

FGGM Focus Group Study #4 Summary

19 March 2019

Potomac Place Community Center 1800-2100

Attendees: Residents, Garrison Reps, Corvias Corporate, FGGM Corvias, RCI, PAO/SoundOff

1800-1900

Newsletter discussion

- Digital version is preferred but having hard copies at the community centers and central mail boxes would be nice. The newsletter should be quarterly and timed/synchronized with changing of the seasons.

- Things to include:

- seasonal maintenance items,
- highlights from past key events and upcoming events (include MWR and garrison activities),
- office closures,
- key contractor info like: first/last mow dates, mulch spreading in spring, tree trimming, gutter cleaning,
- major construction projects that affect residents and maintenance procedures
- pool hours and rotation schedules,
- job opportunities for families including life guards,
- a column for JC, Dave, and Phil
- ways for residents to provide feedback
- dates for key maintenance activities (water tests, AQT, filter changes, etc)
- dates for resident advisory meetings at each community center
- maintenance contact info
- Preventative Maintenance checklist
- FAQ section to common seasonal questions
- Link to common you tube videos for the season
- Employee spotlight section

- The new detailed satisfax survey for completed work orders is great. It consolidates multiple work orders completed the same week. Only one survey goes out per week, however some residents did note that they received multiple surveys for each WO.

- Move-in packet: include the following.

- Work order priorities, definitions, and the process
- Identify who the team is and new contractors that will be out in the community
- Updated Resident Responsibility List and link to the website
- Include a brief history of the home and major repairs that were completed, dates carpets were installed, last duct cleaning, last air filter change, and the Air quality certificate of assurance.
- Residents generally will not be able to sign for a residence sight unseen. There must be a move in inspection. However exceptions should be given for unique circumstances.
- Move in and move out checklist must be the same
- Garrison representatives will be present during move-in inspection

- The “house fax” report is given to resident at check in. something like a Carfax report with details on major remodeling, prior issues, last tenant POCs
- Added a housing link to the new garrison homepage
- Provide digital and hard copy of move in/out checklist to residents
- Recommended that Corvias should conduct a 3 week follow up satisfaction check to verify all items function properly and no new issues exist
- Corvias may want to look at using a housing floor plan layout to assist residents in marking deficiencies found at move in. Think rental car agreement
- Identify what items are recyclable and what is not
- Update the resident contact info sheet. The current list is outdated and many numbers are wrong. Reword the primary and secondary email address to “main/preferred way to contact resident” and offer text opt-in option
- Provide updates on trash schedule changes (holiday schedules, bulk pickup, etc)

- Develop a 2 step move-in deficiency checklist with separate return dates: 1st is a 2 week window for major concerns and functional checks on major items like stove, AC, heat, lights, etc; the second is a 30 day check for minor items and cosmetic checks. This gives the tenant time to check everything. It was noted that as time passes, the desire to turn in such forms dwindles.

- Refrigerator magnet with toll free number – replace magnet on turns so it is already in the home when the resident moves in. Or provide at move-in.

- YouTube video update: add

- Resetting garage door keypad
- Signs/symptoms for Carbon monoxide poisoning
- Identification of natural gas leaks; what and where to look for them. Best practices and what not to do in the event you think there is a leak
- Resetting circuit breakers and the effect on sensitive appliances like plasma TVs etc

- Corvias will revisit issuing a key to access the maintenance closets so residents can change their own filters

-Residents should open a work order to request labelling the circuit breaker box. Should be checked on the turn

-Upload resident videos to YouTube and FB: residents can provide feedback through FB as well as provide commentary

Resident Advocacy Program

- Community-based meetings would best be served on a quarterly basis. Residents would like to see garrison representation at the meetings in each community center. Residents also advocated for a higher level meeting where representatives from each community are invited to a garrison level housing meeting to synchronize the greater community insights and information sharing

- Chains of command should be notified that they can attend town halls even if they are not a resident. They represent the residents and their best interests. Resident had invited their chain of command to previous meetings but in at least one case the chain of commands declined because they were not a resident. This should be an easy messaging campaign when the word goes out for future town halls.

2000-2100

* Introduce new concerns: Recent town halls identified...

- safety concerns related to the local playgrounds
 - Have an annual safety inspection of each playground
 - Add stickers to playground identifying which playground it is and how to call in a work order
 - Pest control should check/spray for wasps, insects, vermin monthly
 - Ensure there is handicap and stroller access to playgrounds (79th and 2nd Army playground)
- rerouting bus routes when families are displaced from homes
 - when a family is displaced, provide them with a packet that includes:
 - contact info for each school and the School Liaison Officers info
 - McKinney-Vento Homeless Education Act (Public Law 107-110)
 - Links to Military OneSource, AER, Claims, Resource list, food pantry's, USO info, Meade Attic and Loan closet hours
 - Contact data for the "new" family services manager at Corvias
- AQT and certificates of air quality tests provided to residents
 - How often will they be done? Every turn, once every 5 years, Corvias will look into this.
- EFMP Homes on the installation
 - There doesn't appear to be a standardization for homes: grab bars in the bathroom, accommodating spaces and design that support wheel chair access
 - Corvias is hiring a new ADA rep- Darla
 - Determine how to "ask" EFMP potential residents about their specific needs before they arrive.
 - Add the EFMP contact POC name and info to all key sites: FB, website, housing site, newcomer's site, and Corvias site so EFMP Families can reach out to the POC prior to arrival with their specific needs.
 - What happens if no ADA compliant homes are available when a resident arrives? Currently there is a 5% requirement for ADA compliant homes. Note that there are varying degrees of compliance regarding ADA homes.

Next Meeting

1. EFMP further discussion
2. Update on Corvias initiatives and APP roll out
3. Historical homes and what can/can't be changed?

The next meeting will be 9 ARP 2019 from 1800-2100 (6-9 pm). Location to be determined.

Thank you to all those that came out Tuesday night and participated in the candid discussion. We captured a lot of great ideas and ways to improve communication and quality of life regarding housing on FGM. Thank you and see you at the next meeting.