



ONE MISSION. ONE COMMUNITY.

Community Chat

August 28, 2019 at 6:00 p.m.

Waikulu Community Center

OVERVIEW

Section 1

- Community Management Team
- Office Days & Hours
- Self Help Center
- Resident Resolution Process

Section 2

- Hurricane Preparedness
- Resident Satisfaction Survey

Section 3

- Community Projects
- Minol
- Yard of the Month
- 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
- Rachel Hadley, Resident Services Specialists
- Shelah Strempeke, Community Manager
- Molly Koerperich, Community Director

Maintenance Management

- Alika Aloy, COM Manager
- Joseph Torres, Maintenance Manager
- Ken Logsdon, 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.



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

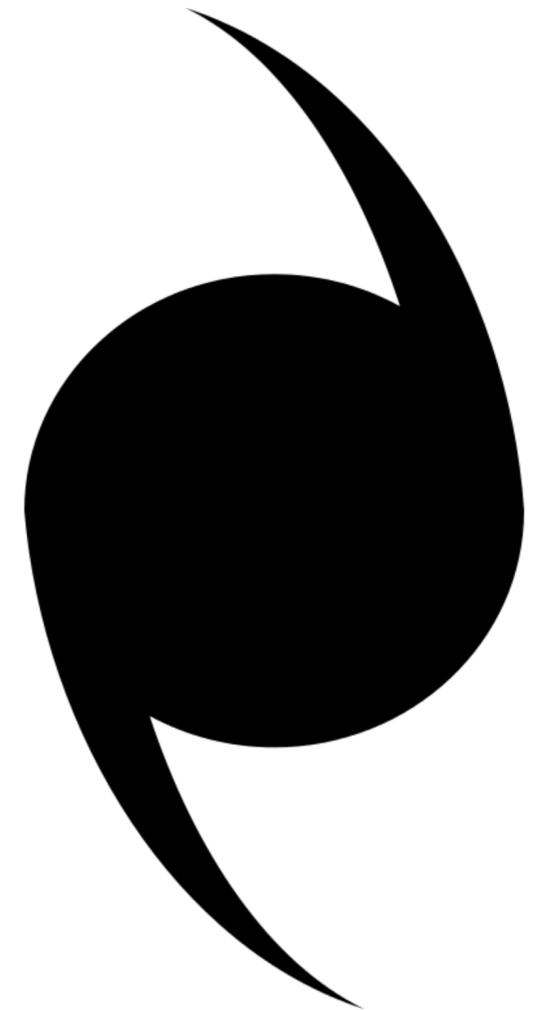
4. Issue still unresolved, contact Government Family Housing

- 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 2

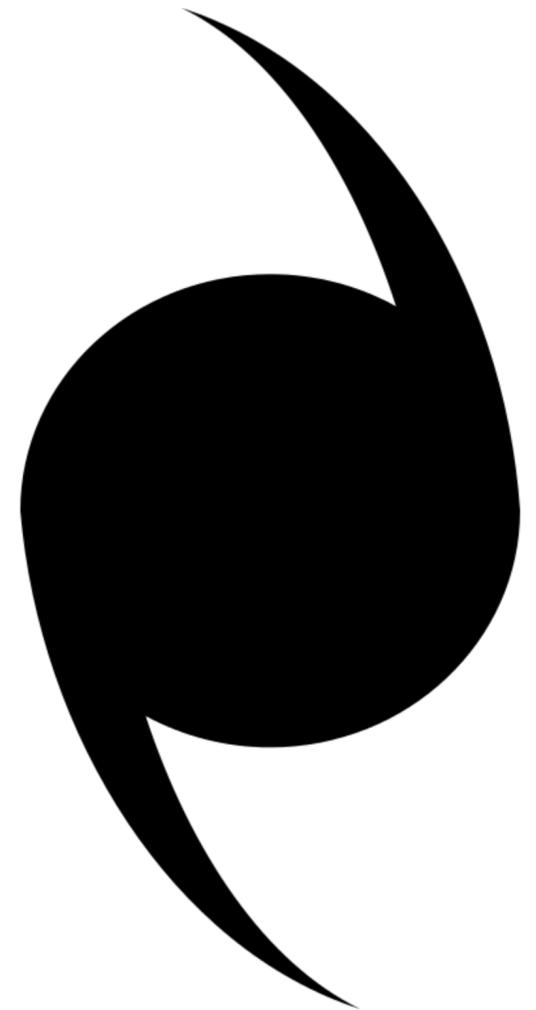
Hurricane Preparedness

- Hurricane season in Hawaii is from June 1st to November 30th
- As of May 2019, the National Oceanic and Atmospheric Administration (NOAA), is predicting an above-normal hurricane season in the Central Pacific.
- **MAKE A PLAN:** Ask yourself how will you get to a safe place? Where will you go? How will you contact one another? How will you get back together, and what do you do in different situations?
- **PACK A KIT:** Evacuations are very common, so it is important to have a kit ready to go on short notice. Kits usually include first aid, water, radios, flashlights, medication, and more items you may need in the event that water, phone, electricity, and TV services are temporarily interrupted.
 - Marine Corps Base Hawaii recommends a 14 day supply of food and water for you and your family.



Hurricane Preparedness

- STAY INFORMED: Listen for our State Outdoor Warning Sirens and stay tuned into Emergency Alert Systems (EAS) broadcasters (which can be located at www.honolulu.gov). The National Weather Services' Central Pacific Hurricane Center will also issue watches and warnings for tropical cyclones (www.nhc.noaa.gov).
- For more preparation tips visit www.ready.marines.mil, www.honolulu.gov/demhazards/hurricaneinfo.html, and www.ready.gov.
- Please follow these Facebook pages to keep informed of future storms
 - www.facebook.com/MarineCorpsBaseHawaii
 - www.facebook.com/NWSHonolulu
 - www.facebook.com/readygov
 - www.facebook.com/OhanaMarineMilitaryCommunities



Resident Satisfaction Survey

- The annual Resident Satisfaction Survey is coming October 2019
- Opportunity to provide feedback about your living experience with Ohana Military Communities
 - Your feedback is more important than ever
 - This determines the following:
 - What we do well
 - Areas we need to improve upon
 - Changes that absolutely need to be made
- Surveys to be delivered by electronic mail
 - Please check with your RSO that we have the best email on file
 - Will only be sent to the primary email on file
 - Military emails typically reject the Resident Satisfaction Survey

Take the Survey



SECTION 3

Community Projects

- Lighting Project
 - Jogging path lights
 - Walkway path lights
 - Street lights
- Hardscape Project
 - Curbs
 - Gutters
 - Sidewalks
 - Driveways
- Water Lateral Project
 - Waikulu – 100%
 - Kapoho – 100%
 - Mololani – 0%
- Rent Café App
 - Work Order submission
 - Work Order history
 - Communication
 - Calendar of Events
 - RSVPs
 - Notifications
 - General
 - Emergency



Minol – Energy Program

- Don't have access? Need to pay your bill? Having trouble with energy usage?
 - Contact Minol Resident Relations Center's at the following:
 - (888) 636-0493
 - Telephone hours of operations is Monday through Friday from 7:00 a.m. to 7:00 p.m. central standard time
 - customerservice@minolusa.com
- Minol just rolled out the following:
 - Consumption analysis aka "daily projected usage" tool is now activated in the online portal
 - You are able to view your electronic statement in the Minol online portal
 - Residents who receive a rebate check, the check is actually attached to **YOUR MINOL STATEMENT** and you should be receiving them in the mail later this week

Yard of the Month

- MCCS and OMC have partnered together to bring you our Yard Of the Month contest!
 - Do you want to show off your green thumb? Is your porch an island oasis? Is there a yard you have seen that catches your eye?
 - You can nominate yourself, a neighbor, or a friend by emailing maukarso@huntcompanies.com with a photo and address of your nomination by the 21st of each month
- Prizes include:
 - Yard of the Month sign in your yard for bragging rights!
 - \$50 gift card from MCCS
 - \$50 gift card from OMC
 - Front row parking pass for one (1) month for the following:
 - Klippers Golf Course
 - Commissary
 - MCX



QUESTION & ANSWER SESSION