

Sun Herald Q&A

- 1. *What, if anything, is being done to address mold issues, if Hunt agrees those exist? And, if not, what does Hunt believe is causing a substance to appear on walls and ceilings in these homes?***

Hunt and Keesler Family Housing (KFH) have developed an entire plan to address remediation. The plan, which has been briefed to both residents and the AF partner includes frequent communication and inspections. In all, 1,026 homes were inspected and remediated if necessary.

- 2. *How pervasive are mold complaints in the housing? How many complaints, how many homes altogether?***

On average, KFH receives approximately 650 maintenance work orders per month of all types, from something as simple as changing a light bulb to the more complicated, such as mechanical repairs. Requests for moisture inspections are included in that total monthly average. Our average completion rate for work orders is 100%. Moisture/mold related work orders are treated as urgent and addressed accordingly.

- 3. *In what subdivisions is mold being reported? As you know, the lawsuits list issues in West Falcon Park, Bayridge and Thrower Park.***

We are not at liberty to speak about any of the lawsuits, however, Keesler Family Housing has been extremely proactive, inspecting the homes on base and developing plans on a case-by-case basis if necessary.

- 4. *If Hunt concurs that mold is in some of the housing, what legal remedy is or could the company pursue? Would that be a construction issue? The lawsuits say the air ducts in the air conditioning systems were not properly insulated.***

Again, we are not able to comment on ongoing litigations.

- 5. *Is mold remediation underway? If not, what is being done to remedy any problems with this housing?***

Hunt Military Communities created a plan of action to address the resident's moisture and mold concerns immediately after the issue was brought to our attention. The plan was approved by Keesler AFB leadership, as well as the Air Force Civil Engineering Center (AFCEC), and includes individual inspections of houses with a reported moisture or mold issue. Hunt also hired additional maintenance staff to help address any issues. In addition, Hunt and KFH have a robust communication plan that enables us to actively engage with residents through newsletters, townhalls, and other face-to-face meetings. Hunt also has a dedicated member of

the housing staff tracking all moisture and mold issues. In addition, Keesler AFB leadership remains engaged with members of the Hunt Team to monitor the situation.

Hunt Military Communities followed an HVAC modification plan that was approved by AFCEC. The plan included home repairs such as adding insulation to help prevent condensation from forming on HVAC ducts during humid months. In addition, visual inspections were completed for suspect mold growth and moisture meters used to identify water-impacted materials in homes. Finally, after repairs were completed maintenance staff re-inspected the work and additional inspections were conducted beyond that to ensure the work order was fully resolved.

6. *Is all the housing being leased? Is there any warning to potential tenants regarding homes where mold complaints have been filed?*

Currently KFH is at 94% leased. All residents receive information on mold education upon move-in. In addition, we frequently communicate with all of our residents about what to look for in regards to moisture in the home, and actions they can take to prevent moisture issues from occurring. If a resident feels as if they have a mold or moisture issue, they are asked to contact Keesler Family Housing immediately.

7. *What subdivisions has it been found in?*

Homes in Keesler Family Housing have been inspected for remediation according to the plan described above. Homes that needed to be addressed were done so following an HVAC modification plan that was approved by AFCEC. The plan includes home repairs such as adding insulation to help prevent condensation from forming on HVAC ducts during humid months.

8. *Is a construction defect causing this problem? If so, what is being done about this?*

Duct leakage and introduction of too much outside air either mechanically or through building envelope was one of the issues. There is no simple one-size-fits-all fix, so customized approaches were developed to address these differing circumstances.

9. *How many houses are being remediated and what is involved with remediation? What's the cost and who's paying?*

Keesler Family Housing homes were visually inspected and those that needed remediation were remediated. The cost of remediating those necessary homes were borne by Hunt, or an affiliate of Hunt and NONE of the costs were billed back to residents.

10. *How long does remediation take on each house?*

That is dependent on what was found during the home inspection.