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# JOINT BASE ELMENDORF-RICHARDSON

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## Resident Council Charter



JULY 23, 2021

THIS CHARTER REMAINS IN EFFECT UNTIL REVISED OR SUPERSEDED



DEPARTMENT OF THE AIR FORCE  
HEADQUARTERS, 673D AIR BASE WING  
JOINT BASE ELMENDORF-RICHARDSON, ALASKA

23 July 2021

MEMORANDUM FOR RECORD

FROM: 673 ABW/CV

SUBJECT: Joint Base Elmendorf-Richardson Resident Council Charter

1. This memorandum serves as the formal charter (*as required per AFI 32-6000*) for The Joint Base Elmendorf-Richardson, Privatized Housing Resident Representative Council, hereafter referred to as the "Mayor's Council".
2. **Purpose.** The Mayor's Council provides a forum for military members, their families, and all others residing in Privatized Housing (PH) to discuss resident events, share pertinent news, and discuss topics of interest. The Council serves as a liaison for information between neighborhood residents, to discuss health, safety and other relevant concerns, identify improvements, present solutions for problems, and establish positive interaction between residents, Aurora Military Housing (AMH), the 673d CES Military Housing Office (MHO), the 673d ABW Housing Resident Advocate, and Installation Leadership.
3. **Mission.** To maximize mission readiness by driving a culture which ensures all families live in healthy homes and safe communities on JBER. Furthermore, to establish a continuous forum for residents to engage in their community and positively affect the quality of life for JBER families. The JBER Mayor's Council is committed to bringing life, spirit, and camaraderie to the PH community through cooperation within neighborhoods, and continuously seeking opportunities for connection.
4. **Vision.** To empower all residents to become more involved in the communities in which they reside. Focus areas are: To identify and help resolve issues affecting safety, health, and morale for those living in PH, assist in welcoming and connecting new families residing in PH into the JBER military community, assist in communication efforts, provide resources and guidance to residents, identify common area maintenance issues, discuss planned improvement projects and solicit ideas from residents, and to relay housing challenges in a constructive manner by working collectively with AMH, fellow Mayors, MHO, Housing Resident Advocate, and Installation Leadership.
5. **Goals.** The overall goal of the Mayor's Council is to foster a partnering relationship and a team-oriented environment. This forum will enable resident concerns to be elevated to AMH, MHO and Installation Leadership, along with additional supporting agencies, to discuss concerns, areas for improvements, and recommended solutions leading to constructive outcomes within the PH program and JBER Community.

**6. Council Membership.** The Mayor's Council is categorized by neighborhood to ensure all residents are equitably presented. Active duty, Reserve/Guard, Spouses, and OET members are eligible to serve as Mayors, or Deputy Mayors. A Mayor Coordinator (MC) position has been identified for the JBER Mayor's Council, and serves as a Key Liaison to consolidate, identify, and coordinate collective ideas and concerns to AMH, the JBER Housing Resident Advocate, and Installation Leadership. The Mayor Coordinator leads recruiting efforts, and development of the Community Mayor Job Description, and works closely with AMH Management Teams, and the Resident Advocate to maintain an effective Mayor's Council, and serves a key partnership and community team-building advocate for the Installation. (See Attachment 1, for Community Mayor Job Description).

**7. Administrative Processes and Procedures.** The Mayor's Council is co-chaired, and sponsored by Aurora Military Housing, and JBER Wing Leadership, through the 673d ABW Housing Resident Advocate. Administrative management of the Mayor's Council, to include all operational aspects (planning, scheduling, meeting minutes, action item tracker, etc.) is accomplished on behalf of the Installation Command Teams.

7.1. Council meetings will be held quarterly, at a minimum, with Minutes to be recorded and distributed to all attendees, and uploaded into required reporting tools IAW current, or relevant guidance.

7.2. The AMH Management Team and Wing Resident Advocate will hold follow-on meetings (as needed) with MHO, 673d Civil Engineering Group, and other relevant agencies, to discuss and resolve issues brought up during the Mayor's Council meetings.

7.3 Major issues discussed at the Mayor's Council meetings will be presented in summary at the quarterly Management Review Committee for information purposes and/or follow-on actions for unresolved issues.

**8. Removal for Good Cause:** Community Mayors, and Mayor Coordinator(s), serve as a liaison for residents, Installation Leadership, Aurora Military Housing, and other JBER organizations, as applicable. Mayors should at all times, maintain personal good order and discipline, and as community leaders – are expected to reflect an exemplary standard of conduct. Examples of Removal for Good Cause include, but are not limited to: (1) Persistent failure to engage and execute required Duties and Qualification as agreed upon in the Mayor Job Description, (2) Violating the confidentiality of residents, (3) Misusing, or misrepresenting an organization's name, or office, (4) Continued absence of required quarterly Council meetings, (5) Conduct unbecoming of a JBER Community Leader. Any action for removal, will be coordinated between Aurora General Management, the 673d ABW Housing Resident Advocate, and Installation Leadership (as applicable). The decision for removal is final, and duties, title, privileges, or incentives granted as Mayor are revoked upon written notification of the Sponsors decision.

**9. Revisions.** This charter remains in effect until revised, or superseded.

10. The POC for edits/amendments to this Charter is Ms. Kristi Adams, 673 ABW/CVB Privatized Housing Resident Advocate at: [kristi.adams.2@us.af.mil](mailto:kristi.adams.2@us.af.mil)

## Attachment 1

### Community Mayor Job Description

**Position Title:** Community Mayor

**Supervisor:** Mayor Coordinator (MC)

**Goal/Objective:** To serve as a liaison for residents with Aurora Military Housing, command and other JBER organizations. The mayor's job is to focus on bettering their communities for JBER residents.

**Duties:**

- A. Identify community needs. Serve as a point-of-contact for residents to identify concerns, needs and recommendations for improving family life and/or refer them to the appropriate agency.
- B. Consistently attend mayors meetings and/or provide neighborhood issues regularly to the mayor coordinator.
- C. Maintain the highest standard of conduct for other residents to emulate.
- D. Maintain a Facebook Like page for residents to receive information on happenings in the neighborhood/JBER.
- E. Make Mayor Coordinator aware of issues in the community that need to be addressed.
- F. Encouraged to attend JBER monthly Community Action Council (CAC) meetings.
- G. Adhere to the established mayor's chain of concern. The procedure is to work through the various levels of the chain of concern, always starting with the Mayor Coordinator and moving to the next level only when your question, concern or need is not reasonably addressed.
- H. Recruit deputy mayors as needed.

**Discretionary Tasks:**

Mayors are neither housing enforcers nor base law enforcement. Mediating in situations such as neighbor disputes or educating residents on policy is acceptable, while becoming involved in situations that require handling by law enforcement, command, or Aurora Military Housing is not acceptable. Mayors should use guidance from the Mayor Coordinator, Aurora Military Housing, and Security Forces when they are unsure if the situation calls for housing enforcement, or law enforcement officials to take over.

**Time requirements:**

This is not a position that has a set amount of time required or limit. The time requirement is however long it takes to accomplish the program goal and issues at hand.

**Qualifications:**

- A. Willing to make themselves known to the community they represent via newsletters, fliers, signs on quarters, name on neighborhood signs, Aurora Military Housing website, etc.
- B. Must be dedicated to improving the quality of life for residents living within their community/neighborhood as well as on JBER.
- C. Must possess a positive attitude and the ability to relate to a diverse population.
- D. Minimum six months of residence on JBER and in their current neighborhood.
- E. Knowledge of JBER resources. Ability to refer residents to proper agencies.
- F. Ability to attend meetings, events and happenings for Mayor Council. Meeting days and times vary based on mayor/Aurora Military Housing availability.
- G. Excellent organizational and time management skills.

H. Basic knowledge and understanding of military system, including the policies and procedures for JBER that makes it unique from other installations.

**Term of Office:**

There is no limit to the term of office for this position. Mayors are requested to serve in office for a minimum of twelve months, if possible. The first three months of the term are considered a probationary period where the mayor's performance and effectiveness is assessed/evaluated by the Chain of Concern and Mayors Council.

**Incentives:**

Aurora has offered several incentives for those who participate in the mayor program. After a year of service on the Mayors Council, mayors and deputy mayors are eligible to receive a cleaning coupon when they move out of JBER housing. The standard that the home must meet is determined by Aurora Military Housing and their inspectors. The mayor coordinator does not have the ability to determine if the home meets those standards or not.

There is a mayor council parking spot near the front of the BX/PX for all mayors and deputies to use.

I approve  /disapprove  The JBER Mayor's Council Charter, dated 23 July 2021.

  
DEAN H. DENTER, COL, USA  
Vice Commander

## Attachment 2

### Standards of Conduct, Disruptive and/or Abusive Behavior, to include Cyberbullying

#### **Standards of Conduct:**

- A. In the spirit of promoting a safe, cooperative, and welcoming environment that provides respect and consideration for all residents – Mayors, to include members residing in the Mayors' Household, and Guests, also have responsibilities.
- B. All Residents, their family members, and their guests, deserve to be treated with courtesy, respect, and dignity; both in physical, in-person interactions, text or telephonic interactions, and in online/virtual forums.
- C. Neighborhood Mayors are expected to maintain the highest standard of conduct for other residents to emulate. The Mayors Council, and Mayor Council Sponsors to include JBER Leadership and Aurora Representatives, maintain a Zero Tolerance policy of Disruptive or Abusive Behavior, Bullying, Cyberbullying, Intimidation, Violence, and Threats of Violence from appointed Neighborhood Mayors.

#### **Disruptive or Abusive Behavior, Bullying, Cyberbullying, Intimidation, Violence, and Threats of Violence, and Other Unacceptable Behavior – Defined:**

D. Disruptive or Abusive behavior may include, but is not limited to: verbal outbursts, name-calling, use of condescending, or disrespectful language, berating or belittling statements, use of profanity, intimidation and 'doxxing' (to include: taking/posting, or unauthorized sharing, of photos of private property; such as house address numbers or vehicle plates + Resident's names; or pictures of children without explicitly given permission, or screenshots of online/virtual private messages – in an attempt to blackmail, intimidate, or otherwise 'dox' a resident into a desired outcome), physical threats, and/or physical violence, bullying and cyberbullying. Disruptive and abusive behaviors extend to both physical interactions, and behavior exhibited in a social media/online/or private messaging forum. Any other behavior not explicitly stated that goes against the spirit and mission of the Mayors council and its sponsors may be defined as other unacceptable behavior.

#### **Zero Tolerance:**

- E. In instances where disruptive or abusive behavior is reported, depending on the severity of the behavior, one or more of the following actions may occur: verbal counseling and a re-iteration of expected responsibilities and conduct, as Mayor; Security Forces contacted (e.g. severe situations, immediate/extreme danger, or threats made); involvement of JBER Installation Command Leadership Teams, and/or Mayor Council Sponsors, and/or Mayor Coordinator; or involvement of resident's respective chains of command. This list is not exhaustive, and may be amended as necessary to encompass other notifications and actions.
- F. Instances of disruptive or abusive behavior introduces a negative effect to the Purpose, Mission, Vision, and Goals of the JBER Mayor's Council, and will not be tolerated. Engagement

in such behavior may result in the revocation of Mayor's title; privileges; or incentives granted, and may invoke other remedies, to include Installation-directed debarment from housing.