

OHANA INSIGHTS

Navy Community Updates and Stories | CEL EDITION II | December 2018



ONE MISSION. ONE COMMUNITY.

OMC PARTNERS WITH SALVATION ARMY FOR ANGEL TREE CAMPAIGN

To celebrate this season's spirit of sharing, Ohana Military Communities (OMC) partnered with the Salvation Army to support their Angel Tree program, a gift-giving campaign that directly benefits underprivileged children who have less than a home or a family to call their own this Christmas. OMC employees gathered around an OMC Angel Tree to pick a tag and sponsor a child's wish. Together, we collected a total of 211 gifts this year and granted these wishes for the holiday season, so the children receiving them are not without a gift to open on Christmas morning. OMC is delighted to have joined this campaign, showing our own little tribute to this great and altruistic cause.



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YOU SPOKE, WE LISTENED!

Thank you for letting us know your concerns via our last CEL Survey. Your feedback means a lot to us as we strive to give you the best housing experience the best possible way we can. Read on below to see the topmost concerns we've received based on the survey and how we plan on improving and meeting your expectations this year.

EXTERIOR CONDITION OF HOMES

In an effort to improve our homes' exterior appeal, both our McGrew Point and Halsey Terrace communities will be receiving a face lift in 2019, just as our Moanalua Terrace stucco homes received a brand new paint job in 2017. There are plans for the siding homes to receive exterior painting as well, and the project is currently being planned. Power washing will also be done on both our Hokolani and Radford Terrace communities. As far as our community landscaping, we are making it a priority in the coming year. Community Managers will be meeting with residents of each community regularly to receive input on what they would like to see in terms of landscaping. We are also committing to improve the appearance of plants and shrubbery throughout our neighborhoods. We will be identifying sections of each neighborhood that will go through a landscaping face lift in order to revive its appearance with new plants.

RSO ISSUE RESOLUTION

When it comes to neighborhood issues, we are here for you. To that effort, we have planned a more effective, streamlined process of addressing your concerns on an organizational level. Since our community managers in our Resident Services Office (RSO) is responsible for the follow up and follow through of concerns and issues of each resident, they will also be made responsible in training each Resident Services Specialist (RSS) on how to respond to resident concerns and how to best resolve these in a timely manner. Currently, each RSS is assigned a log to enter any concerns from a resident that requires a follow up. This helps them track issues on a daily basis issues and requires them to follow up on these until they have been resolved. The community manager then reviews this weekly, and hold the RSS accountable for any issues not handled correctly or timely.

SECURITY

With every intention to strengthen our relationship with our police forces, we are working with them hand-in-hand and hold quarterly meetings to discuss crime trends in our communities and strategies to deter them. In lieu of this, we intend to continue to host our neighborhood safety watch program in conjunction with HPD, and we have already set a schedule for these events in the year ahead as well. We also realize that well-lit streets can deter crime. We will also have regularly scheduled inspections of street lights in our community moving forward and are committed to working closely with NAVFAC to ensure all of our street lights are working. Lastly, we intend to continue safety communication through social media and email messages to educate our residents on important actions they can take to make sure their families are safe. Will continue to advise our residents to close their garage doors, lock their cars and be vigilant of suspicious activity in their area.

MAHALO FOR YOUR FEEDBACK

We thank you once again for filling out our survey! You are the most important part of why we do what we do. Though these attempts to improve are enumerated, our efforts do not stop here. We will continue to look for more opportunities to improve our processes based on the feedback that you provided us. Should you have any concerns, please reach out to our Residents Services team. Mahalo Nui Loa for choosing Ohana Military Communities as your home.



MAINTENANCE WORK ORDER RESOLUTION

A closer partnership between the Community Manager and the Maintenance Manager will be built in 2019 to better help resolve work orders. Community Managers are now required to pull the open work order reports for their communities on a daily basis. They will communicate throughout the day with maintenance managers to ensure these are being completed and resolved. This is especially important with work orders that deal with water infiltration and other health and safety related issues. This partnership will stress the accountability of both parties to take care of the residents and to ensure the work order has been taken care of from start to finish. We are committed to completing 100% of warm calls for all completed work orders on a daily basis. Warm calls are generated by the RSS in each RSO and is a great way for OMC to receive feedback on whether a work order was completed to the satisfaction of the resident or not. If the work order was not completed to the satisfaction of the resident, the RSS can immediately take action to inform our maintenance team to return to the home to finish it. Community Managers are also now required to pull the detailed work order survey reports from our system on a daily basis. This is another avenue for them to review the surveys and if need be, send our maintenance technicians back to the home if our resident was not pleased with the work or if the work was not completed. Also in 2019, we will have regularly scheduled meet-and-greet opportunities for each community. These community meetings will be an informal gathering in which food and drinks will be served and games will be played with prizes up for grabs. We want to foster a sense of "belonging" in which our residents can openly discuss their concerns and the RSO for each perspective community and give their open and honest solutions. We want to allow our residents to provide input and help build pride in the community they call home. A monthly community newsletter will also be created for each community in 2019. Each community can now read a newsletter that specifically speaks to them, and will be addressing concerns and issues specific to each neighborhood.



GREEN LIGHT



Go **GREEN!** From reducing your carbon footprint to receiving more credit towards your monthly electric bill, these handy tips on efficient energy usage will surely get you more out of your energy consumption while also putting some of that "green" back into your pocket.

TIPS ON HAVING AN ECO-FRIENDLY HOLIDAY SEASON

Purchase eco-friendly gifts | Choose gifts that are manufactured in a way that is environmentally friendly. Eco-friendly products have low carbon impact, are made from sustainable materials and can be easily recycled. Above all, try to choose products that come with minimal packaging.

Only purchase gifts that you know will be put to good use | Purchase only those things that you know will not end up in the trash bin. Not only will this be more eco-friendly, but the recipients may even appreciate the fact that you gave them things that they can use.

Use wrapping paper alternatives | Wrapping paper gets ripped off of the gifts and then thrown out, leaving excess waste throughout festivities. Instead of using wrapping paper, place your gifts in bags that can be reused for years to come. Most mass-produced shiny wrapping paper is not recyclable and ends up in landfills. Imagine the impact on the environment considering that so many trees and oil are wasted each year just to be thrown away in landfills.

Use LED lights | LED lighting is far more efficient than the older bulbs. If you have not changed the lights you decorate with for a long time, upgrading to LED lighting will not only use far less energy, but it will also save you a whole lot of money on your electric bill.

Utilize light timers | Setting a timer so that your lights turn on at dusk and off at dawn is much more efficient than having the lights on 24/7. Using a timer will help both the environment and getting you more credit back in your electric bill!

Don't use disposable dishes and silverware | During holiday gatherings, many people resort to using paper plates and plastic ware, because of the convenience of disposing it after. Unfortunately, this leads to a whole lot of waste. Use actual dishes and silverware instead. It definitely adds a step during clean up, but it will be far more eco-friendly and will benefit you in the long run.

Limit your shopping trips | Not only will taking care of all of your shopping in one trip make the entire season a whole lot easier, but it will also reduce your carbon footprint along the way.

Carpool to holiday events or parties to reduce your commuting carbon footprint. Traveling together is more social, affordable, and environmentally friendly than traveling alone.

Recycle wrapping paper. Re-use presentable recycled wrapping paper from gifts you have received earlier on gifts you have yet to wrap instead of dumping them into the trash. This reduces the amount of rubbish you discard from your home and into landfills.

Send digital gift cards (or discount coupons!) This is one of the best ways to reduce waste and fuel consumption. Digital gift cards can be sent over the internet, and a lot of them nowadays allow the recipient to place orders at online stores or even inside actual stores by scanning a code on their smartphone.

Don't subscribe to gift catalogs. There are a lot of resources wasted on different holiday catalogs, and some of them are printed on bulky hard paper that end up in the trash anyway. Making purchases online reduces the need to order from catalogs, so you can simply opt not to subscribe to them.

Buy holiday cards that are made from recycled paper. Reduce the number of trees that need to be chopped down by purchasing holiday cards that are made with recycled paper.

Party without waste. It is quite common to see households generating excess amount of waste or garbage during the holidays. Not all plastic can be recycled and most of them hang around the landfills. Use biodegradable plates, cloth instead of paper napkin, borrow plates or rent dinnerware.

Seeds make great, long lasting gifts. Visit your local greenhouse and find some beautiful indoor and outdoor plants for your loved ones.

Source: www.conserve-energy-future.com/amazing-eco-friendly-holiday-tips.php

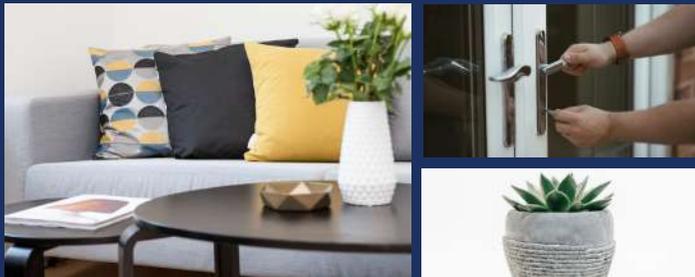
OMC SAFETY CONNECTION



At Ohana Military Communities, your safety is our top priority. By sharing information and working together as a community to look out for each other's safety, we lessen the danger of being victims of preventable crimes. Let's work hand-in hand in our fight against crime because *together, we are safer.*

BE SAFE AND KEEP SAFE THIS HOLIDAY SEASON!

AT HOME



The best way to prevent burglary is to make your home an unattractive target, by providing perpetrators difficulty in gaining entry by hardening such areas of entry as doors and windows. Consider placing a wood dowel or metal bar in the track of your window to make it a challenging task from being forced opened. Sliding doors should also be secured from being forced open or being lifted out of their tracks. Put a piece of wood, such as a broomstick, in the track behind the moveable door so it cannot be forced open.

If you will be out of town during the holidays, arrange to have a trusted neighbor keep a close watch on your house and notify your respective Residential Services Office. Discontinue all delivery services to your home, such as newspapers and mail. Make sure your front lawn is cut and cared for while you are gone. Arrange to have your trashcans taken out on trash day to give the appearance that you are home. Use an automatic timer for your lights while you are gone. Advise HPD that you are going on vacation and that you would like your home checked periodically.

Be sure to lock your doors while you are at home or out, for instance, in the backyard. Doors are the most common and preferred means of entry for burglars because they arouse less suspicion than entering through a window.

- Never hide extra keys outside your home. Professional thieves know all the favorite hiding places.
- Sliding doors are a favorite way burglars gain entry to their victim's home. Good exterior lighting of a house and surrounding area is an excellent deterrent to burglary. Have a sufficient amount of lighting surrounding your house to expose and illuminate any potential points of entry burglars might find convenient for their purposes. Use motion sensor lights under eaves and on your property's perimeter.

WHILE SHOPPING

- Have only the amount of cash you plan to spend and one or two credit cards when heading to the Mall. Do not take all your credit cards because if your wallet is stolen, it will take you that much longer to report the incident to each credit card company and the thieves will have that much more time to shop on your credit.
- If you are pushing a shopping cart or baby stroller, do not put your wallet or purse in the stroller or on the handle. A thief can easily grab it while you are distracted.
- Keep your purchases with you until you are ready to go home. If you place your purchases in your trunk and continue shopping, move your car to another location. Remember never to leave packages, cell phones, laptop computers or valuables in plain view in your car. Consider carrying your vehicle information (registration, insurance card etc.) or anything that indicate your name and physical address.
- Never leave valuables on counters when using public restrooms. Always take your purse and purchase into the stall with you or have someone watch them for you.
- Avoid shopping until the stores close. The parking lot will be more deserted and thieves look for victims where there won't be many witnesses. Always park in busy, well-lit areas.
- When returning to your car, have your keys in hand ready to open the door, but before you do, check the area for anyone loitering and look inside the vehicle to ensure no one is inside. Never leave your car running or keys in the ignition when you're away from it even for just a minute.
- Always remember: If someone demands your property, cooperate to avoid injury. Nothing is worth risking your personal safety.



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Grinchmas Mingle at the Moanalua Terrace Community Center

Residents of our Navy communities were treated to a fun and festive Grinchmas event last Friday, December 21st at the Moanalua Terrace Community Center as we celebrated our OMC Grinchmas Mingle. Resident families enjoyed a holiday meet-and-greet, photo-op and live chat with the green, grouchy, Grinch himself! Children took delight in writing their "Letters to Santa", doing Christmas craft activities, playing holiday games, making their very own peppermint hot chocolate kit, and taking home a bunch of freebies and game prizes! Mahalo to everyone who came and see you again next year!



CONTACT INFORMATION

EAST RSO

Halsey Terrace Community Center
620 Pool St., Honolulu, HI 96818
(808) 839-8620

CENTRAL RSO

Pearl City Peninsula
557 Lehua Avenue, Pearl City, HI 96782
(808) 839-8670

WEST RSO

Moanalua Terrace Community Center
2500 Radford Drive, Honolulu, HI 96818
(808) 839-8640

LEASING SERVICES OFFICE

3349 Catlin Drive, Honolulu, HI 96818
(808) 839-8690

Maintenance: (808) 839-4357 (HELP)

Self-Help Warehouse: (808) 836-5432

City & County of Honolulu (Refuse): (808) 832-7840/41

Securitas: (808) 479-1869

HPD/Fire Dept: 911

YES Energy: (855) 838-6918

Navy Aloha Furniture: (808) 474-1820/21

MWR Directory: (808) 473-0787

JBPHH-Hickam: (808) 449-7110



HuntMilitaryCommunities.com

