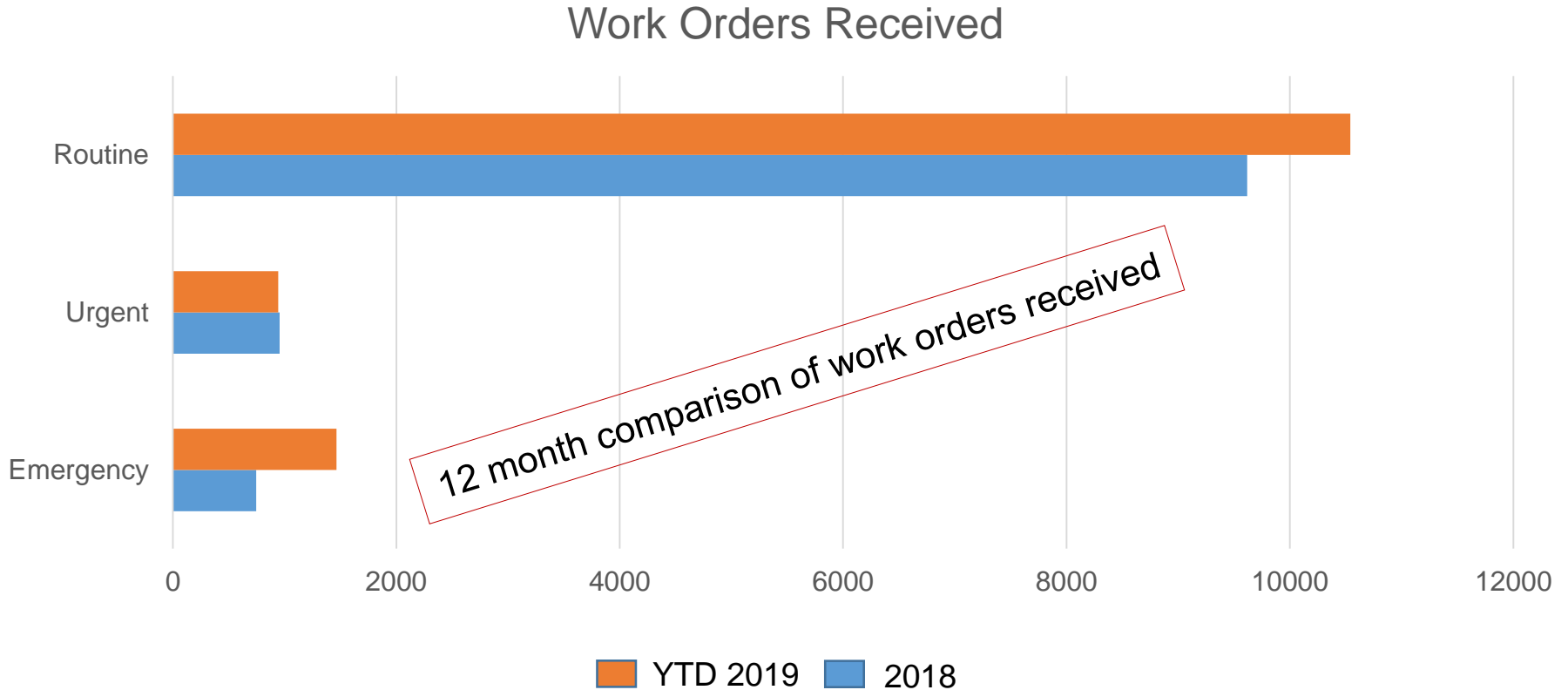
Work Order Progress



Snapshot of work orders received and completed since last Town Hall and progress made each month to overcome backlog of work orders



2018 vs 2019 Work Orders Received





Top Categories of Identified Issues

- Mold remediation and assessments in homes
- Communication
- Landscaping
- Maintenance Backlog/Work Order Responsiveness/Quality Assurance
- CEL & Associates Survey



Current Actions

- Cleaning and assessing duct work in homes/remediation of all duct work
- Annual Customer Satisfaction Survey developed specifically for residents
- Garrison Commander and DPW weekly work order review
- U.S. Army MEDCOM established Housing Environmental Health Response Registry
- Working on backlog of routine work orders
- Established Hot Line (68 calls to date, 0 in October)
- Government QA executing 100% Life, Health, Safety Assessment; Move-in Inspections and 5% routine work order follow-up



Total Housing Inventory Assessment & Actions

1 of 2

- Fort Lee Garrison and Senior Commander conduct semi-annual assessments of on-post housing (Army-owned, privatized, and barracks).
- Commanders at all levels will identify immediate life, health and/or safety concerns and ensure immediate remediation or mitigation to ensure the health and safety of our Soldiers and Family members.
- Chain of command will complete Quarters assessments for privatized family housing.
- Tenants must be given **24 hours of notice** of the intent to enter for the assessment.
- Inspectors should only enter areas necessary to accomplish stated inspection objectives.
- Tenants can refuse the assessment on their home. Refusals will be annotated on the Request to Visit Premises form.

Request to Visit Premises

Notice to Resident:

Army Senior Leadership is concerned about the conditions of on-post housing across the Army. Army Leadership has directed Installation Commanders to immediately identify sub-standard living conditions in Army housing, to include Army Privatized Housing.

To ensure your housing is safe, healthy, and satisfactory, I/we request permission to physically enter your home to check on living conditions. Areas I/we are looking at include, but are not limited to, lead-based paint, mold, asbestos, faulty electrical wiring, faulty plumbing, and infestation of insects, reptiles, and vermin, as well as any other significant or backlogged maintenance deficiencies you identify.

You are not required to grant access to your residence. You will suffer no adverse consequences if you decline to grant consent to enter. If you decline to grant consent to enter your home, I will still report any concerns you have with your housing through the chain of command. Please be advised that you may withdraw consent at any time prior to the conclusion of this housing visit.

Resident's Election:

_____ I give installation officials permission to enter my on-post quarters to check on the condition of my home.

_____ I do not wish to have installation officials check my home for health, safety, or quality issues. I understand that there will be no adverse consequences if I decline to give consent for the command representative to enter my home. I understand that work orders will still be processed even if I decline to give consent to enter my home.

Name and Unit of Servicemember : _____

Address: _____

Resident's Printed Name

Resident's Signature



Total Housing Inventory Assessment & Actions

2 of 2

<u>QUARTERS INSPECTIONS</u>
Garrison / Installation:
IMCOM Directorate:
Date of Inspection:
Inspector's Name:
Inspector's Duty Title:
Inspector's email address:
Inspector's duty telephone number:
<u>Quarters Data:</u>
Quarters Address:
Year Quarters Constructed:
Quarters Status:
Date current resident moved in:
Encl 1 (Quarters Inspection Template) to T19-036: Garrison Housing and Barracks Data Call (U)
Date of last change of occupancy maintenance:
<u>Maintenance - Condition of Property</u>
Is tap water discolored in the kitchen?
Is tap water discolored in the bathroom(s)?
Is there evidence of interior water damage, wet conditions, and/or mold?
Are there chipped or peeling paint on the walls, ceilings, baseboards, or other painted surfaces?
Are there chipped or peeling paint on the exterior paint?
Is there any evidence of pest infestation (e.g. rat droppings, termites, roaches, etc)?
Is there evidence of cracked or broken floor or ceiling tiles?
Of Active Service Orders, Demand Maintenance Orders, or Work Orders:
Does inspector advise a follow-up inspection of the quarters be conducted? Explain in remarks.
Are there additional life, health, or safety concerns relating to this home? This includes any condition that endangers the life, health, or safety of an individual or damage to the real property asset. Add details in remarks below.
<u>Remarks:</u>



Hunt Action Plan

- Pilot App Program (Rent Café) initiated on 1 August to keep residents updated
- Implemented Community Advisory Board (CAB); monthly meetings
- Semi-Annual survey results released and action plan in process
 - New CEL survey launched November 12th
- Hired Project Coordinator to oversee remediation and duct cleaning projects
- Hired Quality Assurance Quality Control Specialist to QA all contracted work orders
- Work order notification system to track work order progress
- Completed 5 Star Customer Service training for all Hunt employees
- Implemented Landscaping Checklist to monitor vendor





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
 - 858 ducts to be cleaned in the following neighborhoods
 - Harrison Villa 100% complete
 - Jefferson Terrace 100% complete
 - Madison Park ongoing 7% complete
 - Jackson Circle planned
- 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





Examples of Life, Health, & Safety Issues

- Emergency – AC not working (seasonal)
- Emergency – Non-stop leak
- Emergency – Electrical hazards
- Emergency – Fire/CO Alarm sounding
- Emergency – Garage door inoperable (safety risk to children)
- Emergency – No heat (seasonal)
- Emergency – Inoperable front door lock or broken window
- Emergency – Kitchen/bathroom sink overflowing
- Emergency – Gas leak
- Emergency – No water
- Emergency – Inoperable stove/oven
- Urgent – Refrigerator failure
- Urgent – Resident is home and unable to secure exterior lock
- Urgent – No hot water
- Urgent – Controllable leaks
- 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



Life, Health, and Safety Assessment

Life / Health / Safety Definition

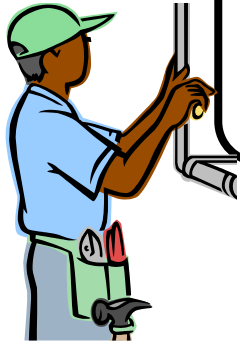
"Any emergency or urgent condition or work order that, if not corrected, may cause harm or injury to a person."

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?



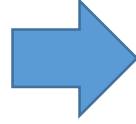
Army Family Housing Work Order Submission



Resident maintenance issue/problem



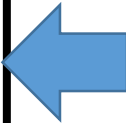
Resident calls HUNT W/O, **804-733-1558**
Select Option #3
24/7 Operation
Routine Service Requests- can be submitted through Rent Café App



HUNT maintenance team responds within priority response time*



HUNT will fix/repair problem or inform the resident if they need to return at a later date/time**



If the resident is not satisfied with the repair or Customer Service received, call the Fort Lee Housing Hot Line **804-734-6300**

*Priority Response Times
EMERGENCY: Respond within one hour
URGENT: Respond within four hours
ROUTINE: Response within three business days

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

Fort Lee Housing Website:

<https://home.army.mil/lee/index.php/housing>



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 Surveys twice a year
- 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.....	Jealisa McBee
Monroe Manor.....	Elizabeth Stewart
Monroe Manor.....	Shelenn Darby
Washington Grove.....	Hua Cun
Harrison Villa.....	Theresa Felton
Harrison Villa.....	Desiree Cobb
Jefferson Terrace.....	Saleh Ahmed



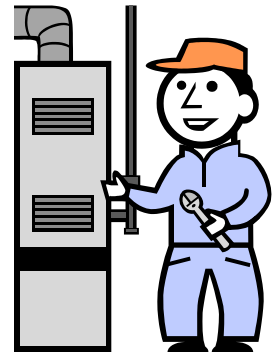
Way Ahead

- 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 Family Housing: 804-765-1976 or 804-734-3371
- Commander's Housing Hot Line: 804-734-6300





Points of Contact

- Hunt Military Communities
 - Erin Murphy, Director of Operations 312-953-1128
 - Charleen Herriott, Community Director 804-733-1558
 - Daisy Ling, Community Manager 804-732-7460
 - Nola Peaco, Community Manager 804-733-7884
 - LauraLee Morris, Project Coordinator 804-733-1558
- USAG-Fort Lee Housing Office
 - Albert Williams, Chief 804-765-1976
 - Erica Nixon, Housing Manager 804-734-3371
- Hunt Work Orders
 - Jeff Koch, Maintenance Director 804-733-1998
 - Brandon Woodruff, Maintenance Manager 804-733-1998
 - Angelo Flowers, Maintenance Manager 804-733-1998
- USAG-Environmental Office
 - Alan Mills, Acting Chief 804-734-3560



Next Housing Town Hall February 2020





Closing Remarks

MG Rodney D. Fogg

