

MAR
2022

AIR FORCE ACADEMY INSIGHTS NEWS & STORIES



Happy St. Patrick's Day!

Our CEO's Message



This month the Hunt Heroes Foundation, in partnership with Hunt Military Communities, will be launching their third annual Hunt Little Heroes program. This program is aimed at highlighting the extraordinary military children who serve our communities in thoughtful and meaningful ways. If you know of a military child aged 4-15 who works to make the community where they live a better place, please encourage them to apply to be a Hunt Little

Hero. All applicants will receive a special commemorative coin and hero cape. Three outstanding children will be awarded a monetary gift along with the opportunity to have a matching award presented to the charity of their choice. Applications open March 15, 2022 and run through April 15, 2022. For more information, please visit huntheroesfoundation.org. As we usher out winter and welcome the warmer days of spring, I wish you and your family the very best.

All the best,
Brian Stann

Hunt Military Communities
President & Chief Executive Officer

We Want to Hear From You.

Hunt Military Communities is introducing a new way to share your feedback. Through the **Hunt Residents' Feedback Loop**, you can share your thoughts, *at any time* through an online survey.

https://mfan.az1.qualtrics.com/jfe/form/SV_2iaQpvKHb8nraF7?utm_source=newsletter&utm_medium=newsletter&utm_campaign=huntsurvey&utm_term=milfam&utm_content=marchnewsletter

We are always looking for ways to strengthen and serve our communities. That's why we collaborated with the Military Family Advisory Network (MFAN) to build a feedback loop so we can hear from you. As a resident, this feedback loop provides you the opportunity to share your housing experiences directly with MFAN, confidentially. MFAN will then share its findings regularly with leadership at Hunt Military Housing.

We want to ensure we're serving you the best we can while stationed in our communities. Your voice matters to us.

Don't forget: Bookmark the survey link so you can provide responses any time you need.

February Contest Winners:

Children's Valentine's Card Contest: Coleson and Rebecca Hayworth's Daughter

Show Us Your Valentine Contest: Lauren and Rebecca



SAVE THE DATES

April 16th

Spring Carnival and Egg Hunt - 10 am to 1 pm



HuntMilitaryCommunities.com



Winterize YOUR HOME

The cold weather is upon us & frozen pipes could be a possibility.

Here are **9 things you can do** when temps reach 32 degrees & lower to help prevent pipes from freezing in your home:

✔ **Disconnect Garden Hoses**

In November, disconnect your garden hose from the outside hose bib and store until Spring. If they are not disconnected, you will risk the water freezing and pipes bursting in your home.

✔ **NEVER Turn Your Heat Off Under Any Circumstance**

Set your thermostat no lower than 65 degrees. Even if you are planning on going out of town or leaving your home for more than 24 hours, it is imperative to leave the heat running to help prevent your pipes from freezing and bursting.

✔ **Let Your Faucets Drip**

Open your faucets in the kitchen and bathrooms to allow the cold water to drip. This allows for the water to have a constant flow and assists with preventing pipes from freezing.

✔ **Keep Your Garage Door Closed**

Keep your Garage Door completely closed when not in use during the Winter months.

✔ **Open Cabinets**

During extended periods of below freezing temperatures, keep kitchen and bathroom cabinets open so that the warm air can reach pipes along exterior walls that are often exposed to the most extreme temperatures.

✔ **When Leaving for Vacation**

Notify the leasing office if you're going on vacation for an extended length of time.

✔ **Leave Registers in Unused Rooms Open**

Any registers in unused spare rooms should be left open in order to keep the room warm and prevent interior water lines from freezing.

✔ **Do Not Warm Up Your Vehicle Inside Your Garage**

This can create high levels of carbon monoxide in your garage and your home.

✔ **Remove Heater Obstructions**

Make sure heat registers or baseboard heaters are not obstructed.

In the event you have frozen pipes or pipes that have burst, call in an Emergency Work Order immediately. As a reminder, never use your stove or oven to heat your home.



Routine Maintenance Requests through the Hunt Resident App or Online Portal

➤ Service Requests submitted through the Portal or App, are **ONLY** for Routine Maintenance Requests.

- These are Maintenance requests that are **not** a potential threat to life, health, or safety. Examples Include:

- | | | |
|------------------|--------------------------------|---------------------------------|
| ○ Air Filters | ○ Flags/Flag Poles/Flag Holder | ○ Mailbox Repair |
| ○ Blind Repair | ○ Flooring Repair | ○ Routine Pest Control Requests |
| ○ Cabinet Repair | ○ Light Bulbs over 10ft | ○ Toilet Seat Repairs |

➤ For Urgent or Emergency Maintenance

Please call your Maintenance Service Request Line, 24 Hours a day to reach our team directly.

****DO NOT Submit These Requests Through the Online Portal or Mobile Application****

- Urgent or Emergency Maintenance may be defined as, but not limited to:
 - Appliances that are Inoperable
 - Clogged Toilets
 - Door Security
 - Gas Concerns
 - HVAC Not Heating or Cooling Your Home
 - Leaks/Water Intrusions
 - Lock Outs/Key Issues
 - Mold Concerns
 - No Power
 - No Water
 - Smoke Detector/CO Detector Chirping or Inoperable
 - Water Heater Concerns
 - Any other work order that is a potential life, health, or safety concern

Work Order Submission Process:

- Open your Hunt Resident application or log into the online portal to submit a Routine Maintenance Service Request
- Work Orders are time stamped and immediately logged in the property management software
- Residents receive email work order status notifications throughout the process of their request through to completion from cdr@yardi.com
- Resident receives automated online survey and phone call to ensure satisfaction from surveys@satisfacts.com upon work order completion