



**DEPARTMENT OF THE AIR FORCE
HEADQUARTERS 51 ST FIGHTER WING (PACAF)
UNIT 2067
APO AP 96278-2067**

25 March 2024

MEMORANDUM FOR TEAM OSAN

FROM: 51 FW/DS

SUBJECT: Meeting Minutes, Osan AB Town Hall, 13 March 2024

I. Event Details:

- a. **Focus Topic:** Housing (+ Open Forum Q&A)
- b. **Date:** 13 March 2024
- c. **Time:** 1700
- d. **Location:** O-Club

II. Attendees: The meeting was hosted by Col McKibban, 51 FW/CC. Also in attendance were the following agencies:

- a. 51 Fighter Wing Staff
 - i. Chief Trundle (FW/CCC), Maj Hill (FW/DS)
 - ii. Public Affairs
- b. 51 Mission Support Group
 - i. Civil Engineering, Force Support
- c. DeCA (Commissary)
- d. School Liaison Program Manager

TOTAL PERSONNEL IN ATTENDANCE: 51

III. Opening Remarks: The meeting opened with an introduction by Col McKibban. The 51 FW will host monthly town hall meetings on the second Wednesday of every month to promote communication outreach to the base community.

IV. Agenda – Briefed by Capt Jagoda (Installation Management Flight Commander) and Johnny Busby (Housing Manager):

- a. Follow-up to Q&A/open items from the December 2023 Town Hall (slides 3-5).
- b. Maintenance/Repair Project Updates (slides 6-7).
 - i. The elevator replacement in all three towers is complete!
 - ii. The new playground by Dinosaur Park is scheduled to have the rubber matting installed this month (weather permitting). Target ECD is 31 March.
 - iii. The parking garage between Hallasan and Jirisan will be refreshed (repair pavement, repaint parking lines and labels, install new signage, repaint stairwells) one floor at a time beginning with the first floor on 8 April 2024. Residents should park on the fourth floor of the building, in front of Bldg 918, or at the Commissary parking garage during this time.

- iv. The stairs from Seoraksan Tower to the commissary will be replaced with a combination staircase/accessible ramp beginning on 1 April 2024.
- v. All blinds in the towers will be replaced with cordless, child-safe blinds beginning on 6 May. Residents should clear 3ft of working space in front of all windows during installation.
- c. Future Initiatives (slide 7).
 - i. Water Filtration System & Water Fountains
 - ii. LED Lighting Upgrade (vacant units only)
 - iii. Dinosaur Park Upgrade
 - iv. Future MFH Park & Playground
- d. Upcoming Events (slides 8-10).
 - i. Tenant Satisfaction Survey (now until 18 April 2024) – The survey link was sent to the service member’s personal email address. If you haven’t received the link, please contact airforcehousingssurvey@celassociates.com.
 - ii. PTD & Bike Round-up (15-19 April 2024): Will include PTDs and bicycles both inside and outside Housing.
 - iii. OSD-Directed 100% Housing Inspection (20-31 May 2024): This is a third-party inspection to evaluate structure, safety, comfort, and habitability. Residents can schedule an appointment beginning 30 days out (Housing will provide info to schedule). This was directed by the Secretary of Defense at all DoD installations; residents cannot opt out.
 - iv. Housing Community Profile (May/June TBD): This is a third-party assessment by a different contractor than the 100% Housing Inspection to evaluate the condition and adequacy of the housing inventory.
 - v. Community Mural Event: Voting was open on Facebook from 13-20 March; the artists who received the most votes can paint their designs on 6-7 and 13-14 April.
- e. Policy Reminders (slide 11) – Please direct any concerns regarding youth supervision and behavior to Family Advocacy at DSN 784-5010.
- f. Communication Action Plan (slide 12) – Since the CAP was introduced in February, numerous updates and improvements have been made, along with upcoming in-person touchpoints. Changes include:
 - i. A “Mustang One-Stop” tile was added to the AF Connect App.
 - ii. In-Person feedback buttons, which include the town hall schedule, slides, and meeting minutes, were added to the website.
 - iii. The “Finding a Home” language was refined to be more reflective of the process.
 - iv. The broken link for the AAFES map was removed.
 - v. “Home” buttons were added to the last page of each section.
 - vi. The new Spouse Newcomer’s Orientation is 19 March, with the next Spouse Immersion tour being the following day on 20 March.
 - vii. The next Team Osan Town Hall will be on 10 April, and will focus on DoDEA and Child & Youth Programs.
- g. Emergency Evacuation Process (slide 13, briefed by Ms. Torres, M&FRC Flight Chief) – Training is offered monthly at the M&FRC.
- h. Summer Hire Program (slide 14, briefed by Lt Col Hill, 51 FSS Commander) – Applications will be accepted through 22 March 2024 and must be dropped off directly at

the Civilian Personnel Flight (Building 936, Room 112, Mon-Thurs 0800-1500, Fri 0800-1400 DSN 784-4218). For more information, visit www.51fss.com/summer-hire/.

V. Open Forum Q&A:

- i. **Question:** Does Osan plan to extend or reroute the school bus routes to Godeok area?
Answer: DoDEA is currently conducting a commuting zone study using current housing data. This study is expected to wrap up in April and will be used to drive potential future bus route changes.
- ii. **Question:** Can the Commissary parking garage be repainted?
Answer: 51 CES is developing a project to repaint the parking lines and handicap spaces and conduct other needed improvements within the facility, so the work is ready if/when funding becomes available.
- iii. **Question:** Can CE tell non-residents not to use the MFH parking garage while the refresh project is taking place?
Answer: 51 CES will work with PA to notify the base of the dates the second and third floors will be under construction and ask non-residents to park elsewhere. CE is also exploring options to block off the entire Bldg 918 parking lot for MFH alternate parking only.
- iv. **Question:** Where will the reflective signs be posted in the MFH parking garage?
Answer: The signs will be mounted to nearby surfaces or hung over spaces to delineate who each space belongs to.
- v. **Question:** The Commissary was selling soap-smell-infused oatmeal. Any updates on that issue?
Answer: Please reach out to the Commissary Manager if you have any issues with Commissary products. The Manager cannot control how items are shipped/which items are packaged together; however, the Commissary needs to know about these situations so they can let the appropriate agencies know. They will also work with customers for refunds and/or returns of these items.
- vii. **Question:** Some of the Seoraksan storage rooms and comm closets have accumulated trash and items that may be a fire hazard. Additionally, some of the comm closets are left unlocked. Can Housing investigate these issues?
Answer: Yes, we will look into both of these issues and work to resolve them. Housing counselors visited Seoraksan 19-20 March to secure the comm closets and remove some trash. Residents who have items stored in the storage rooms need to move them into their apartments or into their own personal storage areas – these should not be left in the common areas.
- viii. **Question:** Can Housing begin a parking study at Seoraksan now (while CDC construction is underway) instead of deferring until after construction is complete?
Answer: Yes, we will initiate the parking study now but will not be able to do any work until the CDC construction is complete.
- ix. All leaders in attendance were made available for questions after meeting close.

VI. Next Meeting:

- a. **Focus Topic:** DoDEA, Child & Youth Programs (+ Open Forum Q&A)
- b. **Date:** 10 April 2024
- c. **Time:** 1700

d. **Location:** O-Club

- VII. For questions or concerns, please contact 51 FW Public Affairs at DSN 784-4404 or Commercial +82 (0) 505-784-4404.

JON W. GRAY, Maj, USAF
Director of Staff, 51st Fighter Wing

51st Fighter Wing

Defend, Execute, Sustain - Fight Tonight!



Military Family Housing

Quarterly Town Hall

13 March 2024

Hosted by 51 CES



Agenda

- **Housing Update: Progress Since Last Town Hall**
- **Maintenance & Repair Project Updates**
- **Upcoming Events**
- **Policy Reminders**
- **Community Action Plan Updates**
- **FSS Updates**
- **Questions & Discussion**



Housing Update: Progress Since Last Town Hall (Q&A)



- **Are units checked for functionality between tenants, ensuring lights, toilets, and all items function properly?**
 - Revamped our inspection checklist to be more thorough
 - Built a new inspection process to provide two opportunities to validate functionality & maintenance: final inspection & COM inspection
 - Future: re-organize the Housing office to facilitate communication between inspectors & CORs

- **Can inbound members receive more information (square footage, sample floor plans, daily/weekly occupancy rates, etc.) to help them prepare for their move?**
 - Yes! Please see the “Finding a Home” tab on the new 51 FW Mustang One-Stop for more info
 - Continual updates & uploads of new documents



Housing Update: Progress Since Last Town Hall (Q&A)



- **Can meeting minutes be posted to a single file source for residents?**
 - Beginning this month, Town Hall minutes and slides will be posted to the Mustang One-Stop
 - We will continue to share Town Hall slides and minutes with all residents via email (using the email addresses provided to us upon move-in)

- **How are the water temperature issues at Jirisan being addressed?**
 - Short-Term: CE plumbers began assessing in December and are still trying to pinpoint the issue
 - Long-Term: We requested FY24 fall-out funds for a facility-wide investigation and repair project



Housing Update: Progress Since Last Town Hall (Q&A)



- **What is the status of the leaking pipes and resulting mold in the 8th floor hallway of Seoraksan, as well as the unfinished work (wood panel) on the 1st floor?**
 - Work in progress – delayed due to material/parts order
- **The fire phones in Seoraksan are not working; can they be removed?**
 - Fire phones are used for the FD to communicate with residents
 - Fire Prevention will re-evaluate functionality
- **Can we add a loading zone in front of Seoraksan?**
 - Tabled at this time based on limited number of parking spaces (adding a loading zone would impact available parking)
- **Can Seoraksan have assigned parking spaces?**
 - Tabled until construction in the area is complete

Maintenance & Repair Projects



- **Elevator Replacement – COMPLETE!**
 - Remaining elevators completed & accepted on 4 Mar
 - 1-year warranty period (limited after-hours response)

- **New Playground by Dinosaur Park**
 - Awaiting warmer temps for 2-day rubber install
 - ECD: 31 Mar (pending final inspection results)

- **Parking Garage Refresh**
 - Repair damaged areas of pavement
 - Repaint floors 1-3 with assigned numbers & hang reflective signs
 - Repaint each stairwell
 - Alternate parking options: Floors 1 & 4, B918, Commissary garage
 - ESD: 8 April, starting with Floor 1 & working up



Maintenance & Repair Projects



- **ADA Ramp from Seoraksan to Commissary**
 - Replace existing stairs with an ADA ramp & new staircase
 - ESD: April
- **Cordless Blinds Installation**
 - Seoraksan: 6-16 May
 - Jirisan: 17-28 May
 - Hallasan: 29 May - 10 June
 - Need 1m working space in front of all windows to install
- **Future Initiatives:**
 - Water Filtration System & Water Fountains
 - LED Lighting Upgrade
 - Dinosaur Park Upgrade
 - Future MFH Park & Playground



Upcoming Events

- **OSD Tenant Satisfaction Survey: Now – 18 Apr**
 - 3rd party survey (airforcehousingurvey@celassociates.com)
 - Confidential & anonymous; one survey per household
 - Feedback drives a corrective action plan & future MFH improvements

- **PTD & Bike Round-Up (Indoors & Outdoors): 15-19 April**
 - Register PTDs & adult bicycles with 51 SFS
 - Place an MFH sticker on all PTDs & bicycles/scooters/etc. (child & adult) with name, apartment #, and DEROS



Upcoming Events

- **OSD-Directed, 100% Housing Inspection: 20-31 May**
 - 3rd party inspections (US contractor)
 - Evaluates structure, safety, comfort, & habitability
 - ~30 min/unit, by appt – scheduling opens 30 days prior
 - Results reported to Congress and used to drive future MFH projects and improvements

- **Housing Community Profile: May/June**
 - Assessment of condition & adequacy of the MFH inventory
 - Guides planning & programming of future MFH projects
 - Conducted every 4 years



Community Mural Event



SUBMIT YOUR DESIGN TODAY!

COMMUNITY MURAL EVENT

LEAVE YOUR MARK ON OSAN BY PAINTING YOUR OWN DESIGN ON THE PERIMETER WALL AT DINOSAUR PARK!

DESIGNS ACCEPTED: 26 FEB - 8 MAR
 COMMUNITY VOTING: 13-20 MAR
 PAINTING DAYS: 6, 7, 13 & 14 APR

- *MURALS WILL BE 4x4 FT
- *MURALS WILL NOT INCLUDE SQUADRON/ UNIT SPECIFIC OR INAPPROPRIATE CONTENT
- *THE HOUSING OFFICE WILL PROVIDE PAINT AND SUPPLIES

SUBMIT YOUR DESIGNS TO THE HOUSING OFFICE: (51CES.CEIH.HOUSING@US.AF.MIL)
 DESIGNS WILL BE POSTED ON THE HOUSING FACEBOOK PAGE FOR COMMUNITY VOTING.

CONTACT THE HOUSING OFFICE WITH ANY QUESTIONS



Community Voting (FB): 13-20 Mar
Painting Days: 6-7, 13-14 Apr





Policy Reminders

- **Supervise children in common areas**
 - Reference Osan Community Standards for youth supervision guidance
 - Direct any concerns regarding child supervision to Family Advocacy: DSN 784-5010, Hours: 0700-1800

- **Keep common areas tidy**
 - Bikes, scooters, wagons, etc. may be stored neatly in the marked area
 - Personal items such as furniture, toys, and sports equipment must be stored in residents' units or storage areas immediately after use
 - Clean up after pets

Family Housing Handbook
OSAN AIR BASE, KOREA





SEOBANGSAN TOWER (B211)

“The Freedom of 51 Million People Starts with a Good Night’s Sleep...”

December 2023



Contact Information



Housing Office: Bldg 600, Room 101
DSN: 784-1840; Comm: 0505-784-1840

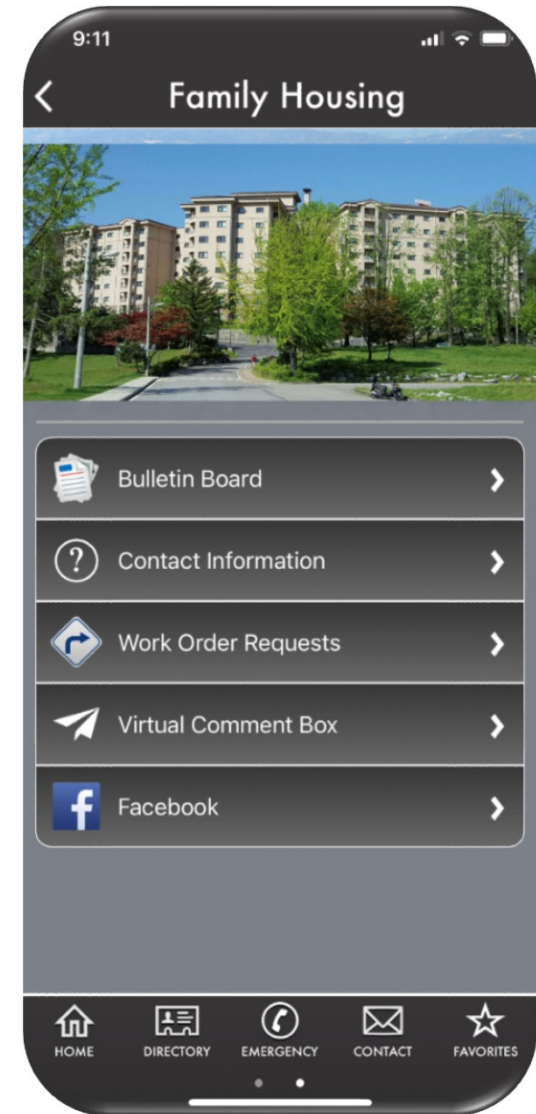
51ces.ceihh.housing@us.af.mil

FB: Osan Air Base Housing & Dorm Office

Monday - Friday, 0800 - 1530

Closed every 3rd Thursday: 1200-1530

Closed all US & KN Holidays



UNCLASSIFIED



OSD Tenant Satisfaction Survey



*U.S. phone numbers only at this time



Community Action Plan Updates

- **Mustang One-Stop Updates**
 - **Tile on the AF Connect App**
 - **In-Person Feedback Buttons**
 - **Clarified Language on “Finding a Home”**
 - **Removed Broken AAFES Map**
 - **“Home” Buttons**

- **Upcoming Touchpoints**
 - **19 March: Spouse Newcomer’s Orientation**
 - **20 March: Spouse Immersion Tour**
 - **27 March: Emergency Evacuation Process Training**
 - **10 April: DoDEA / Child & Youth Programs Townhall**



Summer Hire Program 2024

- **Eligibility: Students 14 - 23 years old**
- **Applications Accepted: 8 - 22 March 2024**
 - Email submissions not accepted
 - Drop off applications directly:

Civilian Personnel Flight

Building 936, Room 112

Mon-Thurs: 0800-1500; Fri: 0800-1400

0505-784-4218

- **Work Period:**
 - 17 June - 26 July 2024
 - Up to 20 hours a week
- **Application & More Information: www.51fss.com/summer-hire/**





Open Session Q & A

Available Subject Matter Experts:

- **Wing Leadership**
- **Mission Support Group**
 - **Housing / Civil Engineering**
 - **Force Support Squadron**
- **School Liaison**
- **Public Affairs**