

## FGGM Focus Group Study Summary

12 Feb 2019

Meuse Forest Community Center 1800-2100

Attendees: 8x Residents, Garrison CDR, Corvias Corporate, FGGM Corvias, RCI, PAO, Sound off,

### Summary:

On 12 February, the focus group met to discuss ways to improve

1. Corvias Work Order Process and feedback
2. Technician Responsiveness and Communication
3. Corvias Preventative Maintenance Plan Improvements

Below is a summary of the discussion for each topic.

#### 1. Work Orders

-can residents have access to the maintenance/mechanical room in order to be able to change own filters, check for mold, and report problems. This was also tied to the self-help so residents can pick up filters, batteries, and light bulbs.

-Can Corvias send a confirmation email after a work order (WO) is placed? Ideally the email has the WO type, date expected to action, appointment timeframe, and a contact number should residents want to call for updates.

-Magnets: discussed two types of magnets. Maintenance magnet and a general information magnet. The maintenance magnet has the 844#, email address to place WOs, and the community center #s. Not sure if it identifies the types of WOs but it was discussed. The general info magnet is expected to include the RCI#, Corvias Facebook link, website, community center #s, maintenance WO types, Comment/feedback # (RI-Wendy or another) and maybe the ICE website.

-a part of the WO process is ensuring that residents get a confirmation email or a call back w/in 24s (this is the new standard). What is the plan for EM WOs after hours or on the weekends?

-Corvias informed that Wendy in Rhode Island is able to take general comments and will get the information to the appropriate entities (similar to ICE)

-Contractors that come on post must show some form of ID, badge, name tag, business card, and a copy of the WO. They should introduce themselves at the door.

-Corvias will look at the possibility to have contractors and techs mark their POVs with the Corvias logo so residents know who they are. It has been repeatedly brought up that contractors and maintenance personnel sit in front of a residence for 45+ minutes and residents get scared because they don't know who the person is.

-Residents noted that Kevin Palmer was using carbon paper to copy his maintenance notes onto the WO paperwork so the resident also has a copy of the tech's notes.

-Corvias should require techs and contractors to wear a badge/name tag and identify position (tech, supervisor, manager, contractor, etc.)

-Corvias should identify a process for contractors to first go to the maintenance office (check-in), get updated info on WOs, pre-call residents, and then arrive at home, identify themselves, show credentials, and perform work, close out before departing the home, leave WO copy with stamp, and any required follow-up requirements.

-We discussed ICE as the system of record to file complaints on the installation. The question was whether or not Corvias wanted to look at doing their own comment card/feedback system (digital/analog) and inform residents.

-We discussed YouTube videos and having a Corvias energy conservation video that walks residents through ways to save money on electricity and gas consumption. We discussed AC on auto rather than constantly running, etc.

#### DUE OUTS:

- We have asked Corvias to identify ways to provide follow-up communication after a WO is placed. This may be a short-term solution as it was discussed that there will be new software coming out but not in the immediate future. Also not sure if it addresses the follow-up communication but Corvias corporate was going to look into it and get back to us as well.

-Corvias will clarify the expected communication flow regarding work orders to residents and timelines for each of the various types of work orders (EM priority 1-3, urgent, routine) Corvias will also provide examples for each type of WO.

#### 2. Tech Training and Communication

-Introduce a 2-step verification process for work orders. When the tech leaves and closes out the residence, the resident should also be able to log into their account, or open an APP to validate that a work order was completed.

-At the end of the day, residents still need to be able to talk to a person if they are having issues. They also need to know how to contact them, if the routine methods fail.

-Corvias needs a call back policy, publish the policy, and inform residents about the policy. Calls should be returned the next day at the latest, sorted by community (rotating may not be the best policy) and should be logged in a common database so regardless if it's a day crew or night crew, they see the information in the system.

-In order to build trust, Corvias should look at ways to be transparent. Providing annual plans, earnings, projects, mold outbreaks, preventative maintenance, etc. Inform the residents through a newsletter/bulletin.

#### 2. Technician Training and Communication

- Corvias informed residents that they provide the results of the air/mold tests to residents usually within 72 hours, but sometimes the results are delayed. Currently Phil is the only health/Safety rep at

Corvias, which may affect the timeliness of feedback. One resident brought up that the chain of command was informed before the resident was informed. Corvias is specifically looking into her case. This is not the norm.

-The residents and Corvias Corporate reiterated the importance of taking a WO request for health care concerns seriously and at face value. Ensure Techs are not “writing off” resident concerns. (Ex. mold vs dust).

-Residents brought up that many of their homes are not build well. Drafts, cracks, and critters. Caulking is one way to remedy the minor issues but in some cases, the residents must also be pro-active (ex was the aluminum windows at Ft. Riley and wiping them down daily because moisture builds up.) As new homes are being built, residents ask that Corvias ensure the homes are built with “Go Green” in mind and built to standard.

-If residents get approval from Corvias to invest in a home by purchasing fans, timers, LED lights, will Corvias install, and/or reimburse for these expenses or provide incentives to residents?

-Residents asked Corvias to develop a QA/QC process where supervisors come out to check on work completed. The issue of a leaky roof and mold growing in the attic space was an example. Are the contractors checking for mold when they fix the roof, or is a supervisor coming out to inspect work done and verifying if a mold specialist is required.

#### DUE OUTS:

-Corvias will look at the need to hire an additional health/safety person during times when mold is more prevalent.

-Corvias will ask the Environmental Consultant about air circulation and if running fans, or cycling the heat/AC will prevent mold buildup.

-Corvias will provide their interpretation of OSHA and EPA mold guidelines to include clarifying what techs should be wearing when dealing with mold remediation and removal (face mask, gloves, etc.)

#### Due Outs for 12 Feb 2019:

- Corvias will provide a brief at the next Focus group meeting to explain the current process for work orders. The group will use this information to identify gaps in the process and recommend ways to improve the process.

-Corvias/RCI will explain how BAH works as it relates to Corvias

-Corvias will provide the current Preventative Maintenance checklist that technicians are supposed to use when they enter a residence.

-Corvias will explain their Mold protocol/procedures and training program for technicians

-Corvias will provide the old quarterly bulletin that was sent to residents and the group will look at ways to improve the bulletin so that it provides information that the residents want to know about (ie preventative maintenance checks, fall prep, spring prep, explaining levels of work orders, how to call in a WO, how to check on a WO, filing complaints, etc.)

-Corvias Corporate will provide an update on current projects, milestones and actions that the company is already doing to improve communication, feedback, and processes.

-The group will further develop the idea of a Resident Advisory Committee that would meet quarterly to address issues within the community and provide feedback to Corvias.