

**Town Hall Meeting, 17 Feb 09**  
Questions/Answers

**I. Call In Questions**

Neighborhood:

**Stony I**

1. Has BBC looked at the numbers historically of how many families move off post in June/July (when kids finish school)?

Ans: Yes. It's been part of the planning.

2. Do you know the exact number of military that move on and off post June/July?

Ans: We survey the departments to get departure information for everyone in housing. We have gotten a great response, and don't have an exact number by month, but we have good data. All we have now is the month of departure. Until that resident actually makes an appointment to move out of the house, we won't have exact dates.

3. It was stated that the Partnership does not believe longevity in Stony I should play a part in the relocation. Why?

Ans: We talked about this among the partnership and don't believe longevity should play a part in the relocation. Everyone needs to be relocated. We are not going to be able to please everybody. We had to come up with a process that would be most fair for most people. This is the process we determined would meet that criteria.

4. Re: Fences: If we installed a fence in our Stony I yard at our cost, will we have a fence in our new location paid by BBC?

Ans: No, fencing is not part of the project program.

Also can a clause be added to the lease giving residents time to build a fence/allow a dog on a leash or run for a specific time period?

Ans: We are not sure. We have never been asked this before. We will have to get back to you on this issue.

5. Will BBC be paying contractors to pack AND unpack for the moves as in traditional government moves?

Ans: Yes.

6. Is there an "Order of Merit" list for people moving out of Stony I?

Ans: Yes. We have a list in a general sense; we haven't fully developed a by-name list yet.

7. Will BBC wait until ALL residents are physically out of their homes before demolishing them?

Ans: The hope is to do a courtyard at a time, but we may have to fence off a portion of a courtyard to take a house down. We prefer not to do it this way, but may have to.

8. Has BBC considered the soldiers with post trauma stress syndrome with their blasting?

Ans: If you have an issue such as this, please call Rich Wagner or Shari Roosa to talk about it. The 30 minute warning phone call can be arranged by calling our BBC Safety manager, Luke Lightner at (904) 239-2387.

9. Why do residents get ONE choice of a house while new residents get several choices/draw?

Ans: When the time comes, they may also have a choice of more than one residence.

## **Stony II**

1. Dates of the draw are said “to be determined”. Any idea when? When will it start?

Ans: The Draw will be in the first week of June.

NOTE: The draw will be in Arnold Auditorium, Mahan Hall on 3 June for Company Grade officers and 4 June for Field Grade officers. Specific details will be published later.

2. I called in a work order for mold in a closet – ongoing over 2 months, reoccurring mold. Why do I have to call 4-5 times to get the job completed?

Ans: Since we do not know your quarters, we encourage you to call our Facilities Manager, Larry Oglesby at 446-3570 and have him look into your work orders.

## **Lee**

1. If you are going to War College and coming back, do you get the choice to have your family stay in housing?

Ans: You will need to submit a request for exception of policy.

2. Are they putting lights in the garages of the homes being renovated (in Lee)?

Ans: If garages have power, lights will be replaced. If the garage does not have power, the plan is not to install lights.

3. How many Key and Essential positions are being spoken about on Post?

Ans: There are about 186 positions, mostly military obviously, and some civilian. The list is available publicly.

NOTE: The actual numbers are 163-169 military and 13 civilian.

4. Re: Quints: How long will each take to renovate?

Ans: Conservatively speaking, about 120 work days or 6 months.

5. Is there a plan for permanent professors to be able to move?

Ans: Yes, after 3 years you can ask to move. If your bedroom requirement or rank changes, you can request to move sooner.

And why do they allow civilians to live in Lee, those not with a dependent, while military live off post?

Ans: A number of civilians were living on post when we transitioned to privatized operations last year in August, and the leadership decided they could stay for another year. If they are not on the Key and Essential list, they will be moving this summer.

### **New Brick**

1. We took New Brick quarters one month ago and was told renovations would start in 3 years (or we wouldn't have taken the quarters). We would like a definite time frame?

Ans: No renovations are scheduled for New Brick during the Initial Development Period which ends in 2016.

2. Will a field grade officer living in a JNCO neighborhood be allowed to move/enter the housing draw prior to the 3-year waiting period?

Ans: No, we are significantly rearranging the housing in that area so there will be a period of turmoil. Until we build the 824 units, the grades will be mixed up. There really is no way around that.

3. What rank will be moving into New Brick this summer?

Ans: Junior NCO (due to the lack of Junior NCO housing) and one Company Grade street.

4. Is the renovation "set in stone" or will it change with move-outs as houses open?

Ans: The renovations schedule changes quite a bit, but the companies are in contract for certain plan types to be completed within so many months. We can switch one for another within a particular plan type, but mostly have to stick to the units in the contract.

### **Grey Ghost**

1. We've heard that BBC does not plan to fix garbage disposals and dishwashers. Is it a matter of finances?

Ans: True. For a short period of time, garbage disposals were not being repaired. We are doing it now, and have always repaired dishwashers. We are not sure how the rumor was started that we weren't fixing dishwashers.

## **II. Relocation Concerns (Presented in the Power Point Presentation)**

1. What is the demolition schedule for Stony Lonesome I, Phase I?

Ans: 82 units are scheduled for Phase I demolition between July 2009 and September 2009. 108 units are scheduled for Phase II demolition between July 2010 and September 2010. Letters have been sent to Phase I residents.

2. Will Balfour Beatty terminate our leases early?

Ans: Yes, but on a voluntary basis only.

3. Will we be reimbursed for expenses?

Ans: West Point requested an exception to the provisions of the Joint Federal Travel Regulation to permit payment of Partial Dislocation Allowance.

NOTE: The status of the request as of 12 March is that DA is still working on the response.

4. Will temporary lodging be available?

Ans: The partnership will temporarily lodge residents on a case by case basis if needed. To date, the partnership has moved 20 families due to renovations and maintenance problems. No one required temporary lodging during their move.

5. Will we be able to store household goods?

Ans: For current items in storage: Authorized at no cost, one partial and one full delivery of items in Non-Temporary Storage (NTS).

Storage of excess items: Authorized at no cost, Non-Temporary Storage (NST) of household goods that cannot be accommodated in newly assigned quarters.

6. Who will cover the costs of off post moves?

Ans: The partnership will cover the cost of a local off-post move if the resident is being forced to relocate.

7. What is the school eligibility if moving of post?

Ans: The school eligibility is the same since we started the process. Call Mr. Gary Gerstner, Asst. Sup., telephone (703) 784-2319 for more information.

8. How do we file complaints against Balfour Beatty?

Ans: Please follow the sequence below.

1<sup>st</sup>: Shari Roosa, Balfour Beatty Community Manager (845)446-6407 or Rich Wagner, Project Director (845)446-3960.

2<sup>nd</sup>: RCI Office, Mike Colacicco, 938-5948 or Eileen Kaczkin, 938-2500.

3<sup>rd</sup>: GC office.

Residents are encouraged to fill out the comment cards. They are the basis for the GC's approval of incentive fees.

9. Why can't Stony I, Phase I residents move now if housing is available?

Ans: We do not have housing available now. If we allowed early moves, incoming personnel over the past year may have been forced to move off post. We have moved some renovation people early because they would have had to move outside of the summer cycle.

10. What is the Balfour Beatty wait list policy?

Ans: The wait list policy is available for residents to review in the Balfour Beatty office in building 132, Bartlett Loop.

11. Who is authorized to live in housing?

Ans: The Ground lease has 13 categories. Priority 1 are personnel on the Key and Essential list which was established by the West Point leadership. Military personnel assigned to West Point are priority 2.

12. Is relocation for Stony I residents a priority?

Ans: All Stony I residents need to and will be relocated. The partnership does not believe longevity should be the basis for establishing priority for relocation (priority will be by rank, date of rank).

### **III. Questions by residents in attendance**

1. If people have put in a fence at Stony I, would it be alright for them to take down that fence and take it with them to their new quarters? Or can other fences be relocated to if they are in good shape?

Ans: Residents of Stony I moving to another set of quarters that does not have a fence may take their fence with them. They must submit a request for alteration to Community Management before moving the fence.

2. You said that the move out for Stony I is going to be by date of rank, etc. Is that by grade band, so we are not moving all the senior folks and then finally getting to the others? Will it be concurrent?

Ans: Yes. It will be within grade bands. For instance, Junior NCOs are going to be moved to Junior NCO housing, simultaneously with Company Grade, simultaneously with Senior NCO. Everyone is going to be relocated to a house on West Point that meets their grade and bedroom requirement.

3. The housing draw has a big effect on the Academy Personnel. A medical Captain coming to Keller comes from a deployment or short tour. Since they come during the housing draw times, they don't get credit for their 12 or 14 months time because they fall into the housing draw. Is there an exception to that piece?

Ans: For a normal waiting list, the deployment effects their eligibility date, but I don't believe we actually addressed that. Right now, the plan is to put them all in together.

NOTE: The decision is to place give Soldiers returning from a Non-Dependent tour the same priority as someone who is on the waiting list and living off post. In simple words, they will be in the group that chooses first.

4. Will all renovations include central air?

Ans: Yes, the RCI standard for renovations and new construction is put central air in all quarters.

5. "Do it yourself" moves, is that a possibility? Have they looked into that at all?

Ans: We are discussing whether or not to allow DITY moves.

NOTE: The decision is to permit DITY moves.

6. Instead of being offered one house in April or May, when we know there will be a number of houses becoming available, why can't we be given a choice to take a house offered, or wait until later on in the summer when something more suitable becomes available?

Ans: We would like to move as many people as early as possible so we don't have that big rush. But I think a lot of people aren't going to move until June or July. When we get all the data in and look at what we can start offering, we may be able to offer you more than one choice.

7. Should the residents of Stony I expect the normal response time to maintenance issues through the time that we leave the house?

Ans: Yes, maintenance issues are being addressed in Stony I as if they were any house on post.

8. Questions from Cierra Luna (Relocation Program Manager) at Army Community Services.

A) What are we defining as the "local area" when talking about relocation? 40 miles, 20 miles?

Ans: We will probably use the same definition that we use for assignments here at West Point, a 50 mile radius. But what we would like to do is have a one on one conversation to talk about this.

B) How are exceptions to policy for those who wish to leave their Families in housing being handled?

Ans: This has been a joint effort to this point (Balfour Beatty consults with Command), but ultimately it is BBC's decision. Generally speaking, because of the housing shortage, the number of Families being allowed to remain at West Point is limited. Families of Soldiers who are deploying directly from West Point or with a TDY enroute will normally be authorized to remain in quarters for the duration of the deployment. That is not the case if the Soldier is PCSing to another duty station. For example, if you PCS to Fort Campbell and deploy the day you walk in the door, you will not be authorized to leave your family here because there is housing for you at Fort Campbell. You should PCS to Fort Campbell, get settled in new quarters, and stay with that command. If you are going someplace where you can take your Family, the policy is to move your Family.

C) Individuals changing Military Status, how is that being looked at?

Ans: We've never had it before. We ask that you submit a request, give us all the details on it, and we will look at it on a case by case basis. Housing is primarily for Soldiers assigned to West Point. If you are leaving the Army, you should probably plan to leave West Point.

D) For the residents that have to relocate as a result of the demolition, and they are electing to move off post, is there any consideration being given for advanced BAH (for things such as security deposits, pet deposits)?

Ans: If someone has a financial problem they can go through their command or Army Emergency Relief. Those are different issues than we are addressing here.

9. Will the same consideration be given to families of deployed Soldiers as that being given to Soldiers that are going to be deployed in the relocation?

Ans: Yes. This fits into the special considerations category that we have been looking at.

10. For incoming families with special needs members, what can we tell them about addressing those special needs? How will they be a priority?

Ans: It will be on a case by case basis, according to what their need is.

Will a resident living in a handicap house that doesn't require those quarters be asked to move to accommodate an incoming member with special needs?

Ans: Yes.

12. Why can't maintenance work orders be completed (things needing to be fixed) when there are historic housing issues? Shouldn't we have a consistent level of requirements in a historical home as to the type of fixtures to be installed, etc?

Ans: We have 416 historic homes. We are bound by the terms of the Programmatic Agreement that West Point has entered into with the State Historic Preservation Office as to what we can and cannot do in historic quarters. We hired an outside agency to go through each and every historic home and determine what was and wasn't historic. Under the terms of the agreement, we have to treat both of those things differently and there is nothing we can do to get around it. It is a reason that things may take time to be fixed, but not a reason to say we can't fix something. Ultimately, things should be repaired.

11. Regarding the housing we have moved into in the past, there have been issues with the cleanliness of the quarters (crumbs in drawers, dirty refrigerators). What policy does BBC have for the cleanliness of the homes before residents move in and how are they going to enforce this?

Ans: First, our units are inspected by our COM (Change of Occupancy) Supervisor who does an inspection when he is done with all of his contractors. He then turns the unit over to Community Management. A Resident Specialist then will go in and do an inspection to see that it is clean, painted, all repairs are done and everything is functional. A move-in inspection is done when a resident moves in. The resident signs off on the inspection report. If that resident is not satisfied, we bring the cleaners back in, or address whatever the issue is. Comment cards are looked at by BBC and the Command so they are important way of communicating these issues.

12. What is going to happen to those residents that want to stay through their lease terms and then want to move August 1<sup>st</sup>?

Ans: We will relocate them after August 1<sup>st</sup>. We will look at houses that are available at that time.

13. What is the timeline between notifications of what is available in your grade band and to actual moving (since we are offered a two week period to take leave and that is all we are offered to work around those issues)?

Ans: Shari Roosa and Balfour Beatty will work with you when these issues arise, as will the Chain of Command.

14. A clarification question: Is it correct that the residents of Stony I will be offered housing between March 1<sup>st</sup> and June 1<sup>st</sup> before the housing draw for all incoming personnel?

Ans: We will make sure Stony residents are squared away before the draw begins.