

# ***Town Hall Meeting Living in Forest City Homes***

*September 2012*



***RDML Ponds, Commander Navy Region Hawaii***

***CAPT Jeffrey James, Commander Joint Base Pearl Harbor-Hickam***

***Tom Carter, Forest City Vice President Military Housing***



# Agenda



FORESTCITY  
MILITARY COMMUNITIES  
HAWAII

- **Resident Energy Conservation Program**
  - Change to 10% buffer
- **Forest City providing quality living**
  - Responses to Town hall meeting questions



A world map where the landmasses are filled with a dense pattern of small, glowing white dots, representing city lights or population density. The map is set against a dark blue background.

# Energy Security is a National Security Interest





# Reduce Energy Dependence



**President Obama's remarks on America's Energy Security, at Georgetown University, Washington, D.C., March 30, 2011**



***“...the only way for America’s energy supply to be truly secure is by permanently reducing our dependence on oil. We’re going to have to find ways to boost our efficiency so we use less oil. We’ve got to discover and produce cleaner, renewable sources of energy that also produce less carbon pollution, which is threatening our climate. And we’ve got to do it quickly.*”**

***...every institution and every household has to start thinking about how are we reducing the amount of energy that we’re using and doing it in more efficient ways.”***



# Achieve Energy Security



**Secretary of Defense Panetta's  
comments at the Environmental  
Defense Fund Reception  
May 2, 2012**

***“As one of the largest landowners and energy consumers in the world, our drive is to be more efficient and environmentally sustainable. We have to be able to have the potential to transform the nation’s approach to the challenges we are facing in the environment and energy security. We’ve got to look ahead to try to see how we can best achieve that.”***



# Use Energy More Efficiently



**Secretary of the Navy Ray Mabus' comments to the Senate Committee on Energy and Natural Resources  
March 12, 2012**

## **SECNAV's Energy Goals:**

- Reduce petroleum use in commercial vehicles by 50% by 2015
- Deploy the "Great Green Fleet" by 2016
- Produce at least half the shore-based energy requirements from renewable sources
- By 2020: at least 50% of the Navy's total energy consumption comes from alternative sources

**"Both the Navy and the Marine Corps must use energy more efficiently and we must lead in the development of alternative energy; otherwise, we put at risk our military readiness, we put at risk our national security, we put at risk the lives of our Sailors and Marines."**



# *Make Conservation a Culture*



**Chief of Naval Operations  
Admiral Jon Greenert,  
NAVADMIN, April 24, 2012**



**“Now more than ever, as our Nation and Navy work together to be as judicious as we can in the use of our resources, conservation and energy efficiency must be a part of our culture and action; at sea, on land, in the air or at home. The more we live this every day, the more it will become a part of everything we do.”**



# *Reinvest into the PPV Community*



**Commander, Navy Installations Command  
Vice Admiral William French  
May 2012**



**“RECP was a great success in Hawaii and Beaufort because our service members and their families increased their awareness of their electricity use resulting in conservation of energy without sacrificing comfort. When we reduce our energy consumption, we save money. The money we save will be reinvested into the housing communities in which our Sailors and their families live.”**



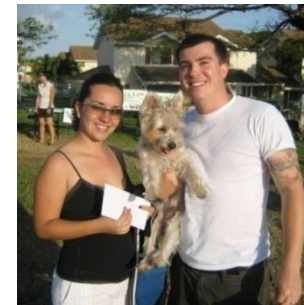


# Results of DoN Pilot Program



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- **Used a 20% buffer around average monthly usage**
  - 8% reduction in usage
  - 8 million kilowatt hours (kWH) conserved
  - \$1.5M worth of electricity conserved
- **Residents became more aware of their usage**
  - Adjusted their behaviors to earn rebates and avoid payments
- **CNIC rolling out RECP Navy-wide beginning Oct 2012**
  - Made three changes to our pilot program





# Three Changes to RECP Pilot



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- **Changed buffer size from 20% to 10%**
  - Will increase conservation by creating more resident awareness of their utility usage
  - Lower buffer means more residents will pay for excess usage and more residents will receive rebate for conserving electricity
  - Air Force, Marine Corps and Army use 10% buffer
- **Eliminated three months of mock billing for new residents**
  - Not needed; paying for utilities is not new
- **Increased billing trigger for payment/rebates from \$15 to \$25**
  - Same principle, reduced administrative handling



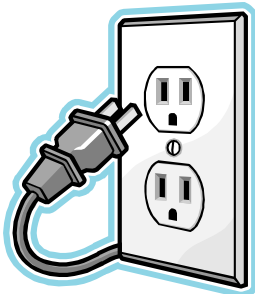


# Why Pilot RECP in Hawaii?



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- Hawaii has the highest electric rates in the U.S.
- Forest City's PPV utility cost is 46% of its annual budget, of which, electricity costs are over \$18M
  - Excess energy costs impact project over long-term
  - Reduces net operating income, long term sustainment accounts
  - Reduces the Quality of Life for our Service Members and families
  - Utility rates continue to rise; NAVFAC Hawaii raised rates by 30% effective 1 Oct 12 and expecting same increase in Oct 13
    - Oahu residents will be charged 26 cents/kWh; vice 20 cents/kWh and Kauai rate essentially remains the same
    - Means some residents will owe more money for excessive usage while others receive more money back for conservation efforts





# Our Communication Plan



## ■ Here's how we're getting the word out

- Letters from CNRH & FCRM sent to residents

- RECP websites

- <http://cnic.navy.mil/hawaii/index.htm>; click FFR, housing, then RECP
- <http://www.greatlifehawaii.com>; click housing, then RECP
- <http://www.fcnavyhawaii.com/recp/>

- Ho'okele articles (June 1, June 15, June 22, July 6 editions)

- Navy Times article (August)

- Community meetings

- 19 June, FCRM Moanalua Terrace CC, 5:30 pm
- 21 June, PMRF Shenanigans Restaurant , 6:00 pm
- 26 June, FCRM Hokulani CC, 5:30 pm
- 27 June, Wahiawa Annex Chapel, 5:30 pm
- 28 June, FCRM Pearl CC, 5:30 pm
- 10 July, FCRM Moanalua Terrace CC, 5:30 pm
- 12 July, FCRM Hokulani CC, 5:30 pm
- 6 September, FCRM Moanalua Terrace CC, 5:30 pm
- 13 September, FCRM Moanalua Terrace CC, 5:30 pm





# RECP Wrap-up



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- All residents must sign new RECP addendum NLT 30 Sep (mailed on 15 Aug)
- RECP websites
  - <http://cnic.navy.mil/hawaii/index.htm>; click FFR, housing, then RECP
  - <http://www.greatlifehawaii.com>; click housing, then RECP
  - <http://www.fcnavyhawaii.com/recp/>
- Contact POCs if you have any questions:
  - Wendy Mekinda, FCRM, 839-8601, [wendymekinda@forestcity.net](mailto:wendymekinda@forestcity.net)
  - Darryl Nii, NAVREGHI/N931, 474-1825, [darryl.nii@navy.mil](mailto:darryl.nii@navy.mil)
- ANY RECP Questions?





# *Frequently Asked Questions*



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- **Excellent feedback from seven town hall meetings**
- **Complete list Q & A found at <http://www.fcnavyhawaii.com/> (click on Latest news)**





## What is FCRM response to security incidents within the FC Communities



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- **Property crimes are continuously monitored and our security position is constantly reviewed to provide as safe and secure a living environment as possible to our residents.**
- **Honolulu Police Department has jurisdiction outside Navy installations.**
- **FCRM works closely with HPD to direct attention to problem areas**
  - **FCRM, through property taxes, pays for HPD to provide the fire and police services.**
- **Securitas Security Services, a Forest City contracted courtesy patrol, in addition to HPD, provides additional services within the Forest City communities as a visible deterrent & aids residents when in need. Securitas reports incidents to Forest City and emergency services 24/7.**
- **Contact numbers for residents: HPD at 911 and Securitas at 479-1869**



## How do I join or implement a Neighborhood Watch Program in my community?



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- Contact information to join or establish a local Neighborhood Watch Program (NWP)
  - HPD- Community Policing Team: 723-8231
  - HPD– Major Chur -723-8202
  - FCRM –Residential Service Office (per community)
- Established NWP within FCRM
  - Pearl City –
  - Halsey Terrace-
  - Catlin Park-
  - Radford-
  - Doris Miller-





# What can Forest City residents do to protect from home invasions?



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**During these times of economic distress, many people are experiencing crime in their communities and we can make a difference in our neighborhoods.**

## **Simple Steps to Protect Home**

- **Secure doors and windows in your home and do not open doors for someone you do not know**
- **Help each other by joining or taking an active role in your Neighborhood Watch Program**
- **Work with your neighbors to keep your community clean and orderly**
- **Keep your garage doors closed even when home**
- **Keep your vehicles secured, do not leave valuables in the car or your garage remotes and park your vehicles in your garage when possible.**
- **Don't advertise your home as a target (leaving certain items around in plain site will lure thieves to your community)**
- **Understand and practice basic self-protection strategies**
- **Identify, discuss and work with FC to solve troubling conditions in your community**

**Always report suspicious and criminal activity and STAY VIGILANT**



# What is the status of the Forest City security alarm monitoring devices in our homes?



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- Forest City homes were originally built with security alarm monitoring devices.
- The alarm security service previously provided was a concession offered at the beginning of privatization, but since then has been discontinued.
- Residents have the option to continue the service by contacting a local alarm company
- The Chime mechanism on the device continues to be available to the residents at no cost—it will chime when doors and main floor windows are opened



# How do residents report noise complaints?



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- Normal business hour reporting:
  - Mon-Friday 0800-1700 residents are encouraged to contact their local RSO and or Securitas to report nuisance within their communities.
  - After hour reporting:
    - Residents are encouraged to contact Securitas and or HPD to report nuisance within their communities
- Securitas: 479-1869
- HPD Non-Emergency: 529-3111
- HPD Emergency: 911



# Who do I call for quality maintenance service?



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- FCRM offer's maintenance appointments Monday-Saturday for routine service. Emergency and Urgent services are provided 24/7.
- Extended evening and weekend appointments are provided on a first come first serve basis.
- FCRM has re-evaluated our contracts and added additional internal quality control measures
- We have and continue to hire employees in various departments within the FCRM organization. If you as a resident are interested in employment, visit the Forest City website:[www.forestcity.net/careers](http://www.forestcity.net/careers)
- New quality assurance inspectors have been hired to conduct follow-up calls on a full-time basis
- FC Management is focused on improving the maintenance services provided to our residents, minimizing repeated work orders, expedite follow-ups and provide prompt quality service.



# Commander's Comments



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**Forest City is committed to providing your family with the best possible home, neighborhood and housing services**



**The Navy Housing Service Center staff is your government advocate responsible for ensuring Forest City fulfills their commitment**



***Supporting the Fleet, Fighter, Family in Hawaii***



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# *Quality living and customer service*

## How can we improve?





## Back-up

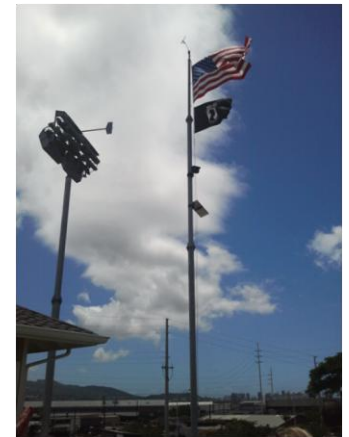


# *Energy Efficiency Initiatives*



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- **Here are some of our energy efficiency projects**
  - **Increased homes to SEER 14 A.C. Units**
  - **Net Zero home in Catlin Park neighborhood**
  - **Halsey Terrace Community Center – 107kW rooftop PV system**
  - **Radford Community Center – 1K@ demonstration wind turbine**
  - **Pearl City Peninsula 1 MW ground mounted PV system**
  - **Home Energy Audits**
    - **Six homes being used pilots**
    - **Partnering with HECO and Hawaii Energy**
    - **Installing Energy Star rated appliances in older homes**
    - **Conducting individual home audits upon request**







# *Energy Efficient Lifestyle Initiatives*



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- **Hawaii Energy/Forest City Energy Smart Initiative**
  - Rally residents toward common goal of reducing energy consumption by at least 1.5%
  - Educate about highest energy draws: A/C, water heater, and “plug load”
- **Monitor meter readings (looking for anomalies)**
- **RECP savings goes to project, not to Forest City**
  - Air conditioning replacement
  - Replacement of playground equipment
  - Increase quality of life programs
  - Additional staffing to provide better service





# *Providing Quality Living*



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- **Quality Maintenance Service**
  - **Extended appointments: M-F, 0700-1800; Sat, 0700-1500 to include additional recently added Self Help Hours starting in October; Mon-Tues 0700-1600; Wed 0700-1800; open the 1<sup>st</sup> Sat of each month.**
  - **Evening & weekend appointments available**
  - **When cancellations occur, we offer to other residents**
  - **Off-site Call Center available 24/7**
  - **We re-evaluated our contracts and added additional internal quality control measures**
  - **We have and continue to hire employees. If you as a resident are interested in employment, visit the Forest City website: [www.forestcity.net/careers](http://www.forestcity.net/careers)**
  - **Hired a quality assurance inspector who will conduct outgoing follow-up calls on a full-time basis**



# *Providing Quality Living*



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- **Quality Property Management Service**
  - **Providing enhanced Customer Service training to staff members**
  - **Sending Quarterly newsletters as an alternative form of communication between Residents and their Resident Services Office (RSO)**
  - **Increased our follow-up procedures with residents to include, but not limited to, direct contact via phone or email. (Residents are encouraged to provide feedback)**
  - **Pest control services are provided to residents. Additional services are provided to individual residents if the need exists.**



# *Providing Quality Living*



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- **Attractive Community Appearance**
  - FCRM staff continuously monitors the neighborhoods to address property issues.
  - FCRM issues resident citations for violations of the community policy and procedures (found in the Resident Handbook)
  - FCRM is focused on providing more “Face Time” with our Residents to address issues/concerns.
  - FCRM encourages resident feedback