

Kishaba Terrace Town Hall 8 September 2014 Foster Community Center

****The following are notes taken at the Kishaba Terrace Town Hall meeting September 8, 2014 at the Foster Community Center. This is NOT a final decision paper or document.****

Attendees: approximately 175-195

Placement

- ❖ Water solutions are expected: add volume by running water from Plaza Housing Water storage (estimated completion date May 2015) and waterline replacement project (estimated completion Dec 2015).
- ❖ Tier 1 and Tier 2 moves on or off base will be a case-by-case basis.
- Tier 1 targets those who just moved in and have not received their household goods
- Tier 2 those will be affected most – Georgia Loop
- ❖ How did you base Tier 2?
- Based on engineers reports looking at elevation and where the immediate need was.
- ❖ If you are off the map are you out of the action area?
- Yes and no
 - Yes because you use water that feeds the action area
 - No because you live in the area
- ❖ The deadline is to decide if you would like to volunteer. You then will talk to a counselor. Can I change my mind because moving does not fit my family's needs?
- Yes
- ❖ Those who volunteer to move - when will we know what is available.
- At the appointment with the housing counselor.
- ❖ IPAC Myths:
- BAH vs OHA – Unlike the states you do not get any access OHA.
- No housing entitlements are received being OCONUS

Safety

❖ I have had water outages when no one else has and had brown water since we moved in. Water samples taken and no results being given.

• **Action: Colonel Pecina will look into posting water results**

❖ Is the water safe to use?

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- We are committed to providing safe drinking water and our drinking water sampling program permits us to monitor water quality. Your drinking water is safe.

- ❖ Once we get the 50 folks to move out is the water going to be safe?

- We are committed to providing safe drinking water and our drinking water sampling program permits us to monitor water quality. Your drinking water is safe.

- ❖ Had to scrap speckles off of my body because of a goo that came out of the shower? How is boiling water going to help?

- ❖ Water Quality Assurance – Dr of Public Health

- Boil Water Notice – mostly dirty organic matter

- Boil water for 1-2 minutes to kill any bacteria present

- Run water 2 to 5 minutes before use until clear water flows from faucet

- Contact Information: [Preventative Medicine Dept.](#) located at bldg. 6021 Camp Lester 643-7619

- ❖ Do the inline filters work?

- Yes but to be completely safe boiling is the safest

- ❖ Kids at school – do we need to take water bottles.

- The school water is sampled quarterly and is safe to drink.

- ❖ There are chemicals smells – worse than water on a ship. Are my kids going to get cancer? What health risks have my family been subjected to?

- There are checks and balances to ensure the water is bacteria free and pathogens are not growing.

- ❖ What is the plan along the way to ease the safety concerns?

- Transparency and communication

- ❖ Is the water in Kishaba Housing safe?

- Your drinking water is safe.

- ❖ Once we get the 50 folks to move out is the water going to be safe?

- Your drinking water is safe.

Outages / Pressure

- ❖ Do you anticipate a time where this is so bad that you can't fix it in a timely fashion? • What we hope is by having less people pull from the system allows for equalization. Lessing the lines during

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the day and can stabilize and not having the back and forth pressurizing and de-pressurizing. Keeping the system pressurized will help stabilize the issue.

- Just awarded 4.5 million dollar contract to help fix the breaks. Contracted to be fixed by Dec 2015.

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❖ Lived in KT for 1 year and water trickles out of one shower but nothing out of the other. Slightly offended because I feel I am being told I am the issue because I rate water. 2008 all of KT was full and this issue was not there.

• In order to track the outages and pressure issues, each family should call with their personal issues to help.

❖ Why do we shut down inlets?

• These decisions were made before most of us were even on the island. We are trying to move forward to correct the problem.

❖ Has anyone looked into the area of the future school – are kids turning on water. Is anyone policing this area? Maybe turn off the water in that area.

• We will inspect the area.

❖ Flooded 6 or 7 times, take the toilet out, snake the tub. They say the issue is a root. Why not remove the tree?

• We will look into this question.

❖ At what point do we make the call?

• Call whenever you have concerns.

Communication

❖ This issue has been developing over 6 years it is about trust. No one trusts the organization. We don't see radon or water survey results. Housing is not providing the transparency.

• Transparency and communication will be the key to gaining that trust

❖ Emailing to the family member, please take family members information. Spouses are not receiving the emails. Emails are not received for outages or boiling notices.

• Col. Pecina will look at alternative and additional methods of communicating with residents.

❖ After hours: Who do we contact when no one answers?

• The issue is being worked by 18th CEG

❖ When 634-4663 does not work, please contact 634-1807 Col Robison direct (not for after hours)

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❖ How we plan to communicate

- Facebook
- AFN
- Fliers
- Spouses to be a part of a working group

- Family Readiness Officer

❖ Water notice was sent out but was not turned on for at least 24 hours later.

- Communication is an issue; please utilize the spouses to pass the information.