



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

JUL 29 2019

## Housing Town Hall Summary

### Tinker Military Family Housing Residents

On 23 July 2019, a Housing Town Hall meeting was held at the Tinker Event Center to discuss action plans, recent events, and housing resolutions. Below is a summary of what was discussed:

**Tinker Updates:** The health and safety work orders from the command-directed housing reviews on 4 March 2019 are finally closed out. This is the start of the wing's to "drive to zero," a goal to drive all of the initial health and safety work orders down to zero. That said, there is still a long road ahead. New issues arise often, and keeping in front of safety and health issues continues to be a challenge the team is attacking every day. While it is better, it is *not* fixed.

Residents are strongly encouraged to report issues to the Military Housing Office (MHO) at (405) 582-1977, their chain of command, and BBC without fear of reprisal. Residents can also call the Air Force Civil Engineering Center (AFCEC) call center at (800) 482-1977 or BBC helpline at (877) 253-6988 to report issues. MHO and BBC quickly reaching the capability of tracking health and safety work orders in real time, emphasizing transparency on estimated work order completion dates and status. Still work to be done getting there.

The Military Housing Office (MHO), formally known as the Housing Management Office, received four additional positions, three of which are filled, with the fourth to be filled in August. The Air Force directed the office name change to clarify that the MHO works and advocates for residents.

Early in the next fiscal year (on or after 1 Oct), Tinker will hire a Resident Advocate who will receive issues from residents and report directly to the installation commander. This is a new position that ensures resident issues are reported "from the shop floor to the chief's door".

AFCEC hired a third party contractor operating on behalf of the Air Force, the Residential Construction Manager, to provide additional quality assurance over maintenance and repair work. This individual is not associated with BBC or MHO, and reports directly to AFCEC.

The Air Force is building new incentives for project owners (for Tinker, BBC), focusing on quality and timeliness, instead of *only* timeliness. Additionally, the Department of Defense nears completion on its Tenant Bill of Rights that will cover all military branches, regions of the country, and contractors.

**Resident Council:** The Resident Council is another avenue for issues to reach the installation commander. Ideally, the council will consist of two volunteers from each neighborhood (total of 12 members) to meet once a month, or more, with the installation commander. These volunteers will act as spokespersons for their neighborhoods to bring up housing issues and concerns. The

installation commander will then address the issues with AFCEC and BBC. After 2-3 months having just two volunteers, 11 residents have stepped up since 23 July!

The council continues to seek volunteers from each of the six neighborhoods. Interested residents should contact Keith Buehler at (405) 734-4551, [keith.buehler@us.af.mil](mailto:keith.buehler@us.af.mil) or Michele Speziale at (405) 582-1977, [michele.speziale@us.af.mil](mailto:michele.speziale@us.af.mil).

**BBC Updates:** Effective 1 August 2019, BBC transitioned to accepting *routine* work orders only through the Resident Portal. Emergencies should still be called in. Residents must enter and close out work orders to verify work was completed. Photos of work orders before, during, and after the work will be uploaded into the system. BBC will also use the portal to communicate with residents.

BBC hired a quality control specialist, Mr. Greg Henley, who now oversees BBC contracts to ensure services are completed correctly. BBC is revamping services to include quarterly home exterior pest spraying, semi-annual and routine HVAC and hot water systems inspections, and quarterly inspections of exterior mechanical closets. Residents wanting home interior pest treatment should contact BBC.

BBC explained the process for addressing moisture concerns. When suspect material is found, a third party specialist will conduct moisture tests and mold tape tests. This specialist submits the samples to the lab, receives the results, and submits a report to BBC that identifies what was found and recommends steps for remediation, if applicable. A third party company will then be called out to do the remediation.

BBC is working on community improvement projects to include repairing sidewalks and curbs, changing house number lights, replacing roofs, repairing doors, paint, and siding, updating HVAC systems, and replacing windows. Most of these projects are in the McNarney neighborhood. Additionally, BBC has upcoming Lifeworks events for residents.

Residents were reminded of the various ways to communicate. The portal was emphasized as a tool to submit work orders and communicate with BBC. The AFCEC call center is available at all times, and AFCEC will answer the call within 48 hours. There is also a BBC helpline that is answered by BBC senior management, and residents are also encouraged to use their chain of command.

### **Questions:**


Residents were provided an opportunity to voice concerns and receive answers from BBC and Tinker. Concerns were brought up about substandard work being done in homes to include incomplete repairs, materials left behind, and multiple trips required to complete one work order. BBC stated their quality control specialist will be responsible for checking quality of work. As well, attendees highlighted issues of communication between BBC and the resident such as maintenance personnel failing to show when scheduled or showing unannounced, and workers contradicting each other on job requirements. Residents requested they be provided a history of home maintenance prior to move in, so they know of past mold problems. Residents stated work orders entered in the Resident Portal disappeared without being completed. BBC will look into

that, as that's not how the Resident Portal is supposed to work. Residents requested copies of IH reports go directly to the MHO to help with tracking, as there are instances of samples being lost.

The meeting closed with a summary of proposed changes to improve housing. The Air Force is building new incentives for the project owner, focusing on quality vice time, and working with DoD on the Tenant Bill of Rights. The MHO and BBC are working on a method of tracking health and safety work orders real time, emphasizing transparency on estimated completion dates and work order status...with standards for phased-work timelines.

If you would like additional information regarding any past Housing Town Hall meetings, please contact Keith Buehler at [keith.buehler@us.af.mil](mailto:keith.buehler@us.af.mil). We will announce the next Housing Town Hall meeting soon.

Sincerely



PAUL G. FILCEK, Colonel, USAF  
Installation Commander

