



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

11 December 2024

MEMORANDUM FOR TEAM OSAN

FROM: 51 FW/DS

SUBJECT: Osan AB Town Hall Meeting Minutes, 11 December 2024

1. Event Details:
 - a. Focus Topic: Housing (+ Open Forum Q&A)
 - b. Date: 11 December 2024
 - c. Time: 1700
 - d. Location: O-Club

2. Attendees: The meeting was hosted by Col McKibban, 51 FW/CC. Also, in attendance were the following agencies:
 - a. Chief Trundle (51 FW/CCC)
 - b. Public Affairs
 - c. Mission Support Group (51 MSG/CC)
 - d. Civil Engineer Squadron (51 CES/CC)
 - e. Force Support Squadron (51 FSS/CC)
 - f. 51st Medical Group
 - g. AAFES (Exchange)
 - h. DeCA (Commissary)
 - i. DoDEATOTAL PERSONNEL IN ATTENDANCE: 42

3. Opening Remarks: The meeting opened with an introduction by Col McKibban.

“Ladies and gentlemen, welcome. Thank you for joining us, whether in person or online. I want to express gratitude for the feedback provided, especially following the Thanksgiving holiday. Your input has been invaluable in helping our team”.

4. Agenda - Briefed by Capt Stout (Inst Mgmt Flight Commander), Johnny Busby (Housing Manager) and MSgt Singson (Unaccompanied Housing Superintendent):
 - a. Follow-up to Q&A/open items from the 13 November 2024 Town Hall.
 - 1) Maintenance/Repair Project Updates.
 - a) ICE Tool Availability- Capt Stout

One of the questions from the fall town hall was about adding ICE for housing at Osan. We now have access to the ICE tool and are crafting appropriate questions for feedback. Until the new tool is created, you can provide feedback via the existing tool. You can also email, call, or visit us in person with any feedback.

- b) Portable AC Unit Turn-in – Capt Stout
If you borrowed a portable AC unit this summer, you should receive an email from the military housing office soon with turn-in instructions.
 - c) Pet Cleanup Stations – Capt Stout
Another town hall question was about pick-up stations. We have the materials and are working on a contract modification to ensure maintenance. Once finalized, we will inform you, and you can expect to see these stations in the lobby soon.
- 2) Project Updates – Capt Stout
- a) Past Projects: Focused on repair projects like railings, sidewalks, walls, and columns, based on satisfaction survey feedback.
 - b) Ongoing Projects: Wrapping up the blind install project and addressing feedback. The dog park project has been awarded, and we are finalizing details with the contractor.
 - c) HVAC Update: Successful fixes to chiller problems and ongoing work with blower motors and capacitors. If you have airflow issues, please put in a work order and contact the housing office.
- 3) On-Going Projects – Capt Stout
- a) Additional HVAC projects, including heat recovery units and air handlers, are underway. We are awaiting quotes from contractors and aggressively pursuing solutions.
 - b) Flow Hood Device Introduction – Capt Stout
We are using a new device, the flow hood, to measure airflow and identify issues. If you see us using it, we are working to correct any airflow problems in your units. Please reach out if you need assistance.
 - c) Housing Community Profile – Mr. Busby
Our housing community profile is scheduled for mid-January, specifically from January 13th to January 24th. A contractor will assess the condition of military housing and our infrastructure. Notifications will be sent to selected units based on floor plans. Approximately 20-22 individuals will participate in the assessment.
 - d) New Housing Office Hours – Mr. Busby
We have updated our housing working hours. Appointments are no longer required. You can walk into the military family housing office at any time during the day. Please inform your fellow residents about this change.
 - e) Mayor Council – Mr. Busby

Our mayor council has been successful, and we encourage more participation, especially from diff. The next meeting is on January 14th in the housing office conference room. We're seeking representation from each housing tower group to ensure all voices are heard.

- f) **Work Task Feedback – Mr. Busby**
We have replaced the previous feedback process with a QR code system. Scan the QR code to provide feedback on the service quality, punctuality, and overall satisfaction.
 - g) **Playground Closure – Mr. Busby**
Recent snow damaged the sunshades and ground infrastructure of Seoraksan and Jirisan playgrounds. They are currently closed for safety assessments and repairs. We will reopen them as soon as possible and appreciate your cooperation in keeping children away from these areas.
 - h) **Unaccompanied Housing Updates – MSgt Singson**
Two dorms are slated for renovation, reducing the facilities from 11 to 9. We are also improving ADL signage for better navigation. The waiting list currently has four individuals, who should move into their rooms this week. Senior Airmen (E4) with 33 years of service and six months left on station are eligible to move off-base if dorm occupancy is below 95%. ADL positions will be posted on Marketplace for professional growth opportunities starting in April.
- 4) **Dorm Resident Engagement – MSgt Singson**
Dorm residents are scheduled to meet with ADLs every second and fourth Wednesday of each month at 1300 hours. This engagement includes facility walkthroughs and understanding expectations.
5. **Open Forum Q&A:**
- a. **Q: Parking Garage Work Resumption**
A: There was a question regarding when the parking garage work will resume. Answer: The plan is for the work to resume next spring. The 411st Contracting Squadron is still in negotiations regarding material procurement and pricing. Due to weather conditions, the work is currently on hold until the next spring.
 - b. **Q: ROK Community Contact**
A: The ROKAF Package pickup location is not available for MFH residents to deliver packages, can anything be done. Answer: MFH will investigate alternative options for local package delivery and pick up.
 - c. **Q: Why is the 5RS allowed to cause noise disturbances at all hours in family housing with their speaker equipped bongo wagon while illegally riding in the back?**
A: Thank you for bringing this to our attention. We will work with 5RS to remedy the situation

- d. **Q:** Will you reconsider the downsizing and location of the Teen Center? The future plan cannot adequately support the number of teens at Osan.
A: 51 MSG will work to find a solution that can meet the sizing requests. We intend to have a solution by the next town hall.
- e. **Q:** Can the commissary extend their hours a few times a week? Most Airmen can't get groceries before they close at 5/6 pm (especially shift workers/during exercises)
A: We can look at extending the commissary hours to accommodate work schedules. Please contact 784-4496/0505-784-4496 or email at paula.bennett@deca.mil to provide specifics for what you are looking for (days and hours).
- f. **Q:** Isn't the thrift store where the CDC was? Why would they get priority space, but the teen center doesn't? Isn't the teen center an official program?
A: The thrift store is located at the old CDC annex. 51 MSG will look into the space requirements for different programs to find a solution.
- g. **Q:** We are still experiencing heat & AC issues in Jirisan Tower. Despite replacement parts being installed there is no air flow from the vents. How can housing remedy this situation?
A: Please reach out to housing at 51CES.CEIH.Housing@us.af.mil or 784-1840. Housing can come out and address the issue.
- h. **Question:** Any updates on when Seoraksan parks will be fixed? The current state is a safety hazard.
A: There are no updates right now, we are working on getting a timeline for removing the sunshade and structure that is upheaving the ground. Once we get that information, we can share it.
- i. **Q:** Housing residents have been told to not use an off-base address to receive packages off base. Is there another address base housing residents can use?
A: Housing does not currently have a location residents can use to receive packages from off base. However, we are looking into another resource.
- j. **Q:** When will the Towers parking garage work resume?
A: Due to the weather and the contracting timeline, the parking garage work is set to resume next spring. The contract team is still working through the material procurement process.
- k. **Q:** Can the tower rules be revisited for quiet hours? Kids are running around stomping riding scooters, screaming. There are shift workers that are trying to sleep.
A: We understand how disruptive this can be, especially for our shift workers who require daytime rest. Currently, our established quiet hours are from 2200-0600, and we encourage all residents to be mindful of noise levels throughout the day. To help us address these concerns, please report specific incidents to the Housing Office at DSN 784-1840 when they occur. This documentation helps us identify patterns and take appropriate action. We will discuss this matter with CE leadership during our next policy review meeting. While we cannot guarantee immediate

policy changes, we are committed to ensuring all residents have a comfortable living environment.

- l. **Q:** Why are we complaining about outside noise when we can't get the inside tower noise under control, these kids need to get outside.

A: We agree that outdoor play is essential for children's health and development, and our playgrounds and recreational areas are designed specifically for this purpose. While we encourage outdoor activities, we must balance this with maintaining a comfortable living environment for all residents, both indoors and outdoors. The Housing Office continues to work with all tower residents to address noise concerns both inside and outside the facilities. We encourage open communication between neighbors and remind all residents to be mindful of others while enjoying our community spaces. Please contact our office at DSN 784-1840 if you have any specific concerns or suggestions for improving our community living environment.

- m. **Q:** Where can we address matters with a private org on base? Is there a department that oversees all organizations on base where one can address issues?

A: FSS oversees the administrative part of private org. Depending on what you are looking for, FSS can point you in a good direction. If you have specifics, email Lt Col Annabelle Hill at Annabelle.hill.1@us.af.mil.

- n. **Q:** What's the Facebook page handle for dorm council?

A: The Dorm Council Instagram handle is [@osan_dormcouncil](https://www.instagram.com/osan_dormcouncil).

6. Next Meeting:

- a. Focus Topic: 51 FW Update & Hot Topics
- b. Date: 12 February 2025
- c. Time: 1700
- d. Location: O-Club

7. For questions or concerns, please contact 51 FW Public Affairs at DSN 784-4404 or Commercial 0505-784-4404.

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