



ONE MISSION. ONE COMMUNITY.

## **Community Chat**

November 27, 2019 at 6:00 p.m.

Waikulu Community Center

# OVERVIEW

## Section 1

- Community Management Team
- Resident Resolution Process
- Office Days & Hours

## Section 2

- Holiday Lighting & Decorations
- Holiday Tips
- Long Term Guests & Forms

## Section 3

- Community Events
- Question & Answer Session

# SECTION 1

---

# Community Management Team

## Community Management

- Kasia Charles, Resident Services Specialist
- Mary Williams, Resident Services Specialist
- Rita O'Shea, Resident Services Specialist
- Shauna Grant, Resident Services Specialist
- Shelah Strempeke, Community Manager
- Molly Koerperich, Community Director

## Maintenance Management

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



# 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

# Office Days & Hours

- Waikulu Community Center
  - Address: 5081 Bingham Way, Kailua, HI 96734
  - Business Number: (808) 839-8710
  - E-Mail: [maukarso@huntcompanies.com](mailto: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.



# SECTION 2

---

# Holiday Lighting & Decorations

- Lighting times are restricted to 5:00 p.m. to 10:00 p.m. from Thanksgiving Day until the second weekend in January
  - Decorative lighting for other time periods may be installed/displayed one week prior to the holiday and removed no later than three (3) days after the holiday
- Any lights or decorations attached to the Premises must not cause any physical damage
  - Gutter clips or similar clip devices are required for affixing exterior lighting; nails/screws/tacks are not permitted
- Roof decorations and lighting above the first floor roofline are not permitted
  - Resident will be required to immediately remove such decorations when discovered
- As a friendly reminder, please make sure all decorations are fire resistant and specially made to be used outside
- For more safety information, visit the National Fire Protection Association's website at [www.nfpa.org](http://www.nfpa.org)



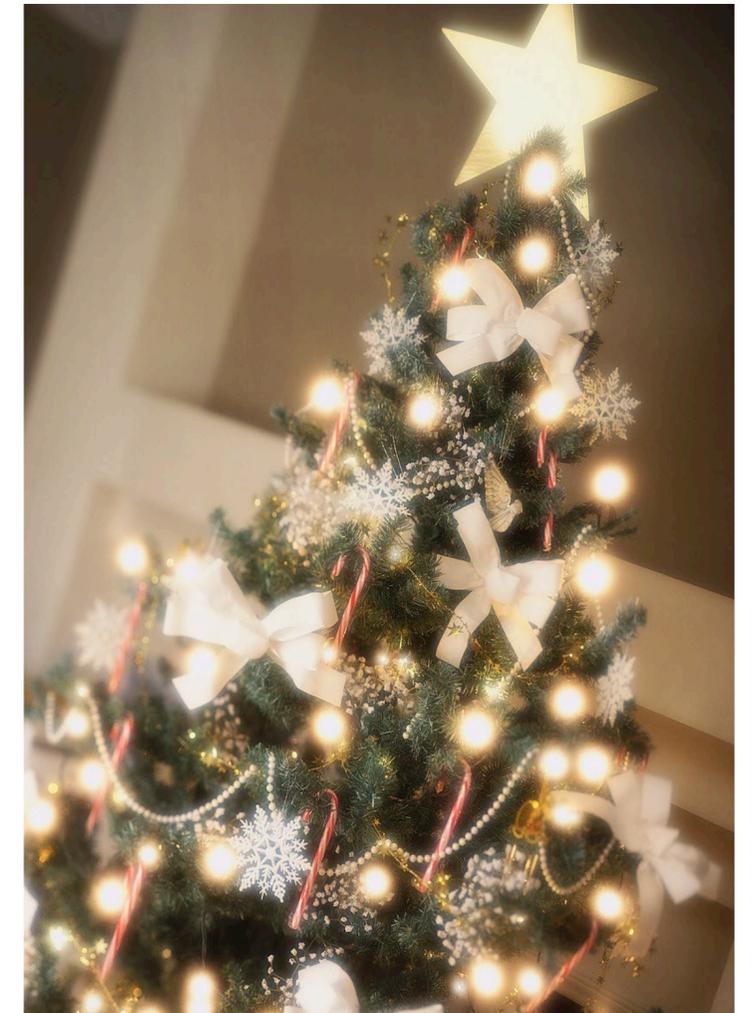
# Holiday Tree Safety Tips

- When you buy your tree, have the vendor make a fresh cut an inch from the bottom; this will help the tree drink
- Make sure your Holiday tree lights are safe
  - Make sure your lights carry certification from a testing laboratory
- Don't use electric lights on a metal tree
- Discard any strings of lights that are frayed or broken
- Unplug your Holiday tree before you leave or go to bed
- If you buy an artificial tree, make sure it is fire-retardant
- Make sure your tree stand holds plenty of water, and don't let it run out



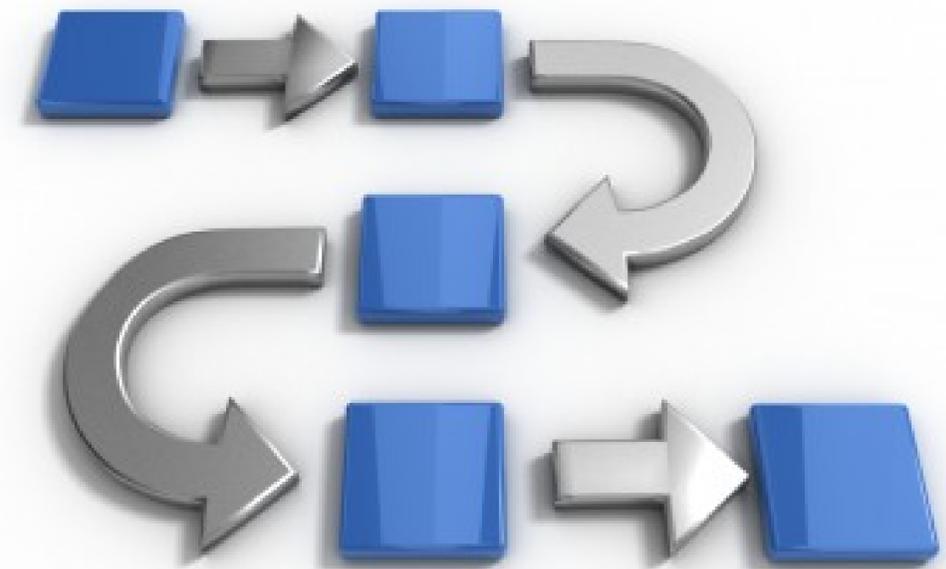
# Holiday Tree Safety Tips

- Don't buy a tree that is dry and dropping needles
  - To check for freshness, loosely grip the end of a branch and pull your hand over it; only a few needles should fall off
- If your tree is wobbly, center it in the stand more securely and redo the bolts or screws
- Keep your tree at least three feet from furnaces, radiators and fireplaces
- Try to position it near an outlet so that cords are not running long distances
- Do not place the tree where it may block exits
- For more safety information, visit the National Fire Protection Association's website at [www.nfpa.org](http://www.nfpa.org)



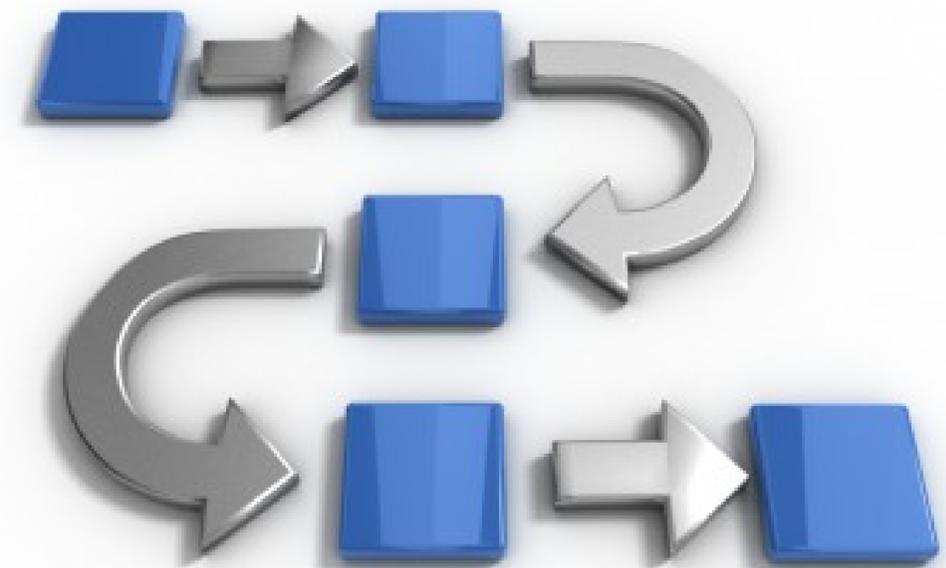
# Long Term Guests & Forms

- What is classified as a long term guest?
  - Any individual (adult or child) staying in your home for 30 days or longer
- How long does it take to go through the whole process?
  - Plan for around 30 calendar days from start to finish
- What do I need to do to get approval for a long term guest?
  1. Obtain a guest form from PMO, OMC, or online
  2. Complete form and pre-enroll your guest(s) in DBIDs
    - Website and instructions attached to guest form
  3. Completed form with the pre-enrollment code to PMO for processing
    - This can take up to 5 to 10 business days
  4. A letter of approval from the Service Member's command endorsing the long term guest
    - Service member is responsible for contacting their command for this step



# Long Term Guests & Forms

5. Once you have the approved letter from command and PMO approved guest form, you will need to take this paperwork to the Government Family Housing Office at MCBH
  - Located on the bottom floor at 1571 Lawrence Road, Kailua, HI 96734
  - This step can take up to 10 business days
6. Once you have the completed PMO form, command letter and Government Family Housing letter, you will need to go to your RSO to fill out OMC's guest form for OMC approval by your Community Manager or Community Director
  - This can take up to 3 business days
7. Once all forms are returned to you and your guest(s) arrives you will need to take your paperwork along with your guest and their selected forms of ID to the pass house for their pass
  - If this is their first time registering in DBIDs at MCBH, they need to bring their original social security card even if they have registered through DBIDs at another installation



# SECTION 3

---

# Community Events

- **WE HEARD YOU!!! YOU KEEP RESPONDING!!!**
- Goal is to provide Quarterly Community Events that are:
  - Meaningful,
  - Family oriented,
  - And loads of FUN!!
- We have had some BIG events in 2019! What feedback do you have for us??
  - Police in the Park series
  - Haunted House
  - CEL 2019 Carnival
  - Movie in the Park
- Here are some ideas for our next events, but want your feedback:
  - Wear Blue: Run to Remember 5K
  - St. Patrick's Pet Parade
  - Cookie Exchange
  - Police in the Park
  - Summer Bash Party
  - Movie in the Park series

# QUESTION & ANSWER SESSION