



PATRICK FAMILY
HOUSING

COMMUNITY
INFORMATION
MEETING

FEBRUARY 16, 2017

Patrick Family Housing 2016 Performance

Move Ins - 242

Move Outs - 224

Work Orders

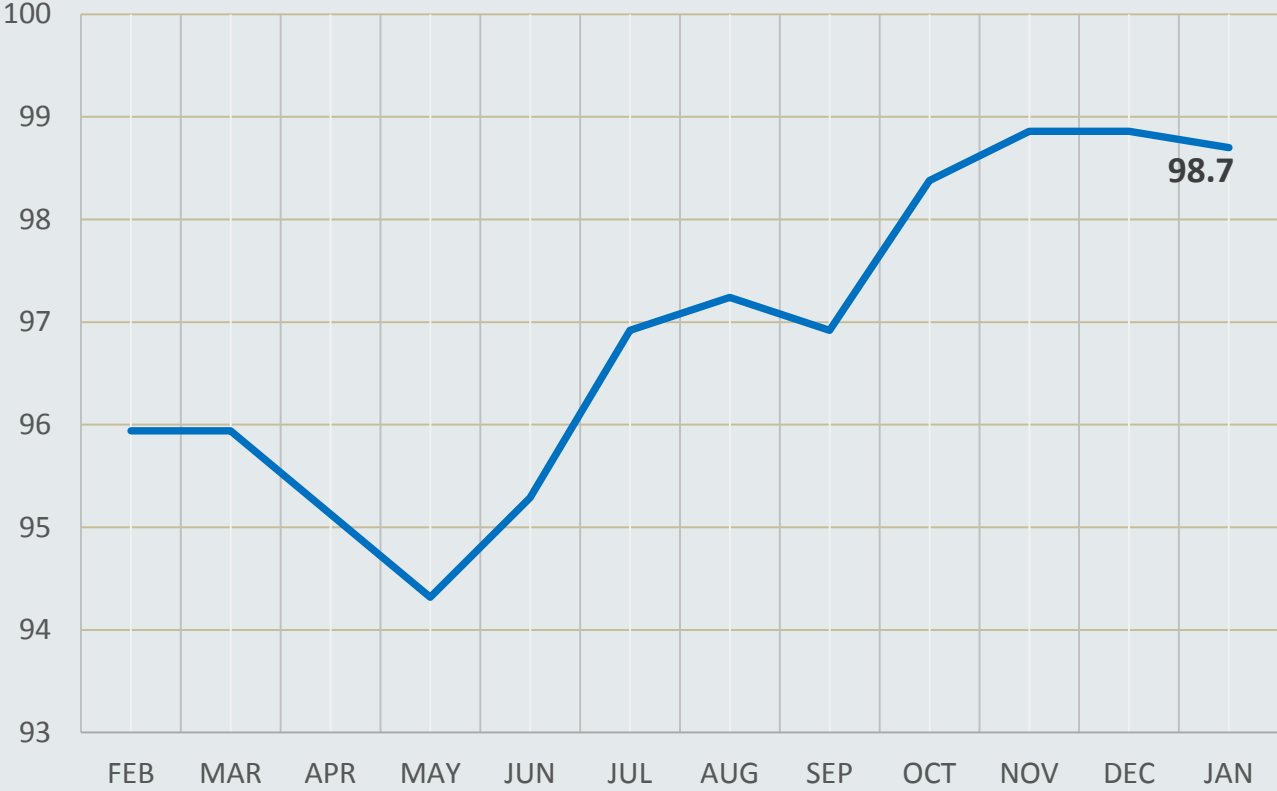
Routine - 7154

Urgent – 850

Emergency – 1486

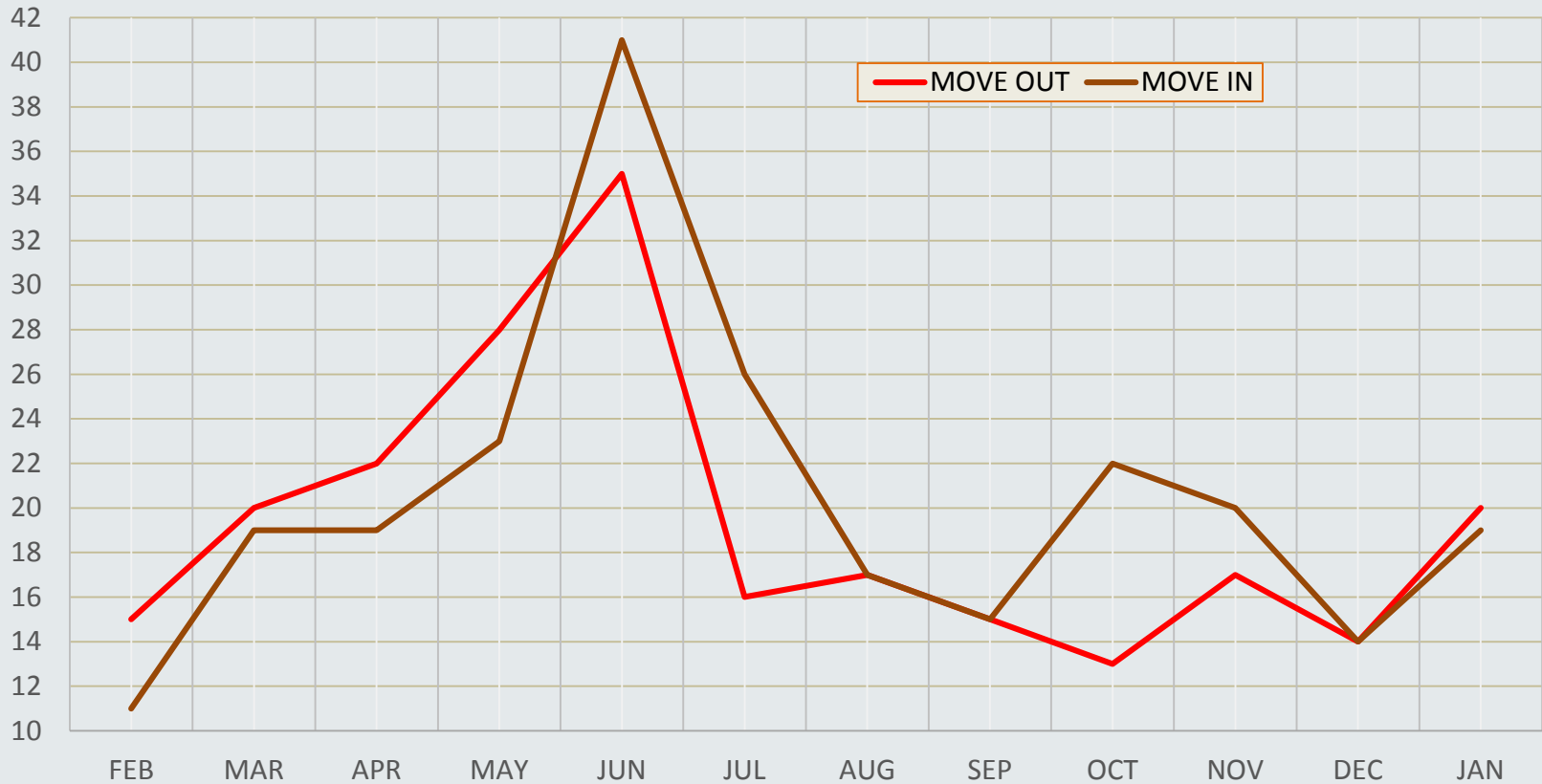
Total - 9490

Occupancy Trend



Occupancy Rate (%=Occupied/Total Inventory)

Move In & Move Out Trend



Patrick Family Housing 2016 CEL Results

Resident Satisfaction Results and Targets				
Category	Current	Prior	Difference	Target for Next Survey
Overall Level of Satisfaction	84.1	80.7	3.4	
Property Satisfaction	84.9	83.6	1.3	
Service Satisfaction	84.3	79.2	5.1	
Readiness to Solve Problems	81.6	78.6	3.0	
Responsiveness & Follow-Through	80.3	73.7	6.6	
Property Appearance & Condition	84.7	83.6	1.1	
Quality of Management Services	83.4	78.4	5.0	
Quality of Leasing Services	84.1	82.5	1.6	
Quality of Maintenance Services	88.9	83.6	5.3	
Property Rating	85.2	83.4	1.8	
Relationship Rating	84.0	78.8	5.2	
Renewal Intention	78.1	71.2	6.9	
Surveys Distributed	593	562	31	
Surveys Returned	384	359	25	
Response Rate	64.8%	63.9%	0.9%	
Number of Properties	4	4	0	

Scoring Legend:

0 to 54 Crisis	70 to 74 Average
55 to 59 Very Poor	75 to 79 Good
60 to 64 Poor	80 to 84 Very Good
65 to 69 Below Average	85 to 100 Outstanding

Patrick Family Housing Services Schedule 2017

- Pest Control is on Wednesdays
Call in for pest control services on Tuesday and you will be serviced on Wednesday
- Trash pickup is on Tues & Friday for both on and off base
- Bulk Pick ups need to be called into
321.723.4455

Patrick Family Housing Update

2 new Irrigation pumps were installed in 2016

Schedule for Irrigation

- North: East irrigation will run Tuesday and Thursday
- North: West irrigation will run Monday and Wednesday
- Central: Irrigation will run Tuesday and Thursday
- Pelican Coast: Irrigation will run Tuesday and Thursday

Street light update

- Damaged from Hurricane Matthew.
- Replacement parts ordered
- Installation TBD

Remediation Project Complete

Project started March of 2015, ended September 2015 in Pelican Coast

On base project started July 2015, ended October 2016

HVAC system was removed and replaced

Removed and replaced all damaged drywall and ducting

Cleaned existing AC units along with ductwork

Event Photos



Turtle Season 2017

May 15th through October 31st

- Sea Turtles spend their entire lives at sea, except when adult females come ashore to lay eggs several times per season every 2 to 5 years. After about sixty days, baby sea turtles (known as "hatchlings") emerge from their sandy nests and make their way to the ocean —attracted to the distant horizon. The juvenile turtles spend their first few years in the open oceans, eventually moving to protected bays, estuaries, and other nearshore waters as adults.



Upcoming Events for 2017

- St Patrick's Day Luncheon
- Easter Egg Hunt
- Barbeque
- Summer Splash Event
- Several Craft Events
- 2 Scheduled Community Wide Garage Sales
- Back to School Pizza & School Supply Party

Patrick Family Housing

Thank you for attending our informational meeting

www.patrick-family-housing.com

You can visit us at the On or Off base locations

Pelican Coast Office

453 Shrike Drive

Satellite Beach, FL 32937

321.779.9785

Or

On Base Leasing Office

1060 South Patrick Drive

PAFB, 32925

321.613.3810