

The following questions were asked by residents who attended the Town hall meetings in June and July 2012 hosted by Tom Carter, Vice President, Forest City Residential Management, RDML Ponds, Commander, Navy Region Hawaii, and CAPT James, Commander, Joint Base Pearl Harbor-Hickam. Answers are also provided. Please contact Wendy Mekinda, General Manager, Forest City Residential Management at 839-8601 if you have any questions.

## SECURITY

- 1. Question:** What is the Navy doing to combat the security issues in our communities?

**Answer:** Forest City and Navy Region Hawaii work very closely with Honolulu Police Department (HPD) who has police jurisdiction over Forest City communities that are located outside military installations. A good quality of life in our communities is important to all. We are individually and collectively responsible for the safety and security of ourselves, families, neighborhood and our homes. Honolulu Police Department and Forest City offers to assist with the development of Neighborhood Security Watch Programs (NSWP). If you as resident would like to assist with having a safe, secure, peaceful and quite, friendly trustworthy neighbors, and an absence of crime and disorder, contact your RSO office to aid in establishing your Neighborhood Security Watch Program.

- 2. Question:** What are we doing about Securitas? They don't appear to be an effective security service.

**Answer:** Securitas is a courtesy security company that Forest City provides for Forest City communities outside military installations. The Securitas officers are uniformed and assist to protect property by maintaining visibility precedence to deter illegal and inappropriate actions, observing either directly, through vehicle, foot or bike patrols. Securitas is there to report any incidents to Forest City and emergency services as appropriate. If you experience illegal activity or inappropriate actions, please contact the Honolulu Police Department at 911 AND Securitas at 808-479-1869.

- 3. Question:** Why does Forest City no longer cover the security alarm monitoring service?

**Answer:** Previously the alarm service was a concession offered when the privatized project initiated but was later discontinued. Residents may continue the service should they elect to do so by contacting one of the local alarm companies.



# FOREST CITY



## RESIDENTIAL MANAGEMENT

- 4. Question:** Can the alarms in the homes be activated as a stand-alone burglar deterrent?

**Answer:** The alarm systems in the home can be activated through a Security Alarm Company activation contract. The only component of the system that does not require company activation is the “Chime” mechanism which will chime when doors and main floor (downstairs) windows are opened. If additional alarm service is desired, residents are encouraged to contact a local Alarm Company of their choice.
- 5. Question:** Does Forest City do background checks on the Securitas officers?

**Answer:** Yes, all Securitas employees went through a thorough background check before they were hired and allowed to provide Forest City Communities with security services.
- 6. Question:** Camp Stover security issues....MPs have been called but do not respond. Can we do something about this?

**Answer:** Capt James will speak with the Army Garrison Command, who has jurisdiction, and will address this issue. In the meantime, be sure to call 911 if it is a true emergency.
- 7. Question:** Can families be issued decals for their vehicles? We have a horrible time getting on the Navy Bases without them, yet the Army says they don't issue them anymore.

**Answer:** CAPT James recommended the military member obtain a letter from your command simply stating that the member is assigned to a unit stationed on Oahu and needs base access because of that working group, with that letter, you will be able to get a decal issues (providing you have the correct credentials).  
For further information please contact the JBPHH Pass & ID office located just before the Main Pearl Harbor Gate or phone of 474-2196
- 8. Question:** What can we do to protect ourselves from a home invasion?

**Answer:** If you see something suspicious, report it or call 911, know your neighbors and look out for each other, initiate a neighborhood watch program, make sure you do your part and lock your doors, lock your windows, secure your garage, remove your garage remote control from your car, be the first line to your security.
- 9. Question:** The military base has Military Police. Can they increase the monitoring of the communities to help deter criminal activity?

**Answer:** Forest City's communities located outside the Navy installation fence line fall under the police jurisdiction of the Honolulu Police Department. However, the Joint Base Commander is continually updated on criminal activities, and ensures the Joint Base Security Forces team engages with HPD and Forest City's contracted Securitas when necessary.

**10. Question:** What is the name of the HPD Major who attended the July town halls and shared important information about the Kalihi Police District that Salt Lake area Forest City homes fall under? (Specifically: Radford, Halsey, Doris Miller, Catlin, Maloelap, Moanalua Terrace, Hokulani & Hale Moku)

**Answer:** Many thanks to Major Chur for supporting our town hall meetings! His contact information is: Major William Chur, District Commander, Honolulu Police Department, District 5, 1865 Kamehameha IV Road, phone:723-8202, [wchur@honolulu.gov](mailto:wchur@honolulu.gov)

## RESIDENT ENERGY CONSERVATION PROGRAM

**11. Question:** How is Forest City grouping the homes for the RECP program?

**Answer:** Groups are established by age of construction, square footage and bedrooms. RECP is a DOD wide mandated program; everyone in the DOD system is expected to be a good steward for energy.

**12. Question:** Is there a website that I can use to see what KWH I'm using?

**Answer:** Absolutely! This information can be found on your monthly billing statement. Should you require additional information to access your account online you can contact your RSO office for assistance?

**13. Question:** When will the RECP Addendum be sent to us I'm getting ready to leave for deployment? Can my spouse sign for it?

**Answer:** The Addendum covering the new 10% buffer will be delivered to you August time frame. Your spouse can sign the Addendum as long as he/she has a valid Power of Attorney (POA); unfortunately, your spouse will have to come in to the office to sign by POA for your privacy and security purposes.

**14. Question:** Initially there was the 20% buffer for the electric utility, now that it has been dropped to 10% can we expect that you will bring it down even more in the future?

**Answer:** This is not a Forest City initiative. This was mandated and rolled out by Department of Defense for "All branches" of service however, we do not anticipate their being further adjustments to the buffer zones at this time.

**15. Question:** Does the electricity "like groups" take into account the number of people living in the homes? I have a family of 6 and my neighbor is a family of 3, this should be considered.

**Answer:** The "like type" groups are established by classifying homes based on their size (bedroom number, square footage, etc) the construction type (new construction, renovated, partially renovated, legacy, mil con etc) and their location. It does not take into account the "family size" as this is a changing variable. Your baseline is averaged out monthly and the top 5% and bottom 5% are dropped (generally, these anomalies with multiple family members is captured in the top 5%).

- 16. Question:** EFMP Families that have received a special exception for the RECP program, will they have to re-qualify for the exception under this new program?  
**Answer:** No, EFMP families with existing exceptions will continue as they are no re-approval necessary.

#### PROPERTY MANAGEMENT

- 17. Question:** There are big road problems with the winding road between Hele Mai homes and the new Main gate that is a 24/7 operation. Specifically the dip at the bridge just prior to NSA has rushing water across during moderate or heavy rains and there's no shoulders for PT; can you do something about this?  
**Answer:** (CAPT James) there is a road project by bldg 500/NSA and that should be repaired within that project.
- 18. Question:** Not many people got word about this meeting, what are you doing to let us all know?  
**Answer:** Meeting announcements were published in the Navy newspaper four different times. Additionally, announcements were sent to your email, posted on the Forest City websites, and on Face book.
- 19. Question:** Lighting on the roads around the new Bldg 500, it's very dark and dangerous?  
**Answer:** (RADM Ponds) Lighting is part of future plans for this area. There are large improvements standards in place here; there are big pivots towards this area as well.
- 20. Question:** Can you please put some exit signs around the base so people know how to get out of Hele Mai to the Main Gate near NSA? I got here and it took me over a week to figure out how to get to the other exits.  
**Answer:** Excellent suggestions! CAPT James will get with the installation and will see what we can do to get this done.
- 21. Question:** In the Makalapa PACFLT Bldg and Halawa Drive areas, people park all over the place and make it very hard for the residents. Can you please take care of this?  
**Answer:** FC will follow up on this, research, work with HPD and take action where authorized to do so.
- 22. Question:** Speed bumps that were installed in the Makalapa community are great, but they are not deterring speeders? Anything else we can do about this?  
**Answer:** Get their make/model and plate numbers and call them to JBPHH Security/RSO office.



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## RESIDENTIAL MANAGEMENT

**23. Question:** Can FC please tell residents that they cannot place trash at the street?

There are trash piles everywhere, they blow all over the yards and streets and really detract from the curb appeal of the community.

**Answer:** All residents are fully made aware of the trash policy when moving into FC housing. We have policies in place (they can be found in your Resident Guide issued to you at time of move in). Trash is supposed to be placed out at the curb after 1700 the night before trash collection and then the containers/canisters should be removed and properly stowed, the day of trash collection. Residents need to be individually and collectively responsible for their actions.

**24. Question:** Who do I call for a garbage can change out? The waste company cracked it down the center during the last trash collection?

**Answer:** First call, your RSO office! They should be able to assist you. You can also contact the Maintenance Helpline.

**25. Question:** Will Forest City be providing all residents with Energy Efficient Appliances

**Answer:** Forest City is always looking into ways to save and cut costs and as the old appliances become obsolete and fail, we are replacing them with more efficient, Energy Star rated appliances.

**26. Question:** Every year, Forest City sends us a survey to complete. Is there a way that the maintenance section can be better defined? You include the landscaping in the maintenance section. We love the maintenance people, they take excellent care of us, but the landscaping is different and we would like to differentiate between maintenance and landscape.

**Answer:** Thank you! We would like to be able to do that, but this is a survey that was created by both Forest City and our military partner. The intention was to be able to compare all areas to each other easily. You also have a separate comment page, so please feel free to write your thoughts on that sheet so that you can be heard!

**27. Question:** We have an ongoing problem with street side parking. We can't see around the parked cars and it is creating a safety issue. What can be done?

**Answer:** If you have a safety concern in the community, please be sure to bring that concern to your RSO office so that we can be made aware of the "problem area" and then follow up with corrective action immediately.

**28. Question:** What is Forest City's policy on solicitation? There were people going door to door last night.

**Answer:** We do not support any form of outside solicitation. Please be sure to notify your RSO office when you see this happening so that we can investigate this further.



# FOREST CITY



## RESIDENTIAL MANAGEMENT

**29. Question:** What can Forest city do about barking dogs? For three nights in a row my neighbor's dog has barked all night long.

**Answer:** Have you approached your neighbor to discuss this? That would be the 1<sup>st</sup> approach to correcting the issue. If that is not successful, you can bring your complaint to the RSO office. FC will investigate the situation and do a friendly reminder to the resident about noise. If that is not successful, we would generally ask for the chain of command involvement or that resident could risk not having their lease renewed.

**30. Question:** How are the military housing pet policies determined? Why are they different for different locations?

**Answer:** It was mandated at DOD level, that there will be pet restrictions as a result of more aggressive breed dogs having an increase in incidents on military housing/privatized housing installations. In an effort to safeguard the communities, these restrictions were rolled out and implemented...

**31. Question:** Why is there no dog park in the Halsey/Radford area for people to put their dogs at?

**Answer:** We are looking at adding more amenities as we are able. We do have dog parks throughout the various housing areas. Please contact your RSO for a list of parks available to you. Please note: Forest City provides the dog parks for our residents to use; however, it is the responsibility of the pet owner to follow the rules posted at each dog park and clearly written in the resident guide, as it pertains to the control and behavior of your pet.

**32. Question:** I have been cornered by a dog (barking and snarling); isn't there a rule about having your pet on a leash?

**Answer:** Forest City's Housing Handbook guide states that the pet owners should be in control of their pet at all times, therefore the pet should be secured in a fenced in area or on a leash at all times. Have you reported this to your RSO office? Have you called 911? If you know where the dog lives, please email us that information. Have you spoken to your neighbor (that owns the dog)? That should be the first step.

**33. Question:** Where can I take my toddler to play? Are there playgrounds for toddlers?

**Answer:** There are age designated playgrounds throughout all of the communities for you and your families to use, if you need assistance, please contact your Resident Services Office and they can assist you further.

**34. Question:** The Customer Service I received at the Resident Services Office was not up to par, how would I file a complaint about this?

**Answer:** If you feel that you have not received top notch customer service from your RSO office, please ask to speak with the community manager of that RSO office. Forest City has added additional staffing over the last 4-6 months in an effort to deliver high quality service to our service members and their families.

MAINTENANCE



- 35. Question:** Lawn care and Flowerbeds...who is responsible for these?  
**Answer:** FC provides quarterly flower bed upkeep and we have contracted a landscaping company that takes care of the landscaping. You, the resident should maintain and keep up with the weeding of the flowerbed regularly.
- 36. Question:** Self help by the mini mart is only opened Monday-Friday? Will Forest City consider longer hours or additional days for those of us who work?  
**Answer:** Yes, we are looking at extending some of the hours of operation and possibly bringing back Saturday or Sunday hours, along with other options.
- 37. Question:** Is Forest City thinking about extending the hours for maintenance?  
**Answer:** We are always trying to improve the services that we have for our service members. We have combined the maintenance departments in an effort to respond quicker to our customers, we have extended the daily hours and have implemented some weekend hours and late afternoon/early evening hours to accommodate our families work schedules, but these slots fill up quickly so be sure to call and schedule your work as soon as possible.
- 38. Question:** Who would we call to get our solar panels cleaned?  
**Answer:** The maintenance Help Line 808-839-HELP
- 39. Question:** I had an issue with the maintenance response time; we were told that "Mold" wasn't an emergency?  
**Answer:** There have been drastic changes in the response times over the last 6 months, we have made big changes in top leadership and we have realigned our maintenance team to assist with response time and with proper responses to situations. If you have an issue or don't get the service that you require, follow the chain of command. Mold is definitely an emergency.
- 40. Question:** Back on the mainland, the common area lights are all "solar powered", have we thought about that as a money saving option here?  
**Answer:** Yes! NAVFAC maintains the lighting in the community and they are looking at this now. As lights fail and need replaced, they are replacing them with solar powered or more energy efficient lighting.
- 41. Question:** Are you changing the light bulbs to efficiency light bulbs?  
**Answer:** Yes, we are during the Change of Occupancy. CFL lighting will take a few seconds to come on, and will get stronger the longer it stays on.
- 42. Question:** Landscapers run over sprinkler heads all the time is there something in place where they are being inspected and repaired?  
**Answer:** If you see a sprinkler head that is not functioning properly, please contact your RSO office or call the Maintenance HELP line so that we can have that corrected. Landscapers inspect weekly, but there are a number of acres to inspect, so your feedback is greatly appreciated.

**43. Question:** Safety issues in the community; regarding the lighting and visibility in certain areas of Pearl City, can this be addressed?

**Answer:** Absolutely! NAVFAC have lighting engineers that monitor just this type of situation and make suggestions for repair, CAPT James will reach out to NAVFAC and coordinate a Light Audit/Night Survey.

**44. Question:** Are all water heaters solar powered?

**Answer:** Most are, but there are some select homes that are historical and cannot support the solar panels.

**45. Question:** Playgrounds are in very poor condition and are safety hazards in my opinion, what is your plan to correct this?

**Answer:** Forest City has just received approval to move forward with the repairs and replacement of some equipment that is in poor repair. If you see a safety issue or feel there is a hazardous condition in the community, please contact the maintenance help line and we'll absolutely address this.

**46. Question:** We recently visited the pool and it was in terrible shape (was very dirty), what do we do when we see this?

**Answer:** Contact your RSO office or the Maintenance Helpline (808-839-4357) 839-HELP. Forest City cleans the pools regularly.

**47. Question:** Do the Landscaping employees undergo a background check?

**Answer:** If the contractors work on the military installations, yes, they all have to go through the background check. The contractor is required to run those checks on their personnel as they are 100% responsible for them while they are employed with them.

**48. Question:** There have been a few instances whereby maintenance has not repaired my problem correctly the first time. What is being done to correct this?

**Answer:** Forest City strives to provide top notch maintenance services to all of our residents. If you have an issue with a repair, let us know about it. Contact the Maintenance Helpline and ask to speak with a Manager.

**49. Question:** How often does Terminix Spray our homes?

**Answer:** Forest City has contracted with Terminix to do quarterly treatments of the exterior of your homes. We do not treat the insides of your home unless there is a "confirmed infestation". If you feel you have an infestation, please contact your RSO office and ask to schedule a home visit and discuss the problem that you are having. They will assist you.

**50. Question:** Does Forest City do preventative maintenance on the air conditioning systems?

**Answer:** Yes! We conduct preventative maintenance on all HVAC systems. This is done every 12-18 months. If you feel that yours has not been serviced, please feel free to contact the Maintenance Helpline and ask for a review of this.