

FEBRUARY 2020

# OHANA NAVY COMMUNITIES NEWS & STORIES



## CHEERS TO THE NEW YEAR!

Ohana Military Communities welcomes you aboard this promising year ahead. Here's to a great and prosperous 2020!



### President's Message

Aloha, residents of Halsey Terrace and Radford Terrace communities. Happy New Year!

Earlier this month we celebrated not just the start of a new year but a new decade. And the new decade ushers in an exciting new era for Hunt Military Communities (Hunt). We look forward to our partnership with you as we continue to shape our privatized military housing

program our to optimize your living experience with us.

On December 5, 2019, Hunt Military Communities participated in the House Armed Services Subcommittee hearing on privatized military housing. The hearing presented an opportunity for Hunt to discuss how we are engaging with our elected representatives, the Department of Defense, our military partners, our peers in the military housing industry, and most importantly, our residents, improving the living experience for our service members and their families.

We wanted to take a moment and update you on some of the initiatives taking place designed to better serve you and your family. Hunt has made it our mission to create and manage premier military housing communities for more than 30 years. We have leveraged that experience in honing our service to the nearly 165,000 residents who choose to live in our homes. We take the quality of our housing extremely seriously, hold ourselves accountable, and are committed to continual improvement to offer every resident high-quality homes and communities. Hunt strives to provide the best possible housing and

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living experience for our military families, consistent with our mission: "Hunt Military Communities creates a living experience that ensures the integrity of our military communities and the families who live there." To that end, Hunt has reviewed and revised its policies and procedures to, among other things, ensure close adherence to environmental management plans, including mold operations and maintenance plans.

Throughout 2019, Hunt has actively engaged with the DoD, Congress, and you, our residents, to identify areas for improvement, develop solutions, and implement reforms to improve the MHPI Program. Since inception in 1996, many things have changed, and Hunt recognizes that we too must evolve in order to ensure that we continually improve. Over the past year, Hunt has taken the following steps to improve our processes and procedures to address resident concerns and improve your living experience:

- Work Order Mobile Application: We have launched the RENTCafé mobile app for the real-time submission and tracking of routine work orders and to access select historic work order data. The app allows for more convenient communication between on-site Hunt employees and residents by
  - (i) facilitating direct calls or emails to on-site staff;
  - (ii) providing community announcements at sign-in;
  - (iii) announcing emergencies

by the leasing office; and (iv) featuring community events on a calendar.

- Surveys: We have implemented an enhanced resident survey tool run by a third party, SatisFacts, to more accurately measure customer satisfaction at move-in, move-out, and after work order completion. It is a user-friendly 5-star survey that is automatically sent to the resident at the conclusion of each of these events to ask the resident about their level of satisfaction. The resident completes the survey, and the results go immediately to the site management team at the resident's property. If the response yields a score of less than 3.5 (in the SatisFacts scale, a 3 is "Satisfied"), the Community Director at the property will contact that resident the same day to ascertain where we fell short of expectations so we can better resolve the issue and make improvements going forward.

- Hunt Promise Helpline: This 24/7, toll-free hotline makes it easier for residents to voice concerns about (cont)

issues they feel have not been resolved at the property level by facilitating direct contact between those residents and Hunt Military Communities senior management.

- **Social Media Coordinator:** We now have a dedicated specialist to liaise with each Hunt community online to make sure issues are identified and addressed in a timely manner. This initiative has improved our ability to monitor resident complaints and concerns made on social media and follow up accordingly.
- **We have designed and implemented an enhanced training program** for our team members to ensure they are properly equipped to provide residents with the support they need every step of the way. This national training program ensured that each community's team of employees were trained on our expectation to deliver quality service to all residents. 100% of current HMC employees have completed this program.
- **Increased our maintenance staff** with additional maintenance technicians, and implemented roles dedicated to quality assurance and control, along with dedicated preventative maintenance personnel where necessary at each of our communities.
- **Launched the Hunt Heart Program:** This program is designed to address the unique needs of our new residents, spouses of deployed service members, families of service members who have recently returned from deployment, those suffering a family crisis, and those who may be in need of information about or access to social services through military or civilian sources. For example, we provide extra maintenance assistance to deployed spouses when requested, such as removing a Christmas tree, mowing a lawn, or hanging a picture.
- **Community Advisory Board ("CAB"):** Residents serve as volunteer members of CABs and meet with the Hunt property leadership on a monthly basis to discuss what they see happening in their neighborhoods and offer Hunt staff suggestions for improving processes and service. In addition, the CAB will be involved in identifying opportunities to deploy the resources and services offered by the Hunt Heart program.
- **Secret Shopping:** We will be launching an independent third - party "secret shopping" service in January 2020 to engage with Hunt employees to assess customer service. Training plans will be based on the results obtained.

But we're not done. We won't stop striving for 100% resident satisfaction. We encourage each of you to reach out to your Community Director at any time if you feel there is an issue in your home that has not been resolved. By the same token, we love to hear of any positive experiences you have with the local management office as well. From all of us here at Hunt Military Communities, Happy New Year and I look forward to what we can accomplish together in 2020 and beyond.

Sincerely,



John Ehle  
President  
Hunt Military Communities

## SAVE THE DATE!

**Feb 12 | Maintenance Mingle | 8AM- 5PM | Radford Community Center**

Our maintenance managers are always here to help! Come chat with them at our first ever Maintenance Mingle event, and bring all your questions, concerns, or suggestions that you want addressed regarding the proper care, repair, and maintenance of your home.

\*There are more events to come, so stay tuned and download the Rent Cafe app to be updated by your resident services office regularly!

## NEIGHBORHOOD PROJECT UPDATE

**Radford dog park open during Moanalua dog park renovations**

Renovations to the Moanalua dog park have kicked off in January. At this time, it will remain closed while improvements to its benches, fencing, and rearrangements of other elements in the park are being finished. Please feel free to utilize our Radford Terrace dog park located at the Radford Terrace community center during this renovation period.

## MAINTENANCE TIPS OF THE MONTH

### A/C MAINTENANCE

Cleaning out your air conditioner to prevent potential leaks might be easier than you thought. Simply remove the PVC cap from the A/C drain line and drop five to six cap fulls of bleach or vinegar down the line. This will help clear out any sludge building up in the trap that could cause your unit to leak. However, if you need assistance, are unsure how to proceed correctly, or if you notice leakage in your air conditioning unit (regardless of how small), please contact our maintenance department at (808) 839- HELP (4357)

### MOLD AND MILDEW PREVENTION

Too much moisture can cause mold and mildew to develop in certain spots in your house. Your bathroom fan is a great way to keep things dry--turn it on before taking a bath or a shower and leave it on until all the steam is gone. While cleaning, always use non-abrasive cleaners to keep finishes intact and to also prevent dirt from building up--moisture can easily attract dirt. Your windows are also another spot where moisture can accumulate. Make sure your windows are closed during rainy weather; leaving them open will let water in and can stain and rot your window sills. Remember to wash your curtains and wipe your blinds regularly.



ONE MISSION. ONE COMMUNITY.™

[HuntMilitaryCommunities.com](http://HuntMilitaryCommunities.com)



[www.ohanavycommunities.com](http://www.ohanavycommunities.com)



# COMMUNITY DEVELOPMENTS

In line with our goal to better serve you, we are proud to announce the following new developments we are offering this year!

## RENT CAFÉ

Keeping up with your maintenance requests, being up to date with neighborhood announcements, and joining community events has just gotten a whole lot easier! We're excited to announce that we have joined the Rent Café family in order to bring you the convenience of having mobile and online technology at the tip of your fingertips. Simply download the Rent Café mobile app on your device and contact your RSO to get your registration code to start. Click on [this flyer](#) for more information, or speak with any of our resident services representative during our regular business hours and we'll be happy to assist you!



## PREVENTATIVE MAINTENANCE PROGRAM & EXTERIOR POWER WASHING OF HOMES

Caring for your dwelling and providing you a place you are proud to call home is very important to us. Starting this year, we will be performing both exterior power washing and preventative maintenance checks in your home. The former will include an exterior wash of your walls, windows, garage, fencing, patio and lanai; while the latter will include the inspection of your air conditioning unit, water heater, OMC-supplied appliances, dryer vents, electrical and plumbing systems, and anything of environmental, health and safety concern. Please expect formal correspondence from your RSO for your scheduled appointment, and follow all requested protocol prior to our visit.



## MAINTENANCE MINGLE

This year, we are also looking forward to continuing to provide you with 5-star service! Beginning February, we will be implementing a new and exciting program called Maintenance Mingle. This is a pre-scheduled one-on-one speaking opportunity for you to engage with our maintenance managers in person and an opportunity to open up a dialogue for any of your maintenance questions, concerns, or suggestions. Make sure to download the Rent Café app on your mobile device to be updated on when the next Maintenance Mingle is scheduled for your community. For assistance in getting connected with the app, feel free to call or visit your RSO!



## OMC Safety Connection : Safer Together

At Ohana Military Communities, your safety is our top priority. In the past month, there have been one unsecured and unauthorized vehicle entry, and three sightings of suspicious activity in your neighborhood that was brought to our attention. Though this is unfortunate to hear, the good news is that crimes of this nature are considered preventable, making it easier to avoid if we stay vigilant. Home protection awareness starts with you. *If you see something, say something* and inform our security patrol team, your neighbors, and your RSO. If we all work together, we lessen the danger of being victims of preventable crimes. Let's work hand-in hand in our fight against crime because *together, we are safer.*



WE HAVE A  
**FREE APP**  
FOR THAT



# INTRODUCING RESIDENT PORTAL AND MOBILE APP

## SIGN UP FOR THE RESIDENT PORTAL

Enjoy 24/7 self-service  
account management

Submit & track routine  
maintenance requests

Opt in to SMS Text

Communicate with  
your on-site team

Check out upcoming  
community events & more!

**JOIN TODAY!** Register online with email address on file & registration code previously provided. Encounter an issue? Contact your Management Office.

Download the  
**RENTCafé App\*** at:



\*Must know property name & zip code; Emergency messages do not require opt in.

# Refuse Collection Schedule

Community	Service Provider	Household Refuse	Recycling	Bulk Refuse
Camp Stover	OMC Contractor	Thursday	Every other Monday	Every Thursday
Catlin Park	City & County	Friday	Every other Tuesday	*Contact C&C to Schedule
Doris Miller Park	City & County	Friday	Every other Tuesday	*Contact C&C to Schedule
Ford Island	OMC Contractor	Thursday	Every other Monday	Every Thursday
Halawa	City & County	Tuesday	Every other Thursday	3 <sup>rd</sup> Wednesday
Hale Alii	OMC Contractor	Thursday	Every other Monday	Every other Monday
Hale Moku	City & County	Friday	Every other Tuesday	*Contact C&C to Schedule
Halsey Terrace	City & County	Friday	Every other Tuesday	*Contact C&C to Schedule
Hele Mai	OMC Contractor	Thursday	Every other Monday	Every Thursday
Hokulani	City & County	Friday	Every other Tuesday	*Contact C&C to Schedule
Hospital Point	OMC Contractor	Thursday	Every other Monday	Every Monday
Makalapa	OMC Contractor	Thursday	Every other Monday	Every Monday
Maloelap	City & County	Friday	Every other Tuesday	*Contact C&C to Schedule
Marine Barracks	OMC Contractor	Thursday	Every other Monday	Every Monday
McGrew Point	City & County	Tuesday	Every other Thursday	4 <sup>th</sup> Wednesday
Moanalua Terrace	City & County	Friday	Every other Tuesday	*Contact C&C to Schedule
Pearl City Peninsula	City & County	Tuesday	Every other Friday	3 <sup>rd</sup> Wednesday
Radford Terrace	City & County	Friday	Every other Tuesday	*Contact C&C to Schedule

**\*Contact City & County to schedule bulk pick up by visting [www.opala.org](http://www.opala.org) or call 808.768.3200\***

## Household Refuse

- Please place your trash bin at the curb the night before your scheduled trash pick-up day and remove them from the curb side by 6:00 p.m. that day.
- Your household refuse is taken to the City's waste-to-energy (**H-POWER**) plant that reduces the need for landfills as it converts household solid wastes into electric power.
- In addition to normal household waste, the following items may be placed in your container:
  - **Tin / steel cans.** Mechanical separators at the City's H-POWER plant pull ferrous and non-ferrous metals from the trash. The metal is cleaned and sold to a metal recycler.
  - **Paint.** Small quantities generated at home can be disposed of with your regular household rubbish. Latex paints can be hardened in the can, then thrown away. Oil-based paints must be solidified with an absorbent material, such as shredded paper, old rags, or sawdust, then sealed in a plastic bag. An oil change box provides the same results.
- If you live on a one way street, please place your trash bin on the passenger side of the street. Do not block the road. All trash must be in trash bins, 5ft apart from each other and be free of any obstructions.
- If you miss your trash pick up day, please do not leave your trash bin on the curb.

## Bulk Trash

For those neighborhoods that are listed as part of the City & County bulk scheduling program, please visit the website at [www.opala.org](http://www.opala.org) OR call 808.768.3200 to schedule bulk pick up for your home. Instructions on placement date and time will be provided by the City.

### **ALL OTHERS with schedules listed:**

- Please place your bulk refuse at the curbside by 6:00 a.m. on the scheduled pick up day.
- Pick-up of bulk items may take place 3 to 4 business days after the scheduled date as a visual inspection is conducted of the neighbors on the first day to estimate the amount of items to be picked-up.
- Separate your metal appliances (air-conditioning units, washers, refrigerators, etc.) from your furniture items (sofas, chairs, bookcase, etc.)
- **Cardboard boxes are NOT considered bulk refuse.** They must be broken down and placed in the regular trash bins or taken to a recycling center. Please ask your moving company to remove all packing materials from your home, as required by their contract.
- If you miss your bulk pick-up day, please do not leave your items on the curb. You will need to either store your items until the next month's scheduled collection or dispose of your items at any of the City's Convenience Centers. A complete listing of all 10 convenience centers operated by the City & County of Honolulu is at: [http://envhonolulu.org/solid\\_waste/community\\_recycling\\_centers.html](http://envhonolulu.org/solid_waste/community_recycling_centers.html)
- A fine of \$150.00 or more for trash that is improperly disposed of will be charged to the resident.
- All 'Ohana Military Communities participate in a recycling program. Please refer to page one schedule.
- All household trash, whether collected by the City and County or by 'Ohana Military's contractors, is taken to the City H-POWER plant where metals are separated for recycling and other items are burned and converted to electrical energy. Thus, your normal household wastes are routinely being disposed of in an environmentally friendly manner.
- Residents who wish to take a more active role in recycling are encouraged to take their recyclables (newspapers, magazines, cardboard, aluminum cans (don't crush them,) plastic containers, etc.) to the nearest recycling centers:

**Navy Exchange** 4725  
Bougainville Drive  
Tuesday & Saturday only

**Reynolds Recycling** 850  
Kamehameha Hwy Mon -  
Sat 9am - 5pm

- A complete list of the City's recycling centers can be found [here](#)

## Hazardous Waste

- Paint and motor oil may be disposed of in your normal household trash after they are completely dried with absorbent materials to prevent spills. Car batteries should be turned in where you bought the new one; also, most battery dealers will accept batteries for recycling, even if you didn't buy a new one from them. Other household hazardous wastes may require special handling - Please call the City and County of Honolulu's household hazardous waste phone line at 692-5411 and tell them what and how much you have.

# Manager's Message



Happy New Year, residents of Halsey Terrace and Radford Terrace!

We are starting our new year with a few new changes to better help our team provide 5 star service. As a way to open up more communication with you and our maintenance teams we will be hosting Maintenance Mingle with the Maintenance Managers every second Wednesday of the month starting on February 12, 2020. We hope to hear your requests, comments or

suggestions on how we can best serve you in our communities. We now have a community dog park open at Radford Terrace Community Center and hope everyone enjoys the wonderful space that has been provided for your doggo's! Please be sure to review the park rules and regulations emailed to you to ensure the best use of the new communal area. Thank you, as always, for your continued support and please contact me anytime with questions or comments. See you soon!

Sincerely,

Angel Peila-Hull  
Community Manager, Ohana Military Communities



## INTRODUCING RESIDENT PORTAL AND MOBILE APP

SIGN UP FOR THE RESIDENT PORTAL

Enjoy 24/7 self-service account management | Submit & track routine maintenance requests | Opt in to SMS Text

Communicate with your on-site team | Check out upcoming community events & more!

**JOIN TODAY!** Register online with email address on file & registration code previously provided. Encounter an issue? Contact your Management Office.

Download the  
**RENTCafé App**\* at:



\*Must know property name & zip code; Emergency messages do not require opt in.



HuntMilitaryCommunities.com



# CONTACT INFORMATION

## HALSEY RESIDENT SERVICES OFFICE

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## MAINTENANCE DIRECTOR

Joe Rash

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[joe.rash@huntcompanies.com](mailto:joe.rash@huntcompanies.com)

## MAINTENANCE APPOINTMENTS

5089 Nimitz Rd., Honolulu, HI 96818

(808) 839-4357 (HELP)

## SELF-HELP WAREHOUSE

5109 Nimitz Rd., Honolulu, HI 96818

(808) 836-5432

## SECURITAS COURTESY PATROL

(808) 479-1869



[www.ohananavycommunities.com](http://www.ohananavycommunities.com)

