



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

Housing Town Hall Summary

Tinker Military Family Housing Residents,

On June 4, 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:

Tinker Updates: The Military Housing Office (MHO), formally known as Housing Management Office, received four additional positions to work privatized housing. Two positions have been filled, one will arrive next week and the other by early July. The Air Force directed the office name change to clarify that the MHO works and are advocates for military/government personnel living in housing.

Tinker leadership will coordinate for a process improvement facilitator to help with improving housing processes. The facilitator will look at how we currently do things, and help us improve. The first issue they will likely look at is the move-in and move-out processes. Residents were encouraged to bring up their issues and concerns to both their chain of command and MHO and were reminded there will be no reprisal for doing so.

The Air Force Civil Engineering Center (AFCEC) hired a Regional Construction Manager (RCM) who arrived locally in late April. This employee recently resigned, but another person has been identified to fill the vacant position within the next two weeks. The RCM reports directly to AFCEC and provides quality assurance oversight of Balfour Beatty Communities' maintenance operations.

Resident Council: The first Resident Council meeting was held last week. Ideally, the council will consist of two volunteers from each neighborhood to meet once a month with Air Base Wing, Civil Engineering and Housing Management leadership. These volunteers will act as spokespersons for their neighborhoods and bring up housing issues and concerns. This will be another method of communication for residents and a way for leadership to know directly what is occurring. The next meeting will be sometime in early July. The council is seeking volunteers to participate from each of the six neighborhoods. If residents are interested, they should contact Keith Buehler at 405-734-4551 or keith.buehler@us.af.mil or Michele Speziale at 405-582-1977, michele.speziale@us.af.mil.

Legal Issues: If you have personal property damages because of housing issues, first file a claim with BBC. To do this, write a letter with substantiating documentation and ensure you have proof of delivery of the claim. Throughout the process, keep all communication documentation. If the claim gets denied, the next step is to file a claim with your renter's insurance. If this gets denied, you may file a claim with Air Force Claims Service Center. You must work through BBC and your insurance before filing with the Claims Center for service connected losses. Additionally, the Claims Center

will not approve the claim if you filed through civilian court and were reimbursed that way. If the claim is still denied, you can file a lawsuit with the civilian courts.

BBC Updates: BBC has recently filled a local quality control position to oversee third party contracts. BBC contracted out the following services to third party vendors: Change of Maintenance (COM) services, HVAC/hot water tank maintenance annually, pest control services quarterly, and mold/mitigation services. Locally, BBC will hire additional maintenance technicians. In May, the current BBC team received customer service training. Regionally, BBC will hire a Regional Environmental Specialist for the Air Force Portfolio, and has hired a Regional Environmental team member that will help with the local BBC office response time to environmental issues.

By July 20, 2019, BBC will use the Resident Portal to communicate with residents, and the One Call system will eventually stop so residents are encouraged to begin using the portal. Currently 184 families have registered with the portal. Additionally, residents are able to close out their work orders themselves to verify the work was completed. Photos of work orders before, during, and after the work will also be uploaded into the system.

BBC reminded residents to use Satisfacts to rate the level of service received in completing work orders. Currently only 13% of the residents are providing feedback via Satisfacts. Senior Vice President of BBC encouraged residents to provide ratings and comments.

Questions: Residents were provided an opportunity to voice concerns and receive answers from BBC and Tinker Air Force Base. One concern was that residents did not receive enough education before moving on base. Locally, MHO worked with legal to give prospective residents more education before signing their lease.

If you would like additional information regarding the June housing town hall, please contact Keith Buehler at keith.buehler@us.af.mil. We will announce the next housing town hall soon.

Sincerely



KENYON K. BELL, Colonel, USAF
Installation Commander