



COMMUNITY NEWSLETTER

Contact Information

Management Team:

John Pampalone
General Manager
K-Bay, Manana, & Camp Smith

Barbie Quinones
Community Manager
K-Bay, Manana, & Camp Smith

Cathy Hotta
Assistant Community Manager
K-Bay, Manana, & Camp Smith

Aiko Schick
Assistant Leasing Manager
K-Bay, Manana, & Camp Smith

Websites:

Forest City Marines Hawaii
www.fcmarineshawaii.com

YES Energy Management
www.YesEnergyMCBH.com

K-Bay MCB Hawaii:

Resident Services Office
808.839.8700

Leasing Office
808.839.8720

Maintenance
[Online @ our website](#) or call
808.833.HELP (4357)

Manana/Camp Smith:

Resident Services Office
808.839.8752

Maintenance Office
808.839.HELP (4357)

Other Important Numbers:

Emergency
911 or 808.257.7114

Military Information
808.449.7110

Military Police
808.257.7114



RESIDENT EVENTS



Thanks to everyone who attended our Easter Egg Hunts on K-Bay and Manana! Eco the Bear was there to help give goodies to the keiki who participated.

There was also a great turnout for our February Movie Under the Stars on K-Bay. It

was great to see you and we hope you all enjoyed the free movie, hotdogs, popcorn, and other treats during the movie. Thanks to the 3d Marines for their help.

We hope you all had a great time and we hope to see you at our next events.

More fun coming this summer, stay tuned for details!



Aloha from part of your Forest City team (L-R): Barbie, Darlene, Craig, Ryan, Eco, Erin, Cassius, Kaleo, Shane, and Cathy!

GET \$\$ FOR REFERRALS

WE'LL GIVE YOU... \$50 FOR YOUR 1ST REFERRAL
 \$50 MORE FOR YOUR 2ND REFERRAL
 \$100 FOR YOUR 3RD REFERRAL
 \$150 FOR YOUR 4TH REFERRAL
 \$200 FOR YOUR 5TH REFERRAL

Call Today!
1-877-302-9755

Throughout April we are offering current residents a cash reward for referring new residents to Pa Honua, Hawaii Loa, or select Manana homes!

That's right! You get to pick your neighbors AND you get cash back. Homes available for any rank and any branch of active-duty military.

We're also offering **\$1500 to new residents!***

Now open to all branches of active duty, including National Guard and Coast Guard!

** Call us now for details!*

FOREST CITY OFFICE HOURS

K-Bay Office
1571 Lawrence Road
MCBH

Monday - Friday
8 am - 5 pm



Manana Office
574 Birch Circle, Suite A
Pearl City

Tuesday & Thursday
8 am - 5 pm

RESIDENT EVENTS!

Movie Under the Stars



Pictured Above: Our K-Bay Movie Under the Stars, and (l-r) Aiko, Gary, Kim, and Becca dish out the hotdogs.

Below: Fun at our two Easter Egg Hunts!

Easter Egg Hunts



WINDOW SAFETY WEEK

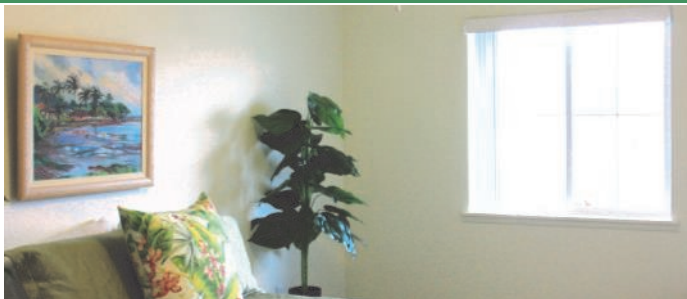
BY THE NATIONAL SAFETY COUNCIL WWW.NSC.ORG

Learn How Falls Can Be Prevented

According to the Safe Kids Worldwide 2015 Report to the Nation: Protecting Children in Your Home, about eight children under age 5 die each year from falling out a window, and more than 3,300 are injured seriously enough to go to the hospital.

The National Safety Council Window Safety Task Force offers these suggestions to help protect children:

- ☑ Remember, there is no substitute for adult supervision when it comes to window safety; keep an eye on children and keep their play safely away from windows
- ☑ Keep windows closed and locked when children are present
- ☑ When opening windows for ventilation, make sure children can't reach them
- ☑ For a double-hung window on an upper floor of the home, open the top sash nearest the ceiling for ventilation while keeping the bottom sash closed



- ☑ Don't rely on insect screens to prevent a fall; they are not designed to withstand the weight of a person
- ☑ Keep furniture away from windows as they could tempt a curious child to climb and potentially fall
- ☑ Don't allow children to jump on beds or other furniture, which could lead to a fall
- ☑ If there are young children in the home, install ASTM-approved fall prevention devices on limited-opening hardware, which only allows a window to open a few inches



Fix It with Your Smartphone!

Need home repairs? Don't forget maintenance appointments are quick and easy to schedule via our online maintenance request system. Don't have time to be home? No problem! Our online system gives you the option to have the work completed while you're away. Access our online system here: www.fcmarineshawaii.com or [click here for step-by-step directions](#).

AFTER EACH POWER OUTAGE

DON'T FORGET TO RESET YOUR WATER HEATER TIMER

If your home has a manual water heater timer, you will need to reset the time on your water heater after every power outage. This is important so that you are maximizing the use of your solar panels during the day. It's a good idea to get in the habit of checking the timer each month to make sure the time is accurate.

Note: If your home has a *digital* water heater timer, it should have a battery backup. You shouldn't need to reset your digital timer but, just to be safe, take a moment after each power outage to check to make sure the time is still accurate.

Please click the link to view a video showing how to reset the time on your timer or follow the instructions below.



View the how-to video: <http://vimeo.com/29448909>

Or follow these step-by-step instructions:

1. Locate your water heater timer. These are mounted on the wall near your water heater. Most homes have timers labeled "Little Gray Box" on the front.
2. Swing open the cover on the timer.
3. Gently pull the round dial toward you.
4. Turn the dial until the current time lines up with the silver arrow (that points toward the bottom of the dial).
5. Close the cover and you're done!



If you have any questions, please contact our Resident Services Office at (808) 839-8700.

HOW TO PREVENT A KITCHEN FIRE

BY THE AMERICAN RED CROSS WWW.REDCROSS.ORG

Did you know the kitchen is where more home fires occur than anywhere else in the house and that cooking is the number one cause of home fires?



The American Red Cross has steps everyone can follow to avoid a cooking fire:

1. Never leave cooking food unattended – stay in the kitchen when frying, grilling or broiling food. If you have to leave the kitchen, even for a second, turn off the stove.
2. Check your food regularly while cooking and remain in the home while cooking.
3. Use a timer so you'll remember that the stove or oven is on.
4. Don't wear loose clothing or dangling sleeves while cooking.
5. Keep the kids away from the cooking area. Enforce a "kid-free zone" and make them stay at least three feet away from the stove.

6. Keep anything that can catch fire - pot holders, oven mitts, wooden utensils, paper or plastic bags, food packaging, and towels or curtains—away from your stove, oven or any other appliance in the kitchen that generates heat.
7. Clean cooking surfaces on a regular basis to prevent grease buildup.
8. Consider purchasing a fire extinguisher to keep in your kitchen. Want to learn how to properly use it? On the 3rd Wednesday of every month Fed Fire conducts a free Fire Safety Brief at the Mololani Community Center. There they can explain when and how to use a fire extinguisher.
9. Always check the kitchen before going to bed or leaving the home to make sure all stoves, ovens, and small appliances are turned off.
10. Each month use the test button on your smoke detector make sure it's working properly. Replace all batteries at least once a year.
11. To learn how to prevent a fire in your home and how to keep members of your household safe, you can take our [cooking safety quiz](#) and download the [Red Cross Fire Prevention and Safety Checklist](#).

LET'S KEEP IT WORKING - TOGETHER



Notice a street light out or irrigation not working? Please let us know! We want to keep your community at it's best and your help is appreciated.

Routine Issues: For street lights irrigation that's not working or other routine problems, please email us at rso@forestcity.net. Please include the location of the problem. Street lights and pathway lights have number so if you can let us know the location and

number, that would be extremely helpful.

Serious issues: Large water leak or a serious safety issue? During our office hours please call our Resident Services Office at (808) 839-8700 or email rso@forestcity.net. After hours, please call Maintenance at (808) 833-HELP (4357).

Emergency? Call 9-1-1 right away for any serious safety or health issues. If you witness criminal activity like vandalism please also immediately contact PMO at 9-1-1. If you experience a non-life threatening emergency in your home related to the house (like a large water leak inside your home), please call Maintenance at (808) 833-HELP (4357)

Mahalo for your kokua!

NEED MEDICAL ASSISTANCE?



If you live or work on K-Bay, please be aware the Base Medical Clinic is available to help.

Located in Bldg 3089 on D Street, the clinic is open Monday through Friday 7:30 am to 4:00 pm.

[Click here](#) to view the Clinic's contact information.

No time to stop by the clinic? Many services are available online. You can communicate online with your healthcare team about non-urgent symptoms or call the Nurse Advice Line 24/7 at 1-800-874-2273 ext. 1. You can also request appointments and refill prescriptions online.

[Click here to view the Tricare Online services flyer.](#)

THE SCHOOL BUS STOPS? WE STOP.

DO YOUR PART TO KEEP KEIKI SAFE - AND AVOID A TICKET!



lights start flashing.

Please do your part to help keep keiki safe. Children might be crossing the street in either direction to reach or exit a school bus.

Caregivers should also make sure children know to cross at crosswalks, look both ways before crossing the road, and to make sure the cars have stopped before entering the crosswalk.

Mahalo for your kokua!

Don't forget, Hawaii **State Law requires all vehicles - in both directions - to stop for stopped school buses** except on divided highways with a median strip.

This means on almost all MCBH roads, drivers traveling in any direction must stop and remain stopped whenever a school bus stop sign is out. Please keep an eye out each morning and afternoon and be prepared to stop when school bus

1 Two-lane road

All traffic from both directions must stop.



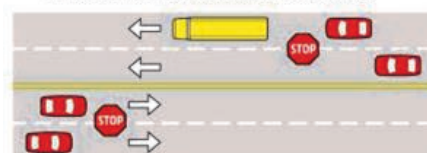
2 Two-lane road with a center turning lane

All traffic from both directions must stop.



3 Four-lane road without a median separation

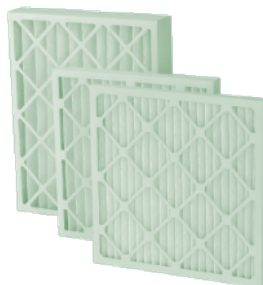
All traffic from both directions must stop.



FREE AC FILTERS!

Don't forget that air conditioner filters need to be changed monthly. This will help your air conditioner run more efficiently and might lower your electricity bill. Homes with pets might need to change their filters more often. Check your filter at least once per month and change it as required.

This simple, routine maintenance will prevent excess moisture and pollutants from accumulat-



ing in your air conditioning system. Air filters can be swapped out at our Self-Help Warehouses or at the Manana Office. Residents are responsible for regularly checking and changing their home's air conditioning filters as required.

All residents should be able to access their air filters. If your home's AC is in a locked electrical closet and you don't have a key, please contact our Resident Services Office at (808) 839-8700.

PLANNING TO MOVE? DON'T FORGET...

Forest City requires at least **28 days notice** if you plan to move.

Stop by our Resident Services Office to put in your notice to vacate. Please bring your military orders and pack out dates. If the service member is unavailable, a power of attorney and valid ID will be required to complete the paperwork.

If you're waiting for orders but know you'll be moving soon, you can stop by to begin the paperwork with tentative move dates. Don't wait too long and end up giving less than 28 days notice.

Time permitting, it helps to have your pack out dates scheduled before you give notice.

When you come in, we'll schedule your pre-move out and final inspections and give you important pre-move information.

If you are moving on orders, we can also schedule loaner furniture while you are providing notice of your intent to vacate.

You will need to provide notice in person but if you have any questions, please call our Resident Services Office at (808) 839-8700.



Resident Online Service Request Guide

JUST FOLLOW THESE EASY STEPS

1/ log on:

- Visit www.fcmarineshawaii.com
- Log on to our Resident Portal (located on the upper right corner of the screen).
 - If you haven't enrolled in our Resident Portal, click **Enroll Now**. Then enter the primary service member's name and date of birth and the email address listed as primary for your home. Then click **Create Account** and log on to our Resident Portal.

2/ create a service request:

- Click the **Request Maintenance** tab or button to enter our online service request system.
- Click the red **Request Maintenance Service** icon to begin a new service request.
- Select the area in need of service: **interior or exterior**
- Follow the easy prompts to give specifics for your service request.
- **Enter Additional Information** about the requested service and location (i.e. specifics about the work requested and/or the location (which bedroom, for example).

3/ select appointment option:

- If your service request is **Routine** (non-emergency), **select one of these two options:**
 - ◆ **Call me** - if you'd like to be contacted to schedule your appointment.
 - ◆ **PTE** - if you'd like our maintenance professionals to perform the work without requiring you to be home. We'll call to let you know your appointment date and time.
- Then click **continue**.

4/ review:

- Please **review** your service request. Make any necessary changes and check to make sure your contact information is correct.

5/ submit request:

- Click **Submit Request**.
- Please note your Service Request Number.
- Finished!

If you'd like to submit or check the status of another service request, click **Home** to return to our service request system home page.

