

RCI Innovations

TECHNICAL



Developing Pilot Homes



Commitment to Sustainability

PROCESS



Comprehensive Resident Programming



Neighborhood-Level Management

FEATURE



Wounded Warrior Home Project



Fort Belvoir Town Center



How RCI Partners Enhance MWR Programs



Soliciting Resident Feedback to Improve Design

Kitchen:

- 1 We made the kitchen more open to the living room. Is it adequate?
- 2 Is the built-in microwave / vent hood necessary?
- 3 Is the bartop peninsula in the kitchen necessary?
- 4 How satisfied are you with the kitchen layout?
- 5 How satisfied are you with the quality of the cabinets and countertops?
- 6 How do you like the laundry closet in the kitchen?

☒ A B C D F love the big open Kitchen

☒ A B C D F

☒ A B C D F

☒ A B C D F

☒ A B C D F

☒ A B C D F

Master bedroom / bathroom:

- 7 Do you like the master bedroom?
- 8 Do you like the tub/shower addition?
- 9 Do you like the master closet space?

A B ☒ C D F do not like the small bedroom

A B ☒ C D F liked the open shower better

A B C D ☒ F

Hall bathroom:

- 10 How do you like the Hall Bathroom with Linen Closet?

☒ A B C D F

Exterior / curb appeal:

- 11 How satisfied are you with the exterior of the home / curb appeal?
- 12 Do you like the new wood fencing in the backyard?
- 13 How do you like the new patio in the backyard?

A B C ☒ D F the sod is laid improperly

☒ A B C D F

☒ A B C D F awesome upgrade

Storage:

- 14 Is there enough storage in this home for your family?

☒ A B C D F

Miscellaneous:



Analyzing and Implementing Resident Feedback

Comment Matrix

Fort Benning Family Communities LLC

Documents Reviewed:	Resident feedback given from open house on January 11, 2011
Contributors:	Indianhead residents
Date:	11-Jan-11

Indianhead Pilot Renovation								
#	Neighborhood	Unit Type	Item	Comments	Reason	Number of times Referenced	Action to be Taken	Action taken by
1	Indianhead	U3	Interior	New separate laundry/mud.		2		
2	Indianhead	U3	Interior	Bathrooms are small, small tub.		1		
3	Indianhead	U3	Interior	Love the big opening instead of two small openings to kitchen.		1		
4	Indianhead	U3	Exterior	Sod not installed properly.		1		
5	Indianhead	U3	Exterior	The fence is a perfect addition.		1		
6	Indianhead	U3	Exterior	The back yard is bigger.		2		
7	Indianhead	U3	Interior	I prefer lots of counter space.		1		
8	Indianhead	U3	Interior	Would like exteriors painted.		2		
9	Indianhead	U3	Exterior	Not enough plants or bushes.		1		
10	Indianhead	U3	Interior	Would like washer/dryer included with rent.		1		
11	Indianhead	U3	Interior	Likes the U4 bar/peninsula plan over U3 cabinet layout		1		
12	Indianhead	U3	Exterior	The back yard is not as big as what he currently has.		1		
13	Indianhead	U3	Interior	Master bedroom is smaller than where they currently live.		1		
14	Indianhead	U3	Interior	New windows are much nicer looking than the metal windows of U4		1		
15	Indianhead	U3	Exterior	Prefers the wooden fence over chain link.		3		
1	Indianhead	U4	Interior	Love the big open kitchen.		2		
2	Indianhead	U4	Interior	Does not like the small master bedroom		1		
3	Indianhead	U4	Interior	Likes the open shower stall desing more than shower/tub combo		1		
4	Indianhead	U4	Exterior	Sod not installed properly.		1		
5	Indianhead	U4	Exterior	Loves the new concrete patio.		2		
6	Indianhead	U4	Interior	Does not like the metal windows		7		
7	Indianhead	U4	Interior	Would probably choose the U3 plan.		1		
8	Indianhead	U4	Interior	Wishes the tub/shower in Master was tiled.		1		
9	Indianhead	U4	Interior	Unused space above refrigerator should be cabinet storage.		1		
10	Indianhead	U4	Interior	Too few cabinets.		1		
11	Indianhead	U4	Interior	Likes that there is more counter top space.		1		
12	Indianhead	U4	Interior	The closet doors are too small.		1		
13	Indianhead	U4	Interior	The bathtubs are too small.		1		
14	Indianhead	U4	Interior	Cable/Internet jacks should be on both parallel walls.		1		
15	Indianhead	U4	Interior	Likes the laundry closet in the kitchen.		4		
16	Indianhead	U4	Interior	Would like new doors instead of repurposing the old.		2		
17	Indianhead	U4	Interior	No new closets.		1		
18	Indianhead	U4	Interior	Would like washer/dryer included with rent.		1		
19	Indianhead	U4	Interior	Sliding patio door and storm doors would be nice.		1		
20	Indianhead	U4	Interior	Consider raising the stove vent to allow steam to escape.		1		
21	Indianhead	U4	Interior	Last room closet wrong place in room!		1		
22	Indianhead	U4	Interior	Love the new lights and the ceiling fans.		1		
23	Indianhead	U4	Interior	Peftect storage for the family of 4.		1		
24	Indianhead	U4	Interior	Likes that there is more light produced by the new light fixtures.		1		
25	Indianhead	U4	Interior	Needs more pantry space.		1		



*** Cost efficient, do not include CBO members.

List of improvements implemented based on interview data [above]



Army Living Unit Density Guidelines

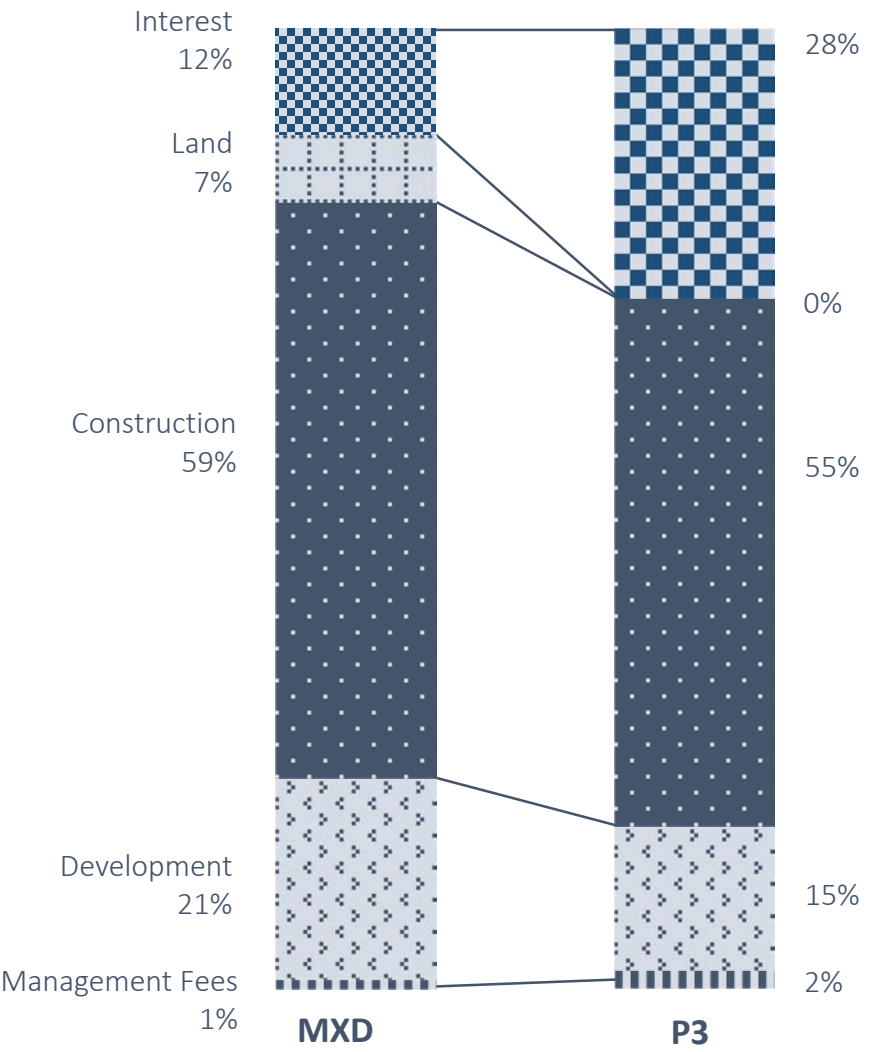
GRADE	LOW DENSITY [UNITS/ACRE]	MEDIUM DENSITY [UNITS/ACRE]	HIGH DENSITY NEW URBANIST RANGE [UNITS/ACRE]
SSG & Below	4 – 7	8 – 10	11 – 15
SFC – SGM	3 – 5	6 – 9	10 – 12
LT – CPT	3 – 5	6 – 9	10 – 12
MAJ – LTC	2.5 – 3	4 – 5	6 – 9
COL	2	3	4 – 6
BG & Above	1	2	3 – 4

Source: RCI Standards, 2003

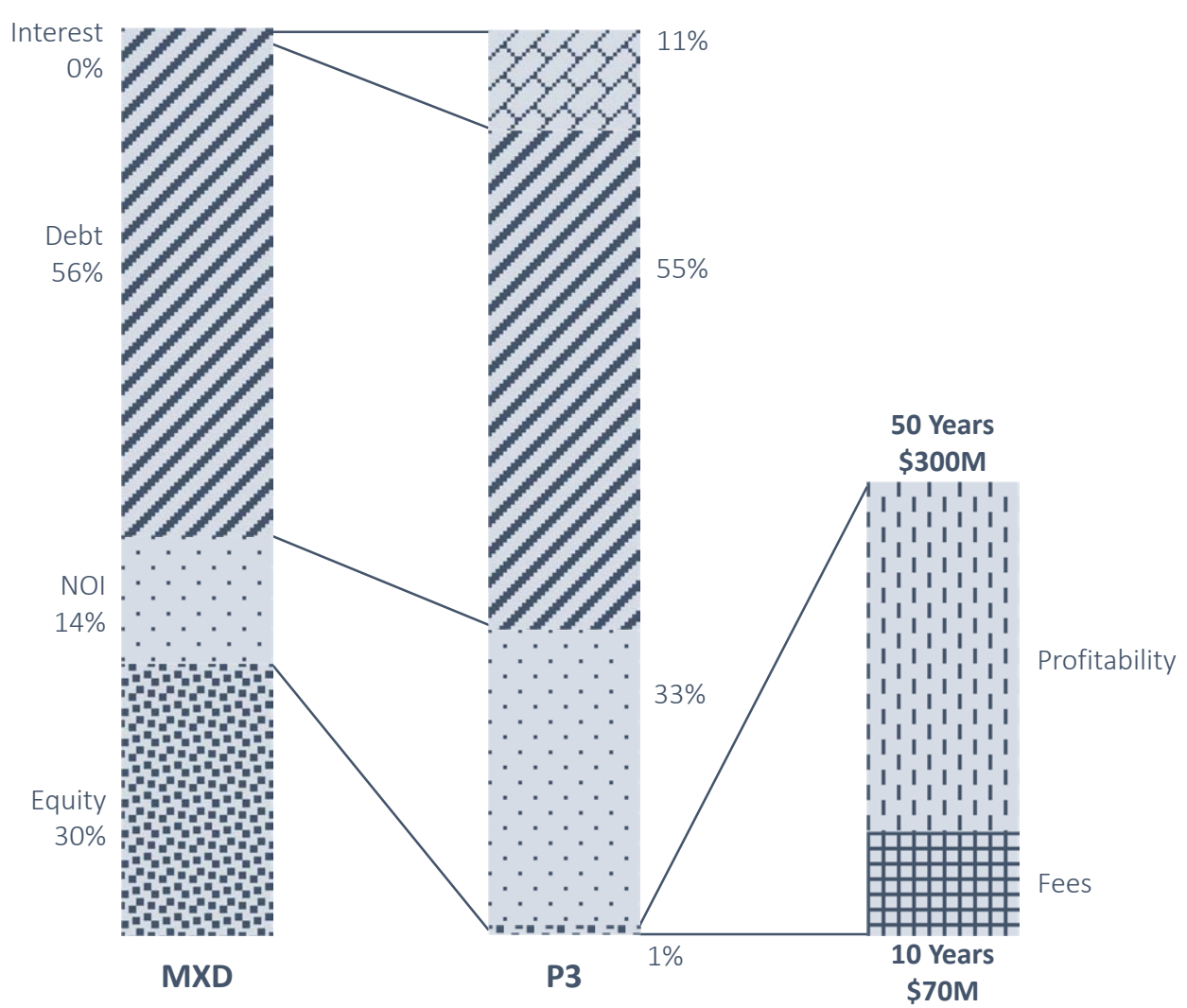


Representative Sources and Uses Comparison

USES

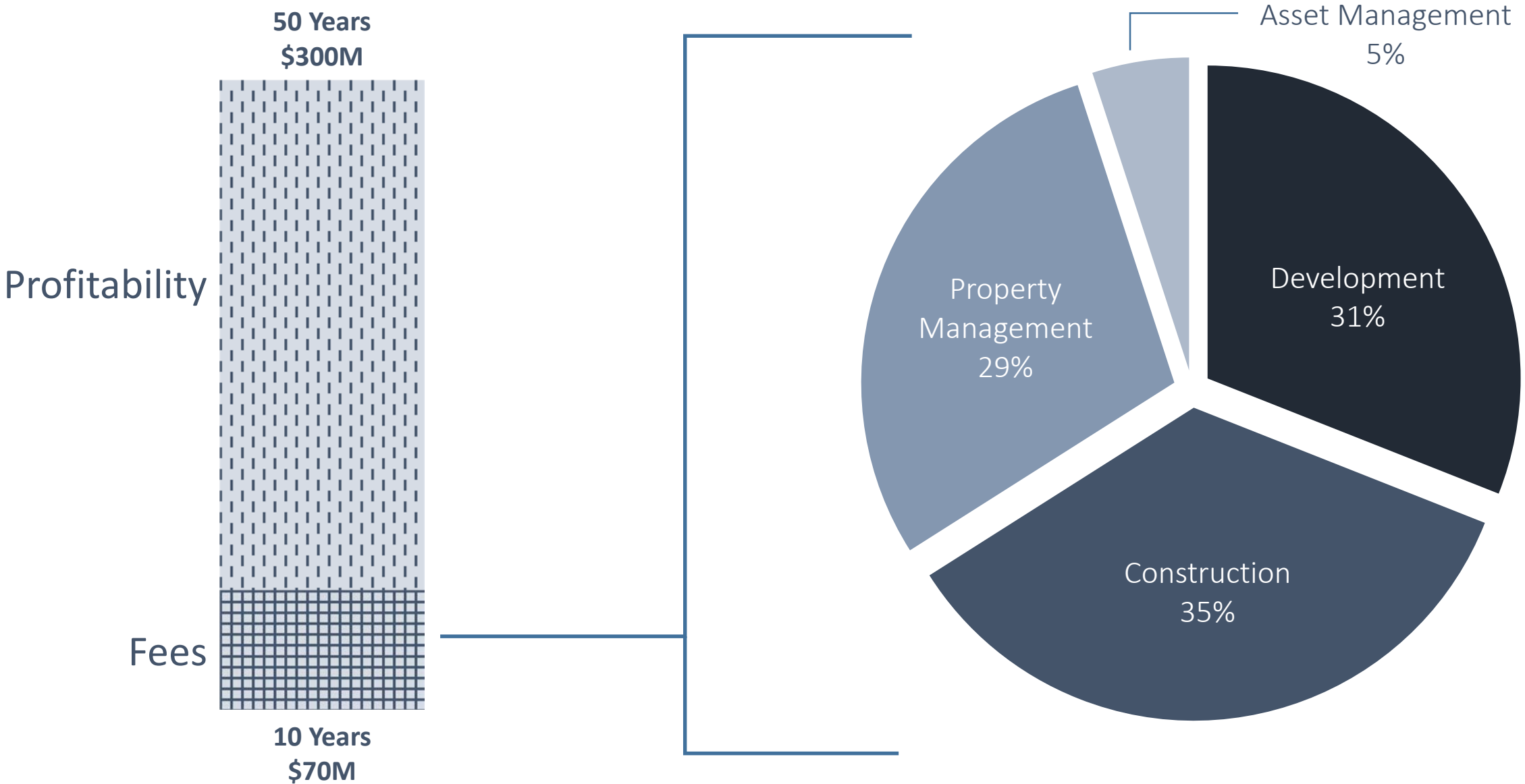


SOURCES





Representative Sources and Uses Fee Breakdown





Representative P3 Project Waterfall

