



ONE MISSION. ONE COMMUNITY.

Community Chat

February 26, 2019 at 5:15 p.m.

Waikulu Community Center

OVERVIEW

Section 1

- Community Management Team
- Office Days & Hours
- Self Help Center

Section 2

- Kitchen Grease Fires
- Gutter Cleaning & Power Washing
- AC Unit Maintenance
- Resident Resolution Process

Section 3

- 28 Day Notice to Vacate
- Wait List Priorities
- Community Events
- Question & Answer Session

SECTION 1

Community Management Team

Community Management

- Brittany Jones, Resident Services Specialists
- Kasia Charles, Resident Services Specialists
- Mary Williams, Resident Services Specialists
- Shauna Grant, Resident Services Specialists
- Shelah Strempeke, Community Manager
- Molly Koerperich, Community Director

Maintenance Management

- Alika Aloy, COM Manager
- Randy Bullen, Maintenance Manager
- Clay Thompson, Maintenance Manager
- Miles Wellein, Maintenance Director



Office Days & Hours

- Waikulu Community Center
 - Address: 5081 Bingham Way, Kailua, HI 96734
 - Business Number: (808) 839-8710
 - E-Mail: maukarso@huntcompanies.com
- Office Days and Hours for Waikulu Community Center are:
 - Monday from 8:00 a.m. to 5:00 p.m.
 - Tuesday from 8:00 a.m. to 5:00 p.m.
 - Wednesday from 9:00 a.m. to 5:00 p.m.
 - Thursday from 8:00 a.m. to 5:00 p.m.
 - Friday from 8:00 a.m. to 5:00 p.m.



Self Help Center

- Self Help Center
 - 2029 McLennan Drive, Kailua, HI 96734
 - Business Number: (808) 836-5434
 - Days and Hours of Operation
 - Monday thru Friday 8:00 a.m. to 5:00 p.m.
- Loaned Items (based on availability)
 - Push Mowers
 - Weed Eaters
 - Small Hand & Garden Tools
 - Hand Dolly
 - Extension Cord
- Items Supplied
 - Air Filters
 - Limited Touch Up Paint
 - Three (3) Types of Light Bulbs
 - Ten (10) Vertical Blinds per Year
 - Two (2) Water Filters for Refrigerator per Year
 - Toilet Flapper
 - Covers for Electrical Outlets
 - Rodent Control Traps



SECTION 2

Kitchen Grease Fires

- Tips on how to handle a grease fire in your kitchen
 - **DO NOT** use water to extinguish a grease fire
 - **NEVER** pick up a pot with burning grease
 - Chances of burning yourself increases dramatically
 - Shut off the stove or oven burner
 - Place the lid on top of the pot or keep the oven door closed
 - This will cut off the oxygen to the fire
 - If you don't have the lid to the pot and have a fire extinguisher on hand, use the fire extinguisher to put out the fire
 - If the fire is inside the oven, use a fire extinguisher to put out the fire
 - ALWAYS call 911 and report the grease fire
 - **HIGHLY ENCOURAGE ALL** residents to purchase a fire extinguisher as they are not provided at move in
 - **HIGHLY ENCOURAGE ALL** residents to purchase renter's insurance for liability for structure and for personal goods



Gutter Cleaning & Power Washing

- Maintenance Leadership has been working on a contract with local vendors to conduct gutter cleaning and power washing of the exteriors
 - Awarded contract last month
- Contractor to clean gutters that have excessive growth coming from the top, sides and/or bottoms of the gutters first at Hawaii Loa
 - RSO will determine which homes are on the initial list and schedule directly with the resident and the contractor
- Start of this project to commence within 45 days



AC Unit Maintenance

- Tips on how to properly maintain your AC unit
 - Change filter monthly, but **if you have a pet change your filter every two weeks**
 - Keep your AC on “Auto” and not “On”
 - Recommend AC temperature setting between 75 degrees to 78 degrees
 - Highly encourage residents to hose down exterior AC unit monthly to remove debris and excess salt
 - Report any AC leaks immediately to Maintenance Dispatch
 - Maintenance Dispatch can be contacted at (808) 839-4357



Resident Resolution Process

How can we help? OMC's Resident Resolution Process!

- Any resident suggestion, concern, or complaint is important
- If you are not satisfied with any service, we have a four step issue resolution process:

1. Identify issue and contact the RSO

- HOURS: Monday, Tuesday, Thursday, & Friday 8:00 a.m. to 5:00 p.m. Wednesday 9:00 a.m. to 5:00 p.m.
- TEL: (808) 839-8710
- EMAIL: maukarso@huntcompanies.com

2. Incomplete or not satisfied, contact your OMC Community Manager

- HOURS: Monday, Tuesday, Thursday, & Friday 8:00 a.m. to 5:00 p.m. Wednesday 9:00 a.m. to 5:00 p.m.
- TEL: (808) 839-8710
- EMAIL: shelah.strempke@huntcompanies.com

3. Incomplete unresolved, contact your OMC Community Director

- HOURS: Mon through Friday 8:00 a.m. to 5:00 p.m.
- TEL: (808) 839-8720
- EMAIL: molly.koerperich@huntcompanies.com

4. Issue still unresolved, contact Government Family Housing

- HOURS: Monday, Tuesday, Thursday & Friday 7:30 a.m. to 3:30 p.m. Wednesday 7:30 a.m. to 2:00 p.m.
- TEL: (808) 257-0975

SECTION 3

28 Day Notice to Vacate

- As part of your Lease Agreement with OMC, a written 28 Day Notice to Vacate and a copy of your Orders is required
 - Where can you get a 28 Day Notice to Vacate?
 - Come to the RSO and complete it the same day
 - **NOTE: Email is NOT a valid 28 Day Notice to Vacate**
- **How can you submit the 28 Day Notice to Vacate and a copy of your Order to OMC?**
 - Notice to Vacate must be filled out at the RSO
 - Orders can be dropped off at the RSO or emailed to the RSO at maukarso@huntcompanies.com
- **When does the 28 Day Notice to Vacate start?**
 - 28 Day Notice to Vacate begins on the day that OMC accepts the notice from the Resident



28 Day Notice to Vacate

- **What if you cannot give a valid 28 Day Notice to Vacate because of short notice for TDY longer than 90 days, Permanent Change of Station (PCS), or deployment?**
 - The following documentation must be provided for the Community Manager to review
 - Notice to Vacate in writing
 - Copy of your official Orders
 - Letter from your Command validating the short Orders
 - Exception to Policy Letter to waive the 28 Day Notice to Vacate requirement
 - Community Manager will either approve or deny the request within 2 business days once all necessary documentation has been filed with the RSO



Wait List Priorities

- Priority 1 – Key & Essential and Hardship
 - Key and Essential to the operations at MCBH
 - Must be endorsed and approved by Command
 - Hardship is due to a forced move and will be defined by the following:
 - Home is being demolished or being renovated due to construction
 - Home is uninhabitable
 - Medical necessity approved by Military Family Housing
- Priority 2 – PCS, Family Entitlement, and Rank Entitlement
 - New inbound active duty family with orders to MCBH
 - A newly married couple even if the active duty service member is already stationed at MCBH
 - A single active duty service member that is pregnant even if the service member is already station at MCBH

Wait List Priorities

- Priority 2 – PCS, Family Entitlement, and Rank Entitlement
 - Family Entitlement: Already reside in housing and need a larger home for the increase in family size
 - Birth or adoption of a child
 - New marriage with additional dependents that reside permanently at the home
 - Rank Entitlement: Already reside in housing and entitled to another home that comes with promotion
- Priority 3 – Assigned to another Installation or Previously Lived in OMC During Current Orders and Vacated
 - Other active duty service members and families not assigned to MCBH, but wish to live at OMC MCBH communities
 - Active duty service members and families that lived in OMC MCBH communities during current orders, but vacated and are reapplying to live in privatized housing
 - This includes families that deployed, moved out in town, etc.

Community Events

- **Love Where You Live**
 - Show OMC how much you love where you live by posting your top 15 photos of your beautifully decorated home - inside and outside.
 - All postings must be posted by 11:59 p.m. on February 27th to be considered for the prizes.
 - To enter, post up to 15 photos on our Facebook page at www.facebook.com/OhanaMarineMilitaryCommunities.
 - Winners will be announced on Facebook on February 28th at 3:00 p.m.
- **Dr. Seuss Day - Grab your Hat and read with the Cat!**
 - Join us for Dr. Seuss Day on March 1st at Mololani Community Center from 3:00 p.m. to 7:00 p.m. to celebrate our love of reading and storytelling!
 - We have fun filled activities, freebies, an express train ride and other surprises in store for you!



QUESTION & ANSWER SESSION