

2019 Town Hall Questions

Questions asked at Town Halls:

Q1: The Flightline Café Family Meal is too expensive.

A1: Community Support Director Laura Hamilton stated that the meal is priced to cover costs.

Q2: There is no longer a theater in Point Mugu. How can we watch movies?

A2: The All Hands (Single Sailor Lounge) is available for families until 5p.m. and they have selection of over 600 movies in a mini-theater type lounge.

Q3: Are they demolishing all Anacapa homes?

A3: No, but some will be demolished. We will provide adequate notice to move. Replacing 24 homes with 5 SOQ homes. NBVC is growing and the CO is asking region if the 10-year old plan makes sense today? We are also asking to hold off on demolition until a housing analysis (HRMA) this fall.

Q4: When there is new construction of homes, do they check for contamination?

A4: Yes

Q5: Water has leaked down middle of Tomahawk Drive on Mugu for 2 years, leak not fixed.

A5: Public Works shut the water off (fire suppression water) and will provide a repair timeline.

Q6: A project is set to be built at Surfer's Beach parking lot at Point Mugu. Have other locations been considered and has there been an environmental impact study been completed. There is limited access to a unique surf location there and the project will make access worse and will impact the area as well as personnel. Have you contacted the environmental groups in the area?

A6: Current status of NEPA process:

An Environmental Assessment (EA) is underway to evaluate the construction. The preliminary draft EA is currently being prepared and will be reviewed by the Government starting 2/21.

Timeline for Public Review:

The public review period begins with the public notice of availability (NOA) of the draft EA, currently planned for mid-May 2019.

Timeline for Coastal Commission Review:

The Navy is planning to engage the Coastal Commission in early May.

Q7. Can we have fire pits (like the Home Depot ones) on NBVC?

A7: In Housing - Portable Fire Pits are authorized in the backyard only and shall be supervised at all times, fire pits shall be located 25 ft away from structures and away from trees. Manufactured fire pits shall have a screen for protection and should be closed when in use. Never use gasoline or lighter fluid on the fire. Only dura flame type fire logs are authorized for burning. Burning of fire wood, dry or cut vegetation, trash, etc is prohibited.

On NBVC outside of Housing - Open Fires; (example campfire, bon fire and/or fire pits) are prohibited,

except in designated areas approved by the Fire Prevention office.

Q8: There is a stretch of Perry Rd with no stop signs and people are speeding. What is the procedure to request a stop sign?

A8: You can request/report a need for a stop sign to Lincoln Military Housing. PW is responsible for posting signs and will look into the requirement for signs in that area. When a vehicle is seen speeding in any areas on base, please report these to Force Protection. The Watch Commander is at (805) 340-3135. If there is any emergency, please call 9-1-1 and indicate which base you are on, NBVC Point Mugu or NBVC Port Hueneme.

Q9: The Point Mugu RV Park will be shut down for renovations. Will there be alternate areas to RV on Mugu? Also, there is a flyer at the RV park estimating renovations in December 2019. Is that the date?

A9: The Public Works Officer stated that no award has been made therefore there is no set timeline. Dec. 2019 is probably a good estimate considering award and completion times. There will be "Dry" RV alternatives on Mugu, meaning no water and/or sewage. Additionally, we are deciding if it is feasible to relocate temporarily at Port Hueneme.

Q10: Is there a new push to put new restaurants on Port Hueneme or Point Mugu?

A10: The number of eateries on base are tied to the Active Duty #s so although NBVC serves ~20,000 employees, there are only ~5,300 Sailors. There is a preliminary discussion at higher levels of shifting to more college-style offerings. With regards to commercial eateries, contract and N9 eateries are subject to patronage and the ability to sustain earnings.

Q11: There is not enough RV storage. What are you doing to fix this?

A11: There are spaces available for small RV storage although there is a wait list for large RVs. NBVC is currently looking into site approval to use empty space next to the Mugu RV lot.

Q12: The CDC's are full. Is there any place to expand?

A12: Unfortunately, there isn't.

Q13: You said there are areas that people can't get to in order to treat for mosquitos. Have you considered drones?

A13: Great suggestion. NBVC is currently working with one of the tenants to explore drone use for dropping larvicides over areas personnel is unable to access.

Q14: Why is it taking so long to fix the toilets and water leaks in the Gym?

A14: Report broken facilities to the Gym front desk. They should be following up with the Facility Manager. If you see facilities broken for an extended period, you can report these items directly to Public Works at 989-8888. There should be work order #s posted at the entry to the gym. One issue is that if there are any working toilets, a broken toilet is not considered an emergency. Please continue to engage gym staff and public works.

NBVC Housing Town Hall

Objective: Provide direct engagement by base commanding officer to hear military housing residents' concerns and comments. Ensure families understand the proper procedures for reporting discrepancies with the PPV partner and who to contact in the chain of command if they need further assistance to resolve an issue in a timely manner.

Date / Time: 4 MAR 2019 1900 – 2130

Location: Duke's Place, Port Hueneme

Attendees: 32

Note Taker: PAO, Theresa Miller

Agenda items:

1. Welcome and introduction from NBVC Commanding Officer, CAPT Jeff Chism
 - I am your advocate.
 - I am here to listen to your concerns.
 - Navy directed 100% contact with every Sailor residing in housing. All attendees confirmed they received a letter from the base CO.
 - I am here to make sure you understand the 3-step process to resolve housing issues
 - Here with me is the NBVC Housing Director, David Dejesus who will be tracking issues and providing responses and follow up.
 - Your health and safety is our #1 priority.

2. Questions / Concerns from attendees
 - 1) I'm pregnant. When I moved in, I called LMH and reported there are mice in my home. I was told it isn't mice. I called again. It is mice. I have had silverfish in my house, even in my kid's bed for two years. I can smell decomposing things. LMH knew the house was in poor condition when I checked in. It is rat infested. To treat the problem, I have left for a ½ day or whole day. Something is living under the bathtub. I can hear it under there. There is mold under the kitchen window. I called LMH and they said, "If you don't like it, you move." The floor is peeling. There are staples in the carpet that stick up. I call LMH and they send someone who bangs them down, down into the concrete or whatever is under there. Then time passes and other staples pop up. I can feel them under my feet and LMH sends someone and they bang it down. Why don't they replace the carpet or fix it? I understand the 3-step process but why is it so hard? Something is wrong or broken and I have to keep calling? The appliances don't work. The fridge, the dishwasher. There is no A/C in Mugu housing. It's worse here than other housing. Why are they different for the same money? Why is there a shared electric rate? I don't use the same electricity as other families with so many people living in their house. Why all these outages. I have a list of all the outages; always water, or gas, or electric is out in San Miguel. My child has had ten sinus infections since arriving here. LMH moves families in and out. They bring in new residents when other residents leave and they know the house is infested. Why do they keep

putting new families in these subpar homes? Why can't they lower the BAH paid to LMH for residents in these areas so we can pay for fixes. So many families living here have kids who have developmental diseases. There is lead paint on the outside of the homes. You know that. Why can't the inside of the homes be tested, monitored? The houses are unequally distributed, 3-4 kids or no kids but all in the same 3-bedroom homes. I'm tired of calling LMH. Why don't they fix things the first time? There are ants everywhere? Housing is unequal, why not have different housing areas pay less so you can have the remainder to pay for water, repairs, appliances? The playgrounds are in awful shape. San Miguel housing parks are overgrown and there are snakes in there.

- a. ICO provided information about the reason for the outages to include demotion of homes in gas mask training area and aging gas lines. ICO unsure about the electrical charges but will have LMH and N9 Housing follow up. ICO will forward to LMH the suggestion to have water conditioning services provided to Point Mugu housing residents. Unresolved pest issues should be elevated to command level. N9 Housing made contact and will follow up.

2) PM Santa Rosa Housing smells like poop.

- a. Water on base is safe. We receive the same water as the City of Port Hueneme and the water consumer confidence report is available for you. NBVC meets all EPA and water quality standards. Taste, smell, color of water has no measurable standard to test to. ICO asked for resident address and will follow up.

3) I have a problem with the timeframe to do exterminations. Extermination is done 8 a.m. to 11 a.m. only. I'm a single working mom. Can you provided better hours so I don't have to take time off? There is a smell in the upstairs bathroom. I called LMH two times for the smell. They said it was fine. It smelled for a while but stopped. I guess whatever it was completely decomposed but I know there is a dead carcass in there. When I call, I want the problem taken care of, not to wait until it resolves itself.

- a. N9 Housing will follow up.

4) I am the LPO for a squadron and I compiled complaints from our people. It's the same that everyone else is reporting: pests and mold. A lot of problems aren't reported to LMH because there is nowhere to go when remediating. No one wants to be out of their home for over a week. It's hard to live in a hotel. Lights flicker when the wind blows. LMH says it's the wiring. I know that. There is no A/C and it's 88 degrees and hotter in Point Mugu housing. Why don't they add A/C or fans? The LMH office has A/C.

- a. N9 Housing asked that residents report mold and escalate issues. N9 Housing asked that residents give LMH a chance to fix the issue so that things can get better.

- 5) Kids in housing are being diagnosed with epilepsy and/or autism. I've been here one year and in that year my son has had over 55 seizures. There needs to be testing for mold. I've had a rat issue for months. They give us traps, sticky traps. That leaves dead and dying pests in the walls. It smells. And when you call LMH, the maintenance managers are rude. According to them, all the problems are always someone else's fault.
 - a. ICO asked that the residents provide names and addresses to ensure follow up and testing.
- 6) When maintenance comes to fix things, even if things get fixed there is still the mold. They say they are not mold specialists and they are not experts in mold removal. They should send mold specialists. Not just tell you to move. LMH makes you feel like it's your fault.
 - a. ICO requests resident to provide name and address for follow up.
- 7) I've been in LMH one year, were a new military family. Cost of living in the area is high. We can't make plans with outages so frequent. It's expensive. We feel stuck on base housing because of the cost of out in town homes. But the base housing is so old and in bad shape. Our house exterior is nice but unoccupied homes are overgrown and out of control. The standards required for residents to keep up and the LMH upkeep standards aren't the same. They should keep up the exterior of unoccupied homes like we keep up our exteriors. LMH needs to screen vendors / contractors better.

There should be a rent concession on BAH in San Miguel housing so you have money to stay out of home during outages and maintenance. If there is no A/C, there should be a rent concession to pay for some way for residents to cool their homes.

 - a. ICO provide feedback to leadership.
- 8) What's going to be done with the open area in Point Mugu housing? Is there going to be standing water attracting mosquitos?
 - a. ICO states that the pond area is created to catch overflow during rainy season but will dry out during the summer when rains let up. NBVC has an active mosquito abatement program which the ICO described.
- 9) The foundation of my home is shifting. LMH says I'm first on the list. I've been here for a year living on Lark Drive. LMH only Band-Aids stuff. Small fixes that take a couple hours get fixed. Big jobs just get ignored. How can we get BAH raised so we can leave base housing? How can we make A/C mandatory in housing?
 - a. ICO and N9 Housing explain that in October, a market research survey will be conducted. There will be a full housing market analysis to address home / rental costs.
- 10) If BAH goes up, more money just goes to LMH for the same housing. There should be Cost of Living Allowance (COLA).

- 11) Joint Base Pearl Harbor has COLA. We should have COLA here.
 - a. N9 Housing stated that they do annual data collection which assists with determining the cost to live in the area. Housing is funded based on the average cost of housing.

- 12) If you live in Point Mugu, there are no services. There is no theater, no grocery store, no chapel, no activities.
 - a. ICO responded that the last year the theater was open, there was an average of 14 patrons per month. On the whole, residents rarely used the bowling alley, the theater, and the Chapel. We need to patronize facilities or they will close.

- 13) There is black mold in homes and in mine it was next to the water heater spreading mold in the home. My kids have had three years of seizures. Both kids have chronic respiratory illness. I want a mold specialist to examine the house. LMH doesn't fix anything for the next resident. They move you out eventually and move in the next resident.
 - a. ICO asks resident to provide name and address for follow up.

- 14) I want to suggest preventative measures. There should be a thorough home inspection between tenants. LMH is rude. You have to keep calling, they don't just fix things. I had a gas leak and they didn't come until the next day. A gas isn't urgent to them. It takes about four visits for LMH to fix stuff. I work and I have to take time off for each time they come to fix the same thing. Quality is not there. The size of homes is not adequate. There are dogs off leash running around the neighborhood and when we report it, LMH doesn't care. They don't follow their own rules. Residents with dogs are so carefully monitored. It's too hot. There should be A/C. LMH customer service is terrible. LMH staff in offices with A/C but spouses are at home with kids sweating it out.
 - a. N9 Housing is following up.

- 15) We are analyzing the housing areas around the base. No 3-bedroom houses outside the base rent for \$3000/month but we pay that for 3-bedroom houses on base. And the houses are not equal. BAH goes up and LMH gets it. New homes are in good shape but the higher BAH doesn't equal upgrades.
 - a. ICO and N9 responded with information about how BAH is calculated and the reasons for conducting the town halls which is to hear the residents and to advocate for better conditions.

- 16) I am the VUP-19 Ombudsman. We want to know why we have to call three times to get stuff fixed. There is mold in the homes. We keep getting told that bleach can fix it. That's not enough. Mold is growing in the homes for a reason.

- 17) I don't have any mold or pests but a bunch of little things are not good. LMH doesn't give a crap. There's lots of stuff wrong. Little things that don't get fixed. Cracks, carpeting, yards. We want to get these issues resolved.

- 18) We were excited to move to California. We're happy to be here. Everything is good, except the house. It's hot, over 80 degrees inside the house It's cooler deployed to the desert.
- 19) Drainage is an issue in the house. Two calls, two visits. I've only lived here for two months. How do I know its fixed and how do I know there isn't moisture that's going to cause mold?
 - a. N9 Housing will follow up and visit the house.
- 20) My screen door is jammed. LMH says they fixed it. It still gets jammed. I have gotten locked out of my house multiple times. It's not safe if my small child is in the house and I'm locked out. I've called three times and they've come to fix it three times but it's still broken. We want a whole new screen door. Stop fixing it, replace it.
- 21) When we signed the lease agreement before we arrived, we had a zero balance. When we arrived, we owed money to move in. We didn't have money, we just paid moving expenses. Also, the carpets were coming up.
- 22) There is such a huge wait from child care. Why does it take so long to get CDH qualified for someone who wants to provide in-home child care?
 - a. ICO stated that there are stringent rules to get CDH certified. It used to take a year but now is taking less time, closer to 3-4 months.
- 23) We've been here two years. A year ago I moved to Loon (street). There was a fire in a house across the street and now it is abandoned. It's an eyesore. There is no resolution and no fix. Why are there no fire extinguishers in the house?
 - a. ICO will get the answer for the resident.
- 24) I came home and the house was dark. A bedroom smelled like burning rubber. I turned on a light and the wall was black. There was a line of black running up the wall. It was clear the wiring had burned in the wall. LMH did not send anyone until the next day. I was scared. A neighbor came over and said it was a problem. I called twice. The next day they found burnt wire in the wall and water in the walls and burned electrical.
 - a. N9 Housing will look into the issue with LMH.
- 25) The fire sprinkler system was turned off in Anacapa housing. When will it be back on?
 - a. ICO - April 15 the contractor will start work and we will come up with a road closure plan.
- 26) The backyards in Anacapa are small. There is no grass and its muddy.
- 27) LMH should test every home for mold. There should be more extensive testing.
 - a. ICO - We will request that.

- 28) I've lived in base housing for six months. There are holes in the yards. It's not safe for the kids. LMH should fix the holes.
- a. ICO - We will forward your request.

NBVC Housing Town Hall

Objective: Provide direct engagement by base commanding officer to hear military housing residents' concerns and comments. Ensure families understand the proper procedures for reporting discrepancies with the PPV partner and who to contact in the chain of command if they need further assistance to resolve an issue in a timely manner.

Date / Time: 2 MAY 2019 1830 – 1955

Location: Mugu Theater, Point Mugu

Attendees: 9

Note Taker: PAO, Theresa Miller

Agenda items:

1. Welcome and introduction from NBVC Commanding Officer, CAPT Jeff Chism
 - Highlight of upcoming base events.
 - I am your advocate.
 - I am here to listen to your concerns.
 - Navy directed 100% contact with every Sailor residing in housing.
 - I am here to make sure you understand the 3-step process to resolve housing issues
 - Intro of NBVC Housing Director, David Dejesus and Lincoln Military Housing Director, Nancy Meissner.

2. Questions / Concern / Comment:
 - 1) FRG board member (self-identified) stated the childcare waitlist is too long. In particular, the resident stated the infant room capacity at PH is eight (8) and there are only six (6) in the room. She recommends using another room for infants. She also stated that CDC directors have shown no interest in considering her suggestions.
 - a. ICO expressed empathy, and informed the resident that NBVC CDCs follow federal standards to include child-to-caretaker ratios. Outside the base, child care facilities follow state standards which are less restrictive. The ICO also explained the vetting process for higher “smock”/level caretakers. ICO requested resident contact information for further follow up.
 - 2) Resident lives at PM and works at PH. Why is the recycling pickup at PH weekly and at PM bi-weekly?
 - a. LMH director stated that the two bases had different contracts with different contractors. She stated that when the contract is renewed, she will ensure both bases have weekly recycle pickup.
 - 3) The resident is a Girl Scout troop leader and her troop meets at Mugu Chapel weekly. She informed the group that there is an on-going flood at Mugu Chapel restrooms in the vicinity of U. of Laverne spaces.

- a. ICO stated he will ensure the situation is reviewed soon. (Follow up: CMDCM Laurie engaged with PWO and the flooding is cleared. A Work order was submitted to fix the urinal in question and PWO will ensure the work is performed soon.)
- 4) There are dogs in the neighborhood that frequently break out of their yards and are a nuisance and a hazard. What is the process to hold the resident accountable?
- a. Security Officer (SECO) stated he would send patrols to the area more frequently. LMH director asked that the incidents be reported to the district office and the resident with the dog would be given a letter. A second complaint would result in another letter and a third complaint would result in the loss of pet privileges. The resident stated the neighbor already received letters. LMH and Housing will follow up.
- 5) Cars are speeding in PM housing at Lark & Sparrow.
- a. ICO and stated NBVC has increased the number of speed traps on base. SECO stated if the incident is reported immediately and vehicle information is provided, the perpetrator will receive a citation and multiple citations will result in loss of driving privileges. SECO will increase patrols in the area.
- 6) There have been more break ins and petty theft on PM. How can we find out what you are doing for crime prevention and can you fix it?
- a. SECO stated that NBVC is currently training four bike patrol officers to patrol housing. He will increase patrols in the area and encourages residents to always report any break-in immediately. Additionally, the resident was informed that FP has implemented a change in the Crime Prevention program as of April. All base commanders have received a letter explaining the changes and the letter is available on the NBVC website along with a link to the monthly crime report. SECO also provided the number for the RDC.
- 7) Do you prefer residents use ICE or the CO_Suggestion_Box?
- a. ICO explained that residents are welcome to use whatever avenue they prefer. All suggestion box items are reviewed weekly.
- 8) Has the base considered holding the town halls on FB live?
- a. NBVC is currently working to do a quarterly FB live town hall following the completion of the mandatory in-person town halls.
- 9) How can I view the Q&A from the town halls?
- a. The Q&A is available on the CNIC.navy.mil/ventura website.
- 10) Has there been any consideration to having temporary or in-transit housing while residents await housing? The waitlist is 4-6 months and it is unaffordable out in town while families await base housing. There are 100 unoccupied homes on PM that could be used.

- a. ICO stated there are 78 homes that have been turned over to LMH for renovation. These are uninhabitable but should be completed by June 19. LMH and housing will look at the list. Housing has explained that the method of putting in the list is being reviewed and they will be more transparent about where residents are on the list. The ICO stated that due to the fires, affordable housing is less available.
- 11) Southern California is so expensive. How can we receive COLA?
- a. ICO explained there are few areas in CONUS that receive COLA and qualifying factors include the availability of base housing and services. BAH is reviewed each year based on statistics provided by Housing. NBVC is in the 2019 cycle to submit numbers.
- 12) Are the 78 houses on PH or PM?
- a. They are on PM.
- 13) Since there is expected growth of military and dependent numbers on PM, will the PM theater re-open? Will services on PM return?
- a. ICO stated that he is continually revisiting services on PM. The MWR facilities must at least break even. Usage of the theater in the last year equaled 14 attendees per month and less for the bowling alley. He will continue to work with N9 to assess use and to revisit temporary openings to reassess usage. ICO recommended downloading the Navy Life SW app.
- 14) MWR events are fun. Thank you.
- a. ICO said, "thank you."

ICO wrapped up. ICO / CMDPCM / Housing Director / LMH all stayed after to talk to residents and attendees.

NBVC Housing Town Hall

Objective: Provide direct engagement by base commanding officer to hear military housing residents' concerns and comments. Ensure families understand the proper procedures for reporting discrepancies with the PPV partner and who to contact in the chain of command if they need further assistance to resolve an issue in a timely manner.

Date / Time: 25 APR 2019 1830 – 1910

Location: Duke's Place, Port Hueneme

Attendees: 9

Note Taker: PAO, Theresa Miller

Agenda items:

1. Welcome and introduction from NBVC Commanding Officer, CAPT Jeff Chism
 - Highlight of upcoming base events.
 - I am your advocate.
 - I am here to listen to your concerns.
 - Navy directed 100% contact with every Sailor residing in housing.
 - I am here to make sure you understand the 3-step process to resolve housing issues
 - Intro of NBVC Housing Director, David Dejesus and Lincoln Military Housing Director, Nancy Meissner.

2. Questions / Concern / Comment:
 - 1) Ongoing kitchen issue. Kitchen remodel project started 1 APR 2019. Was told project would take two (2) weeks. Sailor wanted to emphasize that expectation management was his greatest concern and that he and his family made decisions based on the information provided. LMH had offered to move them to either a hotel or on base temporary housing. They decided to stay based on the two-week estimate. The workers are not there every day and the Sailor is hearing maybe next Thursday, 2 MAY, which is over four (4) weeks. The first two weeks the workers were there a total of maybe six – eight hours total. This week they've been at the house every day. Every day all they hear is excuses and possible timeline shifts. The family accepted a month BAH instead of a daily rate due to the estimate and they will be out of pocket soon. Even with the involvement of the base command leadership, there is still no good communication or answers and the Sailor feels that it would be worse if not for the command. Additionally, he expressed that as a higher enlisted Sailor, he stands up for himself and so does his spouse but that a lower enlisted Sailor and family would not be persistent and would have an even worse problem.
 - a. ICO expressed empathy, discussed timelines and expectation management. ICO / Housing Director / LMH Director asked to talk after town hall for follow up. (Next day, contractor provided update and apology and provided SVC member \$500 visa gift card for expenses.)

- 2) The sidewalk is buckled. SVC member submitted trouble call one year ago to PW. He wants to know who to put in a trouble call to; PW or LMH.
 - a. ICO stated he would follow up with PW and LMH. Housing Director met with SVC member and got address. Area is in LMH and Housing will follow up directly with LMH.

- 3) Tell me about mosquitos. Is NBVC spraying? VC is treating early this year, what about the base?
 - a. NBVC doesn't spray usually because it is mostly ineffective. NBVC treats areas of concern with larvaecides. This year we will be working with a tenant to explore treating previously difficult to reach areas using drones. ICO also stated that treatments used at the base are now being used by off-base entities due to the success NBVC has had with treatments. If mosquitos are seen in larger swarms near enclaves / entrances, report to PW Environmental and we can spot treat. ICO also gave out more in-depth mosquito information for individual management, such as limiting standing water.

- 4) How can we request bussing for children on Port Hueneme?
 - a. SVC member was provided name and contact for School Liaison Officer who is currently working with school districts to determine bussing potential. ICO confirmed Ocean View school district and will follow up with SLO.

- 5) There was a large pothole on Port Hueneme on the corner of Layman and track Rd. It was covered with a big steel plate. That pothole has grown past the size of the plate. There is another pothole near Canal St. and track 13 Rd. that has been there for about two months.
 - a. ICO and Command Master Chief will follow up with PW. Discussed funding and IGSA's to manage pothole repair. SVC member asked why Seabees can't fix it and ICO informed the group about the process of using Seabees and project timelines.

ICO wrapped up. ICO / CMDCM / Housing Director / LMH all stayed after to talk to residents and attendees.

NBVC Housing Town Hall

Objective: Provide direct engagement by base commanding officer to hear military housing residents' concerns and comments. Ensure families understand the proper procedures for reporting discrepancies with the PPV partner and who to contact in the chain of command if they need further assistance to resolve an issue in a timely manner.

Date / Time: 28 Feb 2019 1900 – 2015

Location: Duke's Place, Port Hueneme

Attendees: 24

Note Taker: PAO, Theresa Miller

Agenda items:

1. Welcome and introduction from NBVC Commanding Officer, CAPT Jeff Chism
 - I am your advocate
 - I am here to listen to your concerns
 - I am here to make sure you understand the 3-step process to resolve housing issues
 - Here with me is the NBVC Housing Director, David Dejesus who will be tracking issues and providing responses and follow up.
2. Questions / Concerns from attendees
 - 1) Sam the maintenance man is awesome. He's the tall, older one.
 - 2) Who decides which contracting companies perform maintenance and upgrades?
 - a. PPV chooses contracting companies.
 - 3) I've had multiple contractors in my house, eight different ones, over the last five months to respond to basically the same issue. Some of the fixes have further messed up my home and the contractors keep messing up more stuff and trying to hide their errors.
 - a. N9 Housing to follow up. Completed form.
 - 4) Is LMH a third party or middle man? Please clarify
 - a. LMH is more like a property manager and they hire contractors to perform maintenance and upkeep.
 - 5) My issue is with the utilities. My kids are sick and the water quality is awful. My kids have skin conditions that have left scars and continue to have outbreaks. The water is also discolored. We contracted with a water conditioning company to help the situation but it's expensive and doesn't fix the situation, just makes it ok.
 - a. Public Works to follow up. Completed form and provided contact info.

- 6) Is there a method to track maintenance calls at each address? Is it the residents' responsibility to track ongoing/ unresolved issues? What is the number of times/calls does it take to resolve an issue?
 - a. N9 housing can access # of visits and will be tracking. N9 Housing provided contact info.
- 7) What is the pet policy on base in housing? Who decides how many pets are too many?
 - a. N9 Housing made contact. Will provide pet policy and look into enforcement.
- 8) The problem we are seeing is follow up. I reported a crack in my kitchen counter. I called multiple times and they say they will fix it. They filled it with silicon the first time they came but it came out the first time I cleaned the counter. Now the crack is much bigger. More maintenance people have come out and still nothing. The last I heard, they are going to replace the counter. They have measured the counter to be replaced two times. I don't know when they're going to fix it and I don't think they know either.
 - a. N9 housing made contact and took info for follow up.
- 9) I didn't know about the 3-step process to escalate an issue. Thank you for telling us.
- 10) Is it ok for the Triad / command staff of tenant commands to call the base to make sure the Sailors' housing issues are resolved?
 - a. Command leadership should assist Sailors with the 3-step process. Commands and Sailors are encouraged to reach out to the base to assist with resolution.
- 11) Who is responsible for quality assurance of the work being performed? Housing maintenance came to fix my closet. They say its fixed but it doesn't open right and I can't always get it open to reach my clothes. That's not fixed by my standards.
 - a. If you are dissatisfied with the service you received, elevate your issue. N9 Housing provided direct contact info and took contact information.
- 12) I feel like the only reason Lincoln Military Housing is even responding now is because of the Congressional oversight issue.
- 13) There is black mold in my home. LMH put us in a hotel while they did work. We came back home and there are cracks in the wall and floors that are just painted over. We had to move back to a hotel while they did more work. We can tell someone was there because there was urine in the toilet and we weren't able to flush the toilets at one time and now I don't think the workers could either. I would like to watch over the work while its being done but it is not safe due to the mold. I want someone to be performing quality assurance during the job. It's now

been eight contractors who have visited our home and we've been at hotels three times. I have five family members and moving in out of hotels is hard. We have also not yet received reimbursement for meals that LMH was supposed to provide. I think they will pay us but only one employee has the safe keys and when we go there and that person is not there, no one else can pay us. We were told that for the last stay in a hotel that we wouldn't be reimbursed because one bathroom was still working in the house. Five people can't share one bathroom.

a. N9 Housing took contact information and provided direct contact info.

14) There was a crack in my floor and now there is mold in my house. Contractors have had to keep coming back to fix it. Timeliness is bad, quality assurance is bad. The local LMH office should be enabled to approve fixes without having to get regional approval because it takes too long.

a. Skipper stated he will forward the recommendation and N9 Housing took address and contact info.

15) Who is in charge of making sure roads, signs and sidewalks are fixed in housing?

a. LMH is responsible for signage, roads, and sidewalks in LMH housing. Public Works will follow up with assessment in the area. N9 Housing took contact info.

16) I live in an area along the fence line of the base. Some homes have the brick and some have the chain link. Why does it take so long to fix the fence? there is no quality assurance. They have come and gone and returned and it's still not resolved.

a. N9 Housing requested contact info. Individual was told to report broken fences in LMH housing to LMH and follow the 3-step process for resolution.

17) What is the process to get housing and why is the waitlist so inconsistent and inaccurate? I arrived 2-weeks ago. The wait list is too long. They say 4-6 months. R.V. is not an option. There is no way to plan with that long of a list, the kids have to get registered for school. There is no appropriate housing that is month-to-month. Also, last time I was here, they said it would be 4-6 months and it was three weeks. Another time I was here, they said 4-6 months and it was ten (10) days and a base house was available right after I signed the lease for another place in town. What's wrong with housing? Why can't they be accurate? Don't they know how many people are on the list? Don't they know when people have orders and are leaving?

a. N9 Housing made contact and will follow up.

18) Who is responsible for rodents in LMH housing?

a. LMH is responsible to manage rodents in LMH housing. If issue isn't resolved, residents encouraged to follow 3-step process and call N9 Housing to elevate. N9 Housing provided contact info.