

**NOV
2021**

**PACIFIC NORTHWEST INSIGHTS
NEWS & STORIES**



Honoring Veterans Survey Satisfaction

Our President's Message



Dear HMC Residents,
The Tenant Satisfaction Survey has just been launched and hopefully by now you have received your email with a link to the survey. This survey is very important and the questions are crafted to help us understand areas of opportunity to improve your living experience while also gaining feedback on the areas you are enjoying so we can invest more focus on those.

Our commitment to 5-Star Service is rooted in our belief that our residents deserve our very best. You are our priority,

and our purpose. I respectfully request you to complete your survey, it will take less than five minutes. Your feedback is valued.

On November 11th we will honor our many veteran residents who unselfishly answered the call and served our great nation in the name of duty, honor, and country. We could not be more grateful or proud of their sacrifices. I also want to wish you and your family a Thanksgiving filled with gratitude and peace. As always, thank you for allowing us to serve you.

Best,

Brian Stann
President & CEO
Hunt Military Communities



HuntMilitaryCommunities.com



Veterans Day is a time for us to pay our respects to those who have served. For one day, we stand united in respect for you, our veterans.

This holiday started as a day to reflect upon the heroism of those who died in our country's service and was originally called Armistice Day. It fell on Nov. 11 because that is the anniversary of the signing of the Armistice that ended World War I. However, in 1954, the holiday was changed to "Veterans Day" in order to account for all veterans in all wars.



CONTACT INFORMATION



Please see below for our updated contact information:

Office Phone Line: 360-598-5831

Leasing Phone Line: 877-264-7657

Maintenance Work Orders: 888-335-3297

Email: westsoundrso@huntcompanies.com

Don't Forget!

Tenant Satisfaction

Survey is

Happening From

October 28th -

December 13th



Share your thoughts and feedback on how we are able to help create exceptional living experiences for you and your family!

Survey will be sent from
NavyHousingSurvey@celassociates.com
to the email address on file.

If you did not receive a survey link, you can contact the above email address to receive a new survey link and passcode. When emailing CEL, please include:

- Your Installation name: Naval Base Kitsap
- Your street address, including unit number

Navy HSC is also available for assistance.

OMB Control Number: 0704-0553 OMB Expiration Date: 31 March 22

CALENDAR OF EVENTS



WORK ANNIVERSARIES



Marcy Hamblet
Celebrating 5 Years with us!



Rikki Brown
Celebrating 2 Years with us!



Devan Braaten
Celebrating 1 Year with us!

MAINTENANCE CORNER

Is your home ready for colder temperatures?? How about turning your clocks back? Check out the home maintenance reminders below:

- **Fall Back** - Make sure you've set your clocks back an hour so you're not late!
- **Filters** - Please ensure that your air filters are replaced regularly (every 6 months). Stop by the maintenance shop to pick up your FREE filter when you are ready to replace them.
- **Smoke Alarms** - Test all smoke alarms to make sure they are working properly. Check the batteries and replace if necessary.
- **Thermostats** - Check the batteries and replace if necessary.
- **Hose bib Covers** - As the temperatures begin to drop, frozen pipes become a concern. Check your outside faucets and disconnect any hoses that may be attached. Secure your hose bib covers over the faucet for protection. If you are in need of hose bib covers, stop by the maintenance shop to pick one up.
- **Insect/Pest Control** - Residents are allowed and encouraged to treat any insect issues with insect sprays and/or repellents. If the issue persists or is recurring, please contact your maintenance shop for further assistance to resolve the issue.



November

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	Election Day 2	3	4 1st VISA Gift Card Drawing	5	6
Daylight Savings Time Ends 7	Resident Appreciation Week Breakfast Appreciation 8	Resident Appreciation Week Pet Appreciation 9	Resident Appreciation Week BBQ Grill Drawing Day 10	Resident Appreciation Week Veterans Day 50" TV Drawing Day 11	Resident Appreciation Week Lil' Resident Appreciation 12	13
14	15	16	17	18 2nd VISA Gift Card Drawing	19 Caffeine Pick Me Up Day	20
21	22	23 Thankful Tree	24	Thanksgiving 25 Office Closed	26	27
First Night of Hanukkah 28	29	30				



IS GOING “PAY” PERLESS!

The Safe, Secure, and Seamless way to make payments.

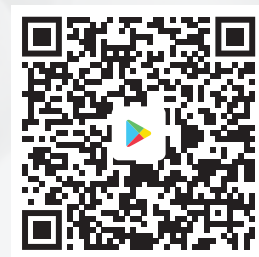
HMC is now accepting online payment options only. Residents may utilize the following online payment services:

Hunt Resident App  • **Hunt Resident Portal** • **WIPS Walk In Payment System**

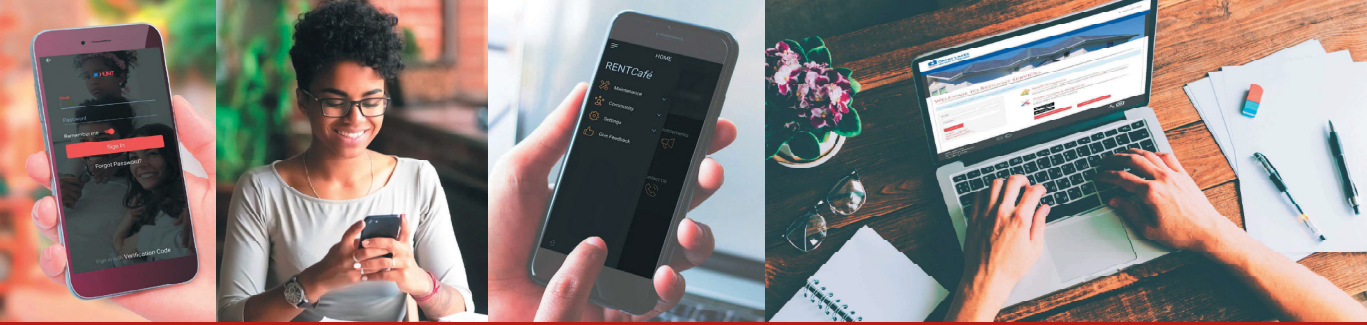
Benefits of Paying Online

- ✓ Eliminates the Need to Drop Off Payments
- ✓ Secure Payments Can Be Made Right from Your Phone or Device
- ✓ Payments are Posted to Your Account Immediately
- ✓ Email Receipts are Sent Directly to Your Inbox
- ✓ Never Forget a Payment Again, Set Up Recurring Account Payments
- ✓ Pay Without Fees for Direct Bank Account Payments

Scan the QR code with your phone to download the **Hunt Resident App** 



Please contact our office if you need assistance setting up online payments via the Hunt Resident App/Portal or WIPS.



Routine Maintenance Requests 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:

- Air Filters
- Blind Repair
- Cabinet Repair
- Flooring Repair
- Light Bulbs over 10ft.
- Routine Pest Control Requests
- Toilet Seat Repairs

Work Order Submission Process:

- Open your HUNT Resident Application or login to the Online Portal to submit a ***Routine Maintenance Service Request***.

For Urgent or Emergency Maintenance:

- Please **Call** your ***24 Hour Maintenance Service Request Line***
****DO NOT Submit These Requests Through the Online Portal or Mobile App.****

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
- 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



COMMUNITY ADVISORY BOARD

CREATING BETTER COMMUNITIES TOGETHER

- HUNT MILITARY COMMUNITIES -



GET INVOLVED & BE AN ACTIVE
VOICE FOR YOUR COMMUNITY



HUNT IS EAGER TO CREATE A COMMUNITY ADVISORY BOARD
**TO BETTER SERVE OUR RESIDENTS
& MEET THEIR NEEDS.**

We are **LOOKING FOR MOTIVATED RESIDENTS**
that would like to get involved and be an active
voice for the community.

If you interested in being a voice for the community contact the Management Office at:

360.598.5831 • WestSoundRSO@huntcompanies.com

YOUR HOME

WHAT YOU NEED TO KNOW

LOCATING AND OPERATING WATER SHUT OFF VALVES

Knowing how and where to shut off your toilet or sink water supply is important in times of emergencies.

Toilets: Toilets have a single cold-water valve, called a "stop valve." Turn the handle clockwise to shut off the water if your toilet is overflowing.

Sinks: Look for the valve under the sink, usually at the back of the cabinet, they are connected to the water supply tubes that serve the faucet. One for hot, one for cold, usually with the cold on the right-hand side. Turn the valve(s) clockwise to turn off the water.



YOUR THERMOSTAT



Check your thermostats to ensure they are working properly. Replace batteries if necessary. Always keep your heat ON. Reduce temperature to 55 degrees if you plan to travel and leave the home. Contact your local neighborhood management office if you plane to be away from your home.

MOLD PREVENTION

REMOVING VISIBLE MOISTURE ACCUMULATION

- Remove moisture on windows, walls, ceilings, floors, registers and other indoor surfaces as soon as reasonably possible. Pay particular attention to bathrooms, the kitchen and the laundry room where moisture commonly accumulates.
- Always turn on exhaust fans in the bathroom and kitchen before you start showering or cooking and keep the fan running for several minutes after you finish.
- If there's some mold in the shower or elsewhere in the bathroom that seems to reappear, increasing ventilation and cleaning more frequently will usually prevent the mold from recurring, or at least keep the mold to a minimum.

Our #1 goal is to provide our residents with safe and high quality communities in which to live.

HELPFUL TIPS

DRYERS, HVAC FILTERS AND GARAGE DOORS

Dryer:

You should be checking your dryer lint tray after each use. Did you know dryer lint is one of the leading causes of household fires?

Filters:

Check your filter quarterly. Your HVAC unit works hard to push air throughout your house. By changing your filters on a regular basis, you help the unit operate efficiently and effectively. We can either change them for you, or visit our self help section in our Maintenance Shop if you would like to change quarterly.

Garage Doors:

If the garage door won't close all the way, or closes and opens immediately, there may be an issue with the safety sensors, which are designed to prevent the door from closing on a person or object.

Make sure that the safety sensors are pointing at each other and in proper alignment – use a level if needed.

Use a soft cloth and a mild cleaner to gently clean the sensors to make sure no dirt is covering the eye. Softly wipe away moisture and residue, taking care to avoid scratching the sensors.

Make sure no toys, flower pots or other objects are obstructing one or both of the sensors. Each sensor should have a small light that shines when there are no obstructions.



GARBAGE DISPOSALS

If your garbage disposal stops working try to press the red reset button first to see if it resets. Be sure to call Maintenance if it doesn't rest.

SINK AND TUB STOPPERS



Closing your sink stopper while brushing your hair will prevent drain clogs. When finished remove hair and unstop your sink.

Adding a cover to your drain in the bathtub will also eliminate clogs.



If you have a maintenance request, contact us

CALL (888) 335-3297 - 24 hours a day
Enter a work order on-line:

www.westsoundfamilyhousing.com

You can also place a work order in person at one of our welcome centers or you can contact your Resident Service Specialist.

LED LIGHTBULBS

Incandescent	LEDs
	
Uses 60 watts per 10 LED watts	Uses over 5x less energy
Last only a few months	Last 25x longer
Costs \$200+ over 20 years	Cost 6x less
Only a few buying options	Endless options

GFCI OUTLET

Did you have an outlet stop working? If there is a GFCI on the outlet press the red RESET button.

If it doesn't work let us know!

