



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS 72D AIR BASE WING (AFMC)  
TINKER AIR FORCE BASE OKLAHOMA

MAY 06 2019

**Housing Town Hall Summary and Announcement**

Tinker Military Family Housing Residents,

On April 3, 2019, we had a housing town hall at the Tinker Event Center to discuss action plans, recent events, and housing resolutions. Below is a summary of what was discussed:

If residents have a housing issue, they can contact Balfour Beatty Communities. After two failed attempts at resolution, residents can contact the Military Housing Office. Residents can engage their chain of command if they are not getting resolution.

To improve quality of work, BBC will add personnel in several areas. Locally, they will add more maintenance staff and three new positions. Regionally, BBC will add environmental staff. To increase oversight, Tinker AFB will hire four additional MHO personnel, add a resident advocate and create a Resident Council. The Air Force Civil Engineering Center created a new position to provide oversight on BBC maintenance with priority on moisture and mold repairs. AFCEC created a housing hotline, (800) 482-6431, for residents to request help if local resources are not meeting needs.

All moisture and mold repairs and hot water tank/HVAC preventative maintenance will be completed by outside contractors. Moisture/mold inspections will be more intrusive, with inspections behind walls. For pest control, a new contractor will provide pest management services and solutions to prevent and correct pest intrusion areas.

By April 30, 2019, all work orders became electronic. Residents are able to enter, track, and close out their work orders through an online Resident Portal. Emergency work orders should be called into BBC.

Residents were provided an opportunity to voice concerns and receive answers from BBC and Tinker Air Force Base. If residents are concerned about their health because of mold exposure, they should see their primary care physician. The medical group has been reviewing residents' records for potential health concerns relating to mold.

If you would like additional information regarding the April housing town hall, please contact Keith Buehler at keith.buehler@us.af.mil. Thank you for your time.

Sincerely

A handwritten signature in black ink, appearing to read "Kenyon K. Bell", is written over a white background.

KENYON K. BELL, Colonel, USAF  
Installation Commander