



ONE MISSION. ONE COMMUNITY.

Community Chat

March 26, 2019 at 5:30 p.m.

Mololani 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

- Ashlynn Woods, Resident Services Specialist
- Cassandra Thompson, Resident Services Specialist
- Nicole Loria, Resident Services Specialist
- Susie Frisch, Resident Services Specialist
- Shauna Grant, Resident Services Specialists
- Dion Nelson, 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

- Mololani Community Center
 - Address: 1931 Campion Drive, Kailua, HI 96734
 - Business Number: (808) 839-8700
 - E-Mail: makairso@huntcompanies.com
- Office Days and Hours for Mololani 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) 839-8700
- EMAIL: makairso@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) 839-8702
- EMAIL: dion.nelson@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 makairso@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

- **OMC Earth & Arbor Day 2019**

- Love the planet that loves you back--be an Eco Superhero and join us in saving the Earth on April 18th from 4p.m. to 8 p.m. at Manana Community Center!
- Learn more about green initiatives and caring for Mother Earth while exploring our petting zoo, create something useful at our sustainable arts and crafts tables, and enrich your eco knowledge with our eco-friendly demonstrations!
- Once the sun goes down, we'll also screen a fun movie under the stars just for you! Take home super cool tote bags, snacks, freebies, plus a chance to win prizes too!



QUESTION & ANSWER SESSION