

# HAPPY ST. PATRICK'S DAY

## Our President's Message



Over the past couple of years, we have been working on developing systems, protocols and customer service standards which we call our 5-Star Service. We aim to provide more than just housing. We are entrusted to create quality communities that meet the needs of our residents and we take that responsibility very seriously. Recently, we completed a year-long effort to define what 5-Star Service means to us and

how we measure ourselves against that standard. So I wanted to share with you what 5-Star Service means to us.

- 1. APPEALING HOMES** – At HMC, we are committed to providing the highest-quality housing for our military families. We work to ensure our homes foster the well-being of military families. Worry-free living is the standard we endeavor to achieve.
- 2. THRIVING COMMUNITIES** – At the heart of every community are the people who live there. HMC is committed to being a supportive and thoughtful resource and provides ongoing activities that create a true sense of belonging.
- 3. SERVICE SATISFACTION** – HMC strives for 100% satisfaction in all that we do. We are accountable for understanding the challenges our residents face and delivering exceptional service.
- 4. COMMITTED EMPLOYEES** – We are committed to hiring talented and enthusiastic individuals to be part of the HMC team. We recruit people who want to work as part of a strong, unified team and be a part of something bigger than themselves. HMC employees are characterized by their integrity, kindness, selflessness, and are committed to doing the right thing.
- 5. RESPONSIBLE STEWARDS** – As a partner with the Department of Defense, we are aligned in our role as long-term stewards of the communities we operate. HMC maintains welcoming communities for our residents and their families, and we are committed to the sustainment of these communities for today and into the future. These are high aspirations and we will continue to work towards reaching them. We welcome your feedback in helping us to do so. As always, please reach out to your community director. If you have already contacted our local Management and Housing office team and are not satisfied with the outcome, or if you have words of praise to share, we encourage you to reach out to our senior management via: The Hunt Promise Helpline: (855) 333-2835.

Best,



John Ehle  
President  
Hunt Military Communities



## Employee Spotlight

### Sara Burrow

Sara was born and raised in Washington, but has lived in the Midwest for over a decade. She considers Chicago her home, but she moved back to Washington in October to be closer to her family. In her free time, Sara enjoys reading, playing with her nieces and nephews, cooking with her son, and spending time outside. She loves the diversity that offers but also misses the humid summer nights of the Midwest. At her role with Hunt, Sara enjoys relationship development and looking for efficient processes in order to streamline tasks. She is excited to be part of Hunt Military Communities and looks forward to working with our partners and building strong communities for our service members.



## Maintenance Tip of the Month

The commodes and other water and sewer apparatus and fixtures aren't designed to be used for purposes other than what they were meant to handle. Do not allow objects such as diapers, toys, hygiene products, wet wipes, and any other foreign objects to be flushed down the toilets. When this happens, this may create a clogging problem with sewer and plumbing lines. Charges will be incurred towards the removal of these items. If a toilet overflows, first turn the water off at the valve below the flush tank. Keep a plunger on hand for use on simple toilet clogs. For any questions, please call our maintenance department at (888) 335-3267.

## NAVAL BASE KITSAP

**Community Management Office**  
M-F 8:00 AM - 5:00 PM; closed Sat-Sun

**Admiral Boorda Center:** 4168 Greenfish Drive  
Phone: 360-598-5831

**Bangor Community Center:** 3195 Bonefish Circle  
Phone: 360-598-5831

**Maintenance Office:** 4620 Thresher Avenue  
Phone: 888-335-3267

# Download the Rent Café mobile app today!



WE HAVE A FREE APP FOR THAT

**HUNT**  
ONE MISSION. ONE COMMUNITY.™

## INTRODUCING RESIDENT PORTAL AND MOBILE APP

### SIGN UP FOR THE RESIDENT PORTAL

Enjoy 24/7 self-service account management | Submit & track routine maintenance requests | Opt in to SMS Text

Communicate with your on-site team | Check out upcoming community events & more!

**JOIN TODAY!** Register online with email address on file & registration code previously provided. Encounter an issue? Contact your Management Office.

Download the **RENTCafé App**\* at: 

\*Must know property name & zip code; Emergency messages do not require opt in.

Have you downloaded the Rent Cafe mobile app yet? It's the smartest tool for creating and tracking maintenance requests, staying up to date with community announcements, and joining community events in one convenient mobile app! Truly, managing all you need via a single device has just gotten a whole lot easier.

We're happy to share that since its roll-out in the beginning of the year, we've had a total of 148 work orders successfully placed via Rent Cafe and it's as easy as 1-2-3! Rent Café brings you the convenience of having both mobile and online technology at the tip of your fingertips with its easy-to-use interface and navigation system.

Bangor resident Kimberly Hutchings recently shared with us her experience in using Rent Café. "It does make it a lot easier because I don't have to find the maintenance number, I can just open the app, add a new work order, I put the priority, and they give you really different options to choose from. You just put in a little description and you can even take a little picture and attach it. Once you submit it, they'll send you an email saying they're going to be assigned to a technician and you receive an email throughout the process. It's at least a 24-48 hour turnaround depending on what needs to be done. I can do it all on my phone, I don't have to worry about finding numbers, trying to get in touch with somebody or driving up here or trying to find the website. It makes life so much easier, and you don't have to call and be put on hold or anything like that--no need to get dressed and leave the house; and being able to take a photo is amazing. I am very satisfied with it and I would definitely recommend it--anybody that doesn't have it needs to get it, it's so much easier."

Download the Rent Café mobile app on your device today and simply contact your RSO to get your registration code to start. Check out the flyer for more information, or if you need to speak with a resident services representative at your community center, feel free to visit us! We'll be happy to assist you.

## We HEART You!

Thank you to all our residents who participated in our Deployed Spouses Program's Valentine's gift-giving event last February 14th. The event is an extension of our Hunt HEART program, a special initiative focused on supporting spouses of deployed service members and their families. A total of 43 residents from Bangor, Bremerton, and The Landings received special Valentine gifts last February 14th, and it was an absolute thrill for us to see you smile at your doorstep to receive your card, balloon and sweet treat on the day we celebrate love. We hope you liked our special little reminder that we care and that we are always here for you. To learn more about the Hunt HEART program, please visit [bit.ly/HuntHEART2020](http://bit.ly/HuntHEART2020).



# A Message of Concern about COVID-19

With growing concerns regarding the Coronavirus ("COVID-19") and the high incidence of influenza, we are monitoring the rapidly evolving situation so that we are prepared to handle any potential impact to residents residing within our community. **While maintenance requests are still available, we will first confirm if anyone is ill in the home before completing the request. If you have someone in your home ill or with flu-like symptoms, we will ask that all non-emergency, non-urgent service requests be completed once all family members are feeling better and are no longer contagious.** Specific resident requests of an urgent matter can be accommodated on a case-by-case basis. **Since gathering in crowds are also highly discouraged by the Centers for Disease Control and Prevention (CDC), we are also not taking any community center bookings at this time, and all previously scheduled reservations will regrettably be canceled.** The safety of our residents is of utmost importance to us. According to (CDC), washing hands with soap and water is the best way to get rid of germs in most situations. If soap and water are not available, use an alcohol-based hand sanitizer that contains at least 60% alcohol. We will be setting up hygiene stations at our leasing and/or community centers. We ask that you utilize the hand sanitizers upon entering or leaving the offices as a precautionary measure. We also encourage all residents to take their own precautions. The CDC issued the following guidelines to minimize any potential health risks:

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash. Or preferably, cough or sneeze into your arm area.
- Clean and disinfect frequently touched objects and surfaces using a regular household cleaning spray or wipe.
- Follow the CDC's recommendations for using a facemask.
  - o The CDC does not recommend that people who are well wear a facemask to protect themselves from respiratory diseases, including COVID-19 or influenza.
  - o Facemasks should be used by people who show symptoms of COVID-19 or influenza to help prevent the spread of the disease to others. The use of facemasks is also crucial for health workers and people who are taking care of someone in close settings (at home or in a health care facility).
- Wash your hands often with soap and water for at least 20 seconds, especially after going to the bathroom, before eating, and after blowing your nose, coughing, or sneezing.



If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. Always wash hands with soap and water if hands are visibly dirty.

In addition to schools and your local Command keeping you informed of the latest developments, we also encourage you to monitor the spread of the virus via your local news, your local health department or equivalent agency, and the CDC 2019 Novel Coronavirus website: [www.cdc.gov/coronavirus/2019-ncov](http://www.cdc.gov/coronavirus/2019-ncov).

We will continue to monitor the situation and will notify residents immediately if any additional actions are necessary.

If you have any questions regarding the information in this letter, please contact your community office.

**COVID-19 CORONAVIRUS DISEASE STOP THE SPREAD OF GERMS**

Help prevent the spread of respiratory diseases like COVID-19.

- Avoid close contact with people who are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- Avoid touching your eyes, nose, and mouth.
- Stay home when you are sick, except to get medical care.
- Wash your hands often with soap and water for at least 20 seconds.

For more information: [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)

**COVID-19 CORONAVIRUS DISEASE What you need to know about coronavirus disease 2019 (COVID-19)**

**What is coronavirus disease 2019 (COVID-19)?**  
Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person. The virus that causes COVID-19 is a novel coronavirus that was first identified during an investigation into an outbreak in Wuhan, China.

**Can people in the U.S. get COVID-19?**  
Yes. COVID-19 is spreading from person to person in parts of the United States. Risk of infection with COVID-19 is higher for people who are close contacts of someone known to have COVID-19, for example healthcare workers, or household members. Other people at higher risk for infection are those who live in or have recently been in an area with ongoing spread of COVID-19. Learn more about places with ongoing spread at <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html#geographic>.

**Have there been cases of COVID-19 in the U.S.?**  
Yes. The first case of COVID-19 in the United States was reported on January 21, 2020. The current count of cases of COVID-19 in the United States is available on CDC's webpage at <https://www.cdc.gov/coronavirus/2019-ncov/cases-in-us.html>.

**How does COVID-19 spread?**  
The virus that causes COVID-19 probably emerged from an animal source, but is now spreading from person to person. The virus is thought to spread mainly between people who are in close contact with one another (within about 6 feet) through respiratory droplets produced when an infected person coughs or sneezes. It also may be possible that a person can get COVID-19 by touching a surface or object that has the virus on it and then touching their own mouth, nose, or possibly their eyes, but this is not thought to be the main way the virus spreads. Learn what is known about the spread of newly emerged coronaviruses at <https://www.cdc.gov/coronavirus/2019-ncov/about/transmission.html>.

**What are the symptoms of COVID-19?**  
Patients with COVID-19 have had mild to severe respiratory illness with symptoms of

- fever
- cough
- shortness of breath

**What are severe complications from this virus?**  
Some patients have pneumonia in both lungs, multi-organ failure and in some cases death.

**How can I help protect myself?**  
People can help protect themselves from respiratory illness with everyday preventive actions.

- Avoid close contact with people who are sick.
- Avoid touching your eyes, nose, and mouth with unwashed hands.
- Wash your hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer that contains at least 60% alcohol if soap and water are not available.

**If you are sick, to keep from spreading respiratory illness to others, you should**

- Stay home when you are sick.
- Cover your cough or sneeze with a tissue, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.

**What should I do if I recently traveled from an area with ongoing spread of COVID-19?**  
If you have traveled from an affected area, there may be restrictions on your movements for up to 2 weeks. If you develop symptoms during that period (fever, cough, trouble breathing), seek medical advice. Call the office of your health care provider before you go, and tell them about your travel and your symptoms. They will give you instructions on how to get care without exposing other people to your illness. While sick, avoid contact with people, don't go out and delay any travel to reduce the possibility of spreading illness to others.

**Is there a vaccine?**  
There is currently no vaccine to protect against COVID-19. The best way to prevent infection is to take everyday preventive actions, like avoiding close contact with people who are sick and washing your hands often.

**Is there a treatment?**  
There is no specific antiviral treatment for COVID-19. People with COVID-19 can seek medical care to help relieve symptoms.

For more information: [www.cdc.gov/COVID19](http://www.cdc.gov/COVID19)



# SAVE THE DATES

## March 6th

YOLO for Oreos! - Stop by our community office on National Oreo Cookie Day and enjoy some Oreo cookies on us! We'll be serving select flavors of the cookie that everybody loves from 2:30-4:30 PM. So, Oreo in?

## March 17th

Go for Gold! - To celebrate St. Patrick's Day, we have hidden magic pots of gold in your community. You don't need a rainbow to find one--simply update us on your journey online by sending us photos of your hunt along with your home address via Facebook. If you win the hunt, we'll deliver your prize straight to your door! Make sure to check [Facebook.com/KeyportFamilyHousing](https://www.facebook.com/KeyportFamilyHousing) on the morning of March 17th when we kick off the hunt to stay on top of the game and watch for clues.

## March 23rd - 27th

Read to Succeed! - In celebrating March as the Month of Literacy, we're inviting you to come join us on Facebook as we read one classic storybook written by Dr. Seuss every day from March 23-27. Send us a photo of how you participated in our online storytelling activity for a chance to win a Dr. Seuss-themed prize delivered to your home. We hope you can join us celebrate the value and joy of reading. As the National Education Association puts it, "a child who reads is a child who succeeds." We hope to see you there!

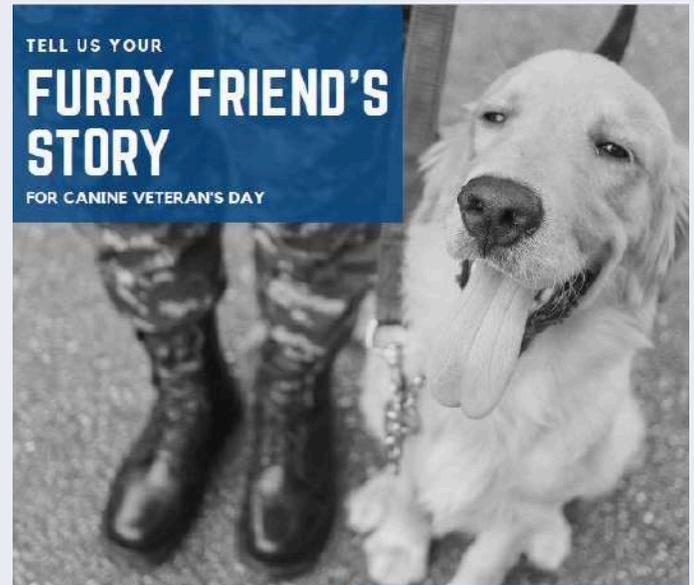
## Responsible Pet Ownership

At Pacific Northwest Communities, we welcome and love your furry friends as much as you do! They are a huge part of the family and we want you to be able to enjoy having them in the community as much as everybody else. To ensure that we maintain a clean and safe environment for everyone including our pets, please take a moment to look at our policies regarding responsible pet ownership. In a joint effort to help keep our communities safe and clean, please remember to pick up after your furry friends. Whether they are indoors or outdoors, cat and dog feces must always be cleaned up and disposed of to maintain the safety and sanitary standards of our community. To assist you with this, we have placed several pet clean up stations around your community and in dog parks as well so that you can enjoy the outdoors without worry. All dogs must be leashed when outdoors. Additionally, here are a few pet policy reminders from our Community Handbook and your lease's Pet Addendum:

Community Handbook Section 42 Page 30: "All dogs must be on a leash upon leaving the Premises (your home) and while on community grounds. Both dogs and cats must be appropriately and effectively restrained and under the control of an individual while on the Premises and in the community."

Pet Addendum Pg 2. No.8: "Resident is responsible for removing pet waste promptly from the Premises and the Neighborhood common areas. Litter and droppings must be wrapped and sealed before being disposed of in the trash as set forth more specifically in the Community Handbook. Violation of this regulation will result in an automatic waste removal charge of \$20.00 per occurrence. If available, the community will have a common area set aside for pet exercise and relief, but it remains the Resident's responsibility to clean up any waste from their pet."

Should you have any questions, please do not hesitate to approach any of our friendly Resident Services Office specialists. We're open during regular business hours from Monday through Friday, and we're here to



### Interested in sharing?

Submit your stories to [proudveterans@huntcompanies.com](mailto:proudveterans@huntcompanies.com)



### WHAT WE'RE LOOKING FOR:

- Stories of you and your service dog or canine veteran
- How your service dog has impacted your life in a positive way
- Pictures of you and your pet to share on social media
- Open to HMC employees and residents