

### FGGM Focus Group Summary #3

5 March 2019

Meuse Forest Community Center 1800-2100

Attendees: 15x Residents, 3x Garrison Reps, 5x Corvias Corporate (Steve-Maint, and Kevin-Envt Hazards), 4x FGGM Corvias, 2xGarrison Housing Office, 1xPAO/SoundOff

Overall, the focus group continues to be productive and positive. This meeting was intended to focus on the progress made to date. Corvias had the lead in sharing the changes being made with the residents. They brought in Steve and Kevin, Corporate Maintenance and Environmental respectively, and discussed the roll-out of changes that the residents requested back in January. Resident input/feedback/concerns are quickly being turned into tenable changes at FGGM and other installations across the USA.

We did not hear all topics because of detailed discussion regarding corded blinds, mold and preventative maintenance. After two comments were made reference budget, emotions heightened and productivity dwindled. It is important to note that the budget is important, and residents are fully aware of this fact, however, it is currently seen as an excuse rather than addressing their deeply rooted concerns. Acknowledgement of concerns and professionalism are crucial to the success and trust of this meeting. It needs to be understood that this focus group is not meant to make on-the-spot decisions. The agreement from the onset of this focus group was that the residents provide feedback, using experiences and sometimes emotion, to clearly articulate where they see the breakdown in various processes. Decisions and changes will be made overtime.

In order for this focus group to continue to be effective and drive change, we need to have both parties at the table with open minds and a willingness to listen: Corvias and the resident community. There is no room for hidden agendas in this meeting. It circumvents the trust that is being reestablished between residents and Corvias.

Rebuilding trust takes time, it isn't easy, and requires a willingness on both sides to be effective. I expect there to be bumps in the road as we continue to improve the quality of life across this installation. Through my personal housing visits, I have had dozens of residents thank the garrison for having the focus group and working with the residents and Corvias to institute change. What we are doing is extremely powerful and the effects are transcending beyond the walls of our small meeting space. I would ask both parties to continue to listen to each other as we move forward. We have moved mountains in a very short period of time. Let's keep up the great work! Thank you for all you do. Below are the notes from Tuesday night.

1800-1930

Corvias Corporate Lead Maintenance discussed the following Initiatives:

Maintenance:

- \* Defined work order categories and sub-categories, Steve will add mold into the emergency WO and categorize as Priority 1B until assessed. Corvias will look at adding the WO Priority list to the resident response plan, adding a FAQ page for common types of issues found in homes, add the priority list as a link on the WO request webpage, and educate call center reps on the categories.
- \* Status of Meade Self Help Center- We can expect the self-help to come online in the next two weeks at each community center. They will have light bulbs, batteries, filters, and even yard equipment to borrow. Residents offered that a comment box be at the self-help centers to request additional items.
- \* Status of business cards for Corvias Techs – We reviewed the business cards and requested that the position of the tech be on the card. For example, manager, lead tech, HVAC expert, etc. We should see those in the field shortly.
- \* Status of badges for Corvias performing work orders- Badges have been ordered as well as arm bands. We can expect contractors and maintenance personnel to be wearing them within the next 2 weeks or as soon as the order arrives and gets distributed. In addition, all contractors will have a copy of the WO in hand.
- \* Status of magnets for Corvias vehicles- Magnets will be placed on vehicles and contractors will have a 8.5x11" sign in the window of their vehicles.
- \* Status of improved Preventative Maintenance checklist- A new preventative maintenance checklist was presented and after the check is complete, the resident will get a copy of the check.
- \* Status of written notice to resident as leave behind after work order- a new green WO stickie was presented and will be used starting next week.

-Additionally, Corvias discussed that they are moving forward with an APP that ties into their new software, which will be in 3<sup>rd</sup> quarter CY19.

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-Surveys: Corvias noted the upcoming changes to the current survey. The improved survey will include details of the WO, the tech(s) names, WO number, date it was executed, etc.

#### Health and Safety

- \* Discussed Corvias' current mold protocols: Corvias (Kevin) discussed the new SOP that is being rolled out and the training of personnel. Residents commented that they have note regularly seen techs wearing the required respirator, gloves, and eyewear. Corvias was looking into it. Corvias did note that their personnel are only trained to work on small mold issues (less than 10 sqft), larger jobs are contracted out to specialists.
- \* Discussed EPA and OSHA guidelines
- \* Discussed how air quality test results information is shared with the residents. Corvias also discussed the issues with mold testing when abnormal outside conditions exist (hot, cold, rainy, etc). This led to a long discussion about air quality tests and the ability for tenants to request an air quality test. The current SOP directs a visual inspection. Kevin noted that they may need to relook these SOP procedures. Corvias is working with the CSA to determine the best way to move ahead regarding mold testing. I expect we will hear more at the next meeting.

Resident Experience: The Below topics were tabled for the next focus group.

- \* Newsletter discussion
- \* More robust move-in packet
- \* Refrigerator magnet with toll free number
- \* YouTube video update
- \* Resident Advocacy Program

The meeting ended at 2106 and the group agreed that the next meeting will be 19 March 2019 from 6pm to 9 pm at POTOMAC Place. I will send out the agenda a few days before the meeting. I look forward to seeing you all there.

\*\*\*\*\*NEXT MEETING 19 MARCH 2019 FROM 6-9pm @ POTOMAC PLACE\*\*\*\*\*