

**TOWN HALL MEETING
Red Hill Community Center
Tuesday, 24 Aug 04
1900-2100**

PANEL MEMBERS:

Commanding Officer, ISC Honolulu, CAPT Matt Cutts
Executive Officer, ISC Honolulu, CDR Erin Brogan
Engineering Officer, ISC Honolulu, LCDR Paul Rendon
MLCPAC Housing Program Manager, Mr. Wayne Canfield
Area Housing Officer, ISC Honolulu, Ms. Nanette Baker

ARMY HAWAII FAMILY HOUSING (AHFH) GUESTS:

Janine Lind – Housing Operations Director – 275-3700
Vickie Domingo – South Region Operations Director – 275-3800
Mark Crabtree – Director of Maintenance Management

ATTENDANCE:

Total attendance was 107 people.

**UPDATE ON ARMY/COAST GUARD JOINT RESIDENTIAL COMMUNITY
INITIATIVE PROJECT**

Capt Cutts thanked everyone for attending the Town Hall meeting and introduced Janine Lind from Army Hawaii Family Housing (AHFH).

ARMY HAWAII FAMILY HOUSING PRESENTATION

Janine Lind provided a brief explanation of the Lease Agreement, as follows:

- Effective 1 OCT 2004, AHFH will be assuming the responsibility of the administration and maintenance of both the Army and Coast Guard housing assets. All families that currently reside within CG Red Hill housing as of 1 OCT 04, will be required to sign a lease in order to remain in privatized housing.
- Terms of the lease will initially be for 6 months, and then become a month-to-month lease there after.
- Basic Allowance for Housing (BAH) with dependents will need to be started as an allotment effective 01 OCT 2004. The BAH will cover the rent, utilities (water/sewer & electricity) and renter's insurance.
 - Renter's insurance will cover:
 - Liability at \$100,000
 - Personal at \$20,000

- Deductible at \$250
 - Residents are encouraged to continue their own renters insurance if they currently have it already in place.
- Location of AHFH Offices:
 - As part of AHFH community based management strategy, the AHFH staff will be located in the Community Centers in near by neighborhoods.
 - Residents who live within Phase I & II will contact the Community Center as follows:
 - Phase I – Red Hill Community Center (For the short term, AHFH will be located in the CG Housing Office across from the CG Gas Station) – phone number TBD
 - Phase II – Aliamanu (AMR)/AMR Rim
 - 261 Halawa View Place, Bldg #419, phone#: 275-3860

The primary goal of AHFH, upon initially assuming the maintenance responsibility of all the homes, will be to take care of all the deferred maintenance/repair projects that are outstanding.

Janine then proceeded into the question and answer session.

- Is the CG going to make the BAH allotment automatic? –
 - Yes, Wayne Canfield responded by indicating it is PACAREA, MLCPAC, ISC Hono and D14’s desire to get the process automated as quickly as possible. ISC Hono is working with CG Headquarters to make the BAH allotment process automatic. Senior leadership, including the new Pacific Area Commander (VADM Johnson), as well as the previous Pacific Area Commander (VADM Cross) who is now Vice COMDT, are aware of the problem.
- Is Public Private/Venture a legal, scientific experiment or CG policy requirement? –
 - Wayne Canfield responded “No” to this question. The CG realized that this was the only way for CG families in Hawaii to get new quality housing quickly. The other option is to wait ~ 15-20 years when the AC&I program rebounds after Deepwater, and starts constructing new housing.
- Will a reservist member, married to active duty member, who is senior in rank and entitled to BAH have to allot this to AHFH? –
 - Yes, if the reservist is ordered to active duty in excess of 140 days. The current lease with the active duty member will be terminated and the senior reservist member will have to sign a lease and start an allotment for their BAH amount. Wayne to verify and confirm information by 7 Sept 04.
- What happens in the case where a member is married to another member?
 - The senior member will forfeit their BAH w/ dependents rate. The other member will retain their BAH w/o dependents rate. If both members are entitled to BAH w/o dependents due to no children, it will be the senior member BAH w/o dependents that pays for the rent.
- Can members pay extra to get into in a larger housing unit than what they are qualified for? –
 - No.
- What’s the incentive to stay in the Privatized Housing before the new homes are built? –
 - Better services starting from day 1 catering to the needs of the residents and to the community.
- What activities will be provided for kids? –

- AHFH wants to hear from the residents on what they want, and will work to establish programs for children. Other PPV projects on the mainland have successful after school programs for children and AHFH will work with residents to do the same here.
- What's the immediate benefit we can expect to see? –
 - Immediate impact will be better services, but AHFH cannot commit until the financial plan is approved.
 - Long Term: the contribution of your BAH will benefit the communities and the houses that will be built/constructed within the near future. Currently the proposed start date for CG to start demolish/replacement project is JUN 2006. This date may change and is only a proposed start.
- How will BAH affect tuition assistance & income levels for low-income families? –
 - AHFH is aware of this problem and is working with the Dept of Education to address this issue, as well as the lunch program issue. Currently the WIC and childcare programs will NOT be affected. But both the food stamp and college tuition programs will account for the increase that member's will receive once BAH starts as a pay entitlement.
- Who will be responsible for security? –
 - Army. It will be either Military Police or a contracted security force.
- Will Red Hill remain a CG community? –
 - The Coast Guard will retain priority assignment for the houses at Red Hill. It is expected that over the years, Red Hill will be a mixture of CG & DoD service members.
- Utilities – Can we get money back?
 - Yes. Once the new housing is constructed, AHFH will establish a baseline for utility consumption based on bedroom mix. If residents consume more than 110% of the baseline, they will pay out of pocket for their utilities. If residents consume less than the baseline, then they will receive funds back from AHFH.
- Will the Aloha Kit program continue? –
 - Yes. AHFH will maintain an On-base Aloha Kit program. CG will contract for an Off-base Aloha-Kit program, as well as an Aloha-Kit "Plus" program for additional amenities that we provide now (i.e. linens, blankets, towels, microwaves, TV, kitchen items, etc.)
- When do we have to complete the BAH allotment? –
 - CG is setting a deadline of 15 Sep 04.
- What is the latest date to sign leases?
 - All leases will need to be signed no later than 30 Sept 04. The Coast Guard does have an earlier goal of 15 Sept 04 and will be actively pursuing to meet that completion date via the commands.
- Do we all have equal assignment priority to CG housing units? –
 - Yes. CG will have equal access to 444 hsg units.
- How binding is this lease? –
 - It is flexible if members are retiring or transferring and in receipt of government orders.
- The 6-month binding lease is an issue.
 - Army wanted the 6-month binding lease, but AHFH wanted month-to-month lease. If PCS orders are received, residents will be required to provide at least a 28-day notice

to AHFH. If the orders are proceed immediately without delay, AHFH will waive the 28-day notice requirement on a case-by-case basis.

- Will Army personnel go into empty CG housing units in Phase II? –
 - If the vacancies are available there is a possibility that vacancies can be filled with Army personnel.
- When the Coast Guard transfers in the summer months, will AHFH hold a house for an incoming member and his/her family?
 - It will depend on the availability of the houses on the waitlist that will be maintained by bedroom size and rank/grade.
- What is in store for the Phase I Community Center?
 - CG is actively pursuing the transfer of property to AHFH for there use. Once AHFH starts to demolish/replace housed in Phase I, this building will come down.
- Will the School bus service continue from Phase II to Red Hill Elementary?
 - The Coast Guard will stop paying for the bus service on 1 JUL 05. The Army currently provides the bus service to AMR residence and the CG is negotiating with the Army to provide the same service to our Coast Guard residents.
- When will residents be told to relocate?
 - AHFH will provide a written notification 120 days in advance. Their goal is to move people to better houses than what they are currently living in and to only move people once.
- Can spouses use a General Power of Attorney to act on behalf of the active duty members?
 - No. The **Special Power of Attorney** was specifically created to address privatized leases that are required to be signed by all residents. Residents, who have spouses that are attached to afloat commands or who are away for long periods of time, are strongly encouraged to complete a Special Power of Attorney. An electronic copy can be printed on line at www.armyhawaiifamilyhousing.com.
- Will the housing areas be mixed by rank/grade? –
 - No. It is segregated by rank/grade.
- Lawn Care, what is included? –
 - AHFH will take care of front yards, side yards, common areas, and back yards that are not fenced-in.
- What is the Check-Out policy?
 - This will be covered in detailed within the Resident Guide and Community Standards Handbook, which AHFH is working to release on or around 6 Sept 04.
- When residents experience pay errors, will that affect our credit reports?
 - AHFH asks residents to contact them immediately to let them know that the member is experiencing pay errors and AHFH will work with residents to help resolve the issue.
- Who will be maintaining the Housing Units? –
 - All-Star.
- Paint in the housing units is peeling, what are you going to do about it? –
 - AHFH will look into this issue and will try to provide corrective action.
- Orange dots on the trees, not sure what this means? – This was part of the survey that was conducted recently on both Phase I and II. Those trees that are marked with orange dots are NOT designated for future removal. AHFH will maintain approximately 90% of the existing

trees within Phase I and II. Their intention is to try to preserve as many of the existing larger size trees as possible.

- Community Center, Country Store, Bunker, what will happen to these facilities? –
 - We have transferred the Bunker, but this will remain for CG use. We are in the process of transferring the Community Center & Country Store, but details are still being worked out. A country store commodity will remain in the Phase I footprint. It is desired that an agreement can be worked out with CGES and AHFH to allow for this. Negotiations are taking place at this time and residents will be kept informed of progress.
- We received a Verizon Letter about paying for repair services. What is this about? –
 - This is Verizon trying to get residents to pay for an insurance policy. Don't pay it. Army is currently looking into this issue and will take for corrective action with Verizon. Army Hawaii Family Housing will be responsible for the maintenance of phone lines interior to the homes.

PENDING HOUSING MAINTENANCE PROJECTS

LCDR Rendon provided information on the pending housing projects, which include:

- There is currently one CEU Honolulu project underway this FY, which is replacing a section of primary cable in Phase II housing. Two outages are anticipated for a duration of 4 hours each. The contractor will be providing flyers on when these outages are expected to occur.
- FY05 – Replace Primary Switchgear in Phase II. During this project, several outages will be required as the contractor transfers the electrical distribution system from the old outdated switchgear to the new primary switchgear. This is a CEU Honolulu project.
- FY06 – Replace Primary Switchgear in Phase I. During this project, several outages will be required as the contractor transfers the electrical distribution system from the old outdated switchgear to the new primary switchgear. This is a CEU Honolulu project.

SPOUSES TEA EVENT

A brief reminder was provided to all spouses about the upcoming Spouses Tea Event being held at the D14 Commander's residence at Diamond Head Lighthouse.

RESIDENT CONCERNS

CDR Brogan opened the floor to current housing issues. The following list of action items were identified.

Action items:

- Refuse – needs to be changed out as soon as it gets full.
 - Refuse pick up is performed by our DZB Maintenance contractor. Housing will conduct daily checks to ensure trashcans are being emptied properly. We further ask the assistance of our residents to contact the Housing Office at 831-2766 to report any

- areas of concern. Additionally, we ask residents to help remind their children to dispose of their trash within the proper trash receptacles.
- Playground at Point Welcome – Safety concern was voiced with regards to over grown bushes with prickly thorns that were encroaching upon the playground area.
 - The Housing office staff removed all plants of concern along and around the playground enclosure on 25 Aug 04. For further assistance, please contact the Housing Office at 831-2766.
 - Additional trashcans need to be installed along Forward Avenue, so kids can throw trash away in trashcans, instead of on the ground.
 - The housing office staff will conduct daily checks along Forward Avenue to monitor this road for trash. We further ask assistance from our residents to help remind their children to dispose of their trash within proper trash receptacles. Additional trashcans will be installed along Forward Avenue and Tampa Drive during Sep 04.
 - Landscaping in Phase II (Point Welcome) needs to be addressed.
 - Housing Office will continue to monitor the area and work with the DZB Maintenance contractor to ensure all common areas throughout Red Hill housing area are addressed.
 - Drainage problem in 3451 Forward Avenue (BMC Dan Fromer). When it rains, the water ponds and does not flow away from the front of the housing units. A French drain needs to be installed.
 - Housing Maintenance staff will make a site visit with resident the week of 6 Sept 04 to assess the situation. Please contact the Housing Office at 831-2766 to request for further assistance if you are experiencing drainage problems.
 - Post the Resident Guide on the ISCH Housing website.
 - AHFH is currently in the process of finalizing the draft. Once completed, ISC Honolulu will provide a link within the ISC Honolulu website to make it available to our residents as an electronic copy.

LEASE SIGNING/PROCESSING ARMY HAWAII FAMILY HOUSING PERSONNEL

As of 2 Sept 04, a total of 70 leases have been signed and 23 BAH allotments are completed.