

FGGM Focus Group Study #7 EXSUM

21 May 2019

Meuse Forest Community Center 1800-2000

Attendees: Residents, Garrison Reps, Corvias Corporate, FGGM Corvias, RCI, PAO/SoundOff, TRC, ECM Remediation Team

1800-1900

ECM Remediation Team Update

ECM opened the evening with an update to their new flexible scheduling plan and communication initiative. Once TRC provides the inspection results and report, ECM will initiate coordination with the resident to schedule a remediation assessment, followed by a confirmation call. They will then conduct an assessment of the identified areas and develop a plan with the resident to remediate. It is recommended that the resident be at the assessment with ECM. After the plan is made, ECM will coordinate a remediation date and send a confirmation email/call. Upon completion, ECM will leave notification that the work was completed.

All homes that require remediation are being prioritized. There is a combination of factors that determine which homes are top priority. Generally, there are three levels of mold:

- Less than 10 square feet: The majority of these situations require a thorough wipe down and cleaning.
- 10 to 100 square feet: ECM will bring in a containment barrier, personal protective equipment, and additional special equipment depending on the situation.
- Greater than 100 square feet: same as above but with additional equipment and precautions. ECM will also take a number of other variables into consideration in order to determine the prioritization level.

Corvias and TRC will continue to communicate their approach with residents as reports go out. If residents want a more thorough explanation, they can call to schedule an appointment. In addition, TRC is planning to schedule weekly Q+A sessions at various community centers as an alternative. TRC informed residents that they are willing to come to the resident's home to discuss/report results. TRC will add the "We Care" number to their cover letter that goes out with each report.

In addition to the remediation efforts, Corvias is looking for commonalities between similar home types to determine if preventative efforts can be made in other homes.

The local Kimbrough Health hotline (301-677-8446) will be shutting down in the near future. Public Health Command has issued a housing health registry number (800-984-8523) where residents from the DOD can call to report health related issues that they believe are connected to current or previous residences.

1900-1930

- IHO Displaced Families Resource Guide review and feedback: It was brought up during the meeting that the tone of the resource guide should be less formal and more casual. IHO and Corvias will look into it.

Future Topics:

Routine maintenance concerns:

Regular air duct cleaning, gutter cleaning, external pressure washing of homes, newsletter (June 2019), QC manager (Al Green) hired, dealing with repeated calls for unresolved maintenance issues, self-help center status, 2-step verification process for closing out work orders (getting the residents involved), after-hours quality maintenance and communication still needs improvement, plan to inform new residents about all of the recent changes.

The meeting closed at 2025

The next meeting is scheduled for 11 June 2019 from 6-9 pm, Meuse Forest Community Center.