

La Mesa Town Hall Meeting- 24 February 2009

Attendees:

Panel

COL Darcy Brewer- POM CO.

CSM Olga Martinez- POM CSM.

Mr. Peter Dausen- Base Director for NPS

Shawn Sommerville- Pinnacle Investment Manager

Melissa Meyer- Pinnacle Community Manager

Gay Rearick- RCI

LMRA

Erik Nesteruk- Chairman

Mark Weaver- Vice Chairman

Becki Thompson- La Mesa Cliffs Representative

Julie Rice- Terrace Oaks Representative

Discussion:

1. COL Brewer introduction.

- Plans are being worked to build a VA clinic at ORD to offer care to Active Duty and dependents.

2. Shawn- Policy changes

- Detachment docs no longer needed to assign, but still must apply in person.
- Pre-leasing for old homes only (won't do new homes due to high demand and to avoid sense of unfairness/line jumping among applicants).
- Surface clean only upon move out.
- Dispute Resolution process is in place to allow residents to appeal unfavorable decisions from Pinnacle.
- Unaccompanied service members can live together at flat rate.
- Refer – a – friend.
- New QA measures implemented with vacant homes (inspect regularly).

3. Q&A:

- Discussion about old homes still at full BAH (CF and TO): demand is high enough to be full BAH. Pinnacle will change to flat rate when needed to spur demand.
- Verizon: Pinnacle can't get another vendor. AT&T was unwilling to provide DSL everywhere. 160 families in LMV have Verizon for Internet service. Pinnacle continues to try to improve the situation.
- Comment about dead trees behind Leidig: Pinnacle will check.
- Comment about timing of social events- 1300-1500 is not a good time because many people are at work and school. No time is perfect since there are several constituencies with their own conflicts, but Pinnacle will take work and school schedules into account.

- Discussion about the Mayors, Resident Council, and LMRA. COL Brewer asked LMRA to send a rep to the Mayor's meeting.
- Weekly email bulletins will start coming every Friday. Go to www.theparksatmontereybay.com to sign up.
- New "mass notification" system will use email or phone to make announcements (vice flyers).
- Self-help will now issue filters. Pinnacle studying policy to make sure they are not requiring work orders where not needed.
- Mold: Pinnacle has 4 trained technicians to do testing. If a resident has a sensitivity, they need to get it medically documented to get a transfer. They can use the Dispute Resolution process if Pinnacle does not help.
- POM PD report: At 1430 today, a 10yo girl leaving school and going to mini-mart was approached by a bearded Hispanic man driving a red cargo van (marks/paint on rear drivers side), who tried to lure her into the van. There was a similar incident last Friday. Call POM PD if you have any info, and be careful out there.
- Request for better notification of police issues (e.g. bicycle thefts).
- Request to have a target date/time for maintenance visits. The system already allows residents to request am/pm, but not a date.
- International students believe that the recent rent increase is excessive. Pinnacle: FMS rates governed by law, and they must follow BAH. Pinnacle has no discretion on international student rent.