

DEC
2021

PACIFIC NORTHWEST INSIGHTS
NEWS & STORIES



**YEARLY REFLECTION
HOLIDAY CHEER**

OUR PRESIDENT'S MESSAGE



Our team has taken time to reflect on all that has occurred in 2021. Although this past year was still not back to normal, we did take time to step back and assess ways we can better serve our residents. This past year we provided many programs to serve our families with children such as Hunt Little Heroes, Operation Homefront's Back to School Backpack Brigade, and our Patriot essay and video contest. We also conducted a food drive to help our military families and local community who may be addressing food insecurity concerns. These are just a few of the many programs, contests, and support services we were honored to provide our residents. Most importantly, we listened to your feedback from the CEL and Satisfacts surveys and took time to address areas you expressed as needing additional attention. We have prioritized several areas of our company to improve our service delivery and operating processes to create a better resident experience for your families. I sincerely wish you and your family happiness, good health, and time together with the ones you love most during the holidays. Thank you for your service and sacrifice for our great nation. We are grateful for you.

Best,

Brian Stann
President & CEO
Hunt Military Communities



HuntMilitaryCommunities.com



**HAPPY
HOLIDAYS**



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



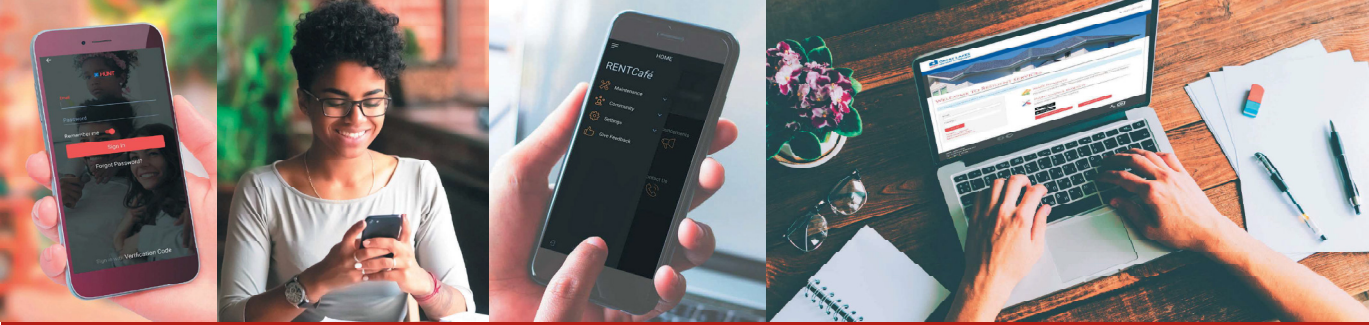
Chris Lewis

West Sound | Celebrating 6 Years with us!

MAINTENANCE CORNER

Is your home ready for colder temperatures?? Check out the home maintenance reminders below:

- **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.



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

NBK BANGOR

ANNUAL SANTA RUN

Wave to Santa as he Rides by on the Firetruck!

December 11th & 12th

**East Housing | Saturday,
December 11th**

*Starting at 3:00 PM
on Albacore Circle
Bonefish and Tullibee to follow*

**West Housing | Sunday,
December 12th**

*Starting at 3:00 PM
on Greenfish Drive
Remaining streets in West
Housing to follow*





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



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.

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 plan 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 reset.

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!



Hot Wassail (Cider)

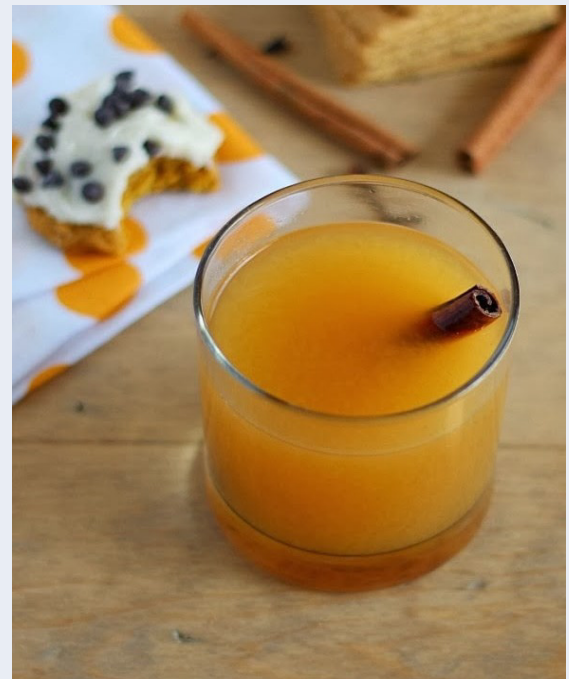
Recipe courtesy of Jen Nikolaus via YummyHealthyEasy.com

Ingredients:

- 8 cups apple cider
- 2 cups orange juice
- 1/2 cup lemon juice
- 4 whole cinnamon sticks
- 12 whole cloves or 1 tsp ground cloves
- 1/4 tsp ground ginger
- 1/4 tsp ground nutmeg

Instructions:

1. Combine all ingredients in a large pan.
2. Bring to simmer over medium-low heat. Reduce heat and continue simmering for 45 minutes. Ladle into cups or mugs and enjoy!



Cookies for Santa

Recipe courtesy of Aimee via lml.d.org

Ingredients:

- 1/4 cup unsalted butter (softened, 1/2 of a stick)
- 1/4 cup packed brown sugar
- 2 TBS granulated white sugar
- 1 egg yolk
- 1/2 tsp vanilla extract
- 10 TBS all purpose flour
- 1/4 tsp salt
- 1/4 tsp baking soda
- 1/4 cup Christmas m&ms
- 2 TBS chocolate chips
- 2 TBS white chocolate chips
- 1/2 TBS Christmas sprinkles

Instructions:

1. Preheat the oven to 350 degrees Fahrenheit. Line a cookie sheet with parchment paper, or a silicone liner.
2. Add the butter, brown sugar and white sugar to a medium sized bowl. Cream it all together for 1 to 2 minutes, until it's light and creamy.
3. Add in the egg yolk and vanilla extract and stir it all together.
4. Add in the flour, salt, and baking soda, and stir it all together till you have a soft dough.
5. Add in the m&ms, chocolate chips, and sprinkles, and fold them into the dough.
6. Scoop the dough into 8 even sized cookie dough balls (about 2 TBS each) and roll them into balls. Place them on the prepared cookie sheet.
7. Bake the cookies in the oven for 8-9 minutes, until the edges are golden and the tops are set.
8. Let the cookies sit on the baking sheet for another 3 to 4 minutes, then transfer them carefully to a cooling rack to cool completely.



December

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Wacky Wednesday	2	3 YETI Cooler Drawing	4
5	6 Last Night of Hanukkah	7	8	9 Troops Holiday Card Day	10	11
12	13 FSS Survey Ends	14 Game Basket Drawing	15 3 rd VISA Gift Card Drawing	16	17	18
19	20	21 First Day of Winter	22	23	24 Christmas Eve	25 Christmas Day
26	27	28	29	30	31 New Year's Eve	



HUNT EMBRACES: ACTIVITIES, RESOURCES & TRAINING

Hunt HEART Program

The **Hunt HEART Program** is designed to address the needs of our New Residents, Deployed Spouses, Recently Returned Deployed Spouses, those suffering a Family Crisis, or those needing to understand and access various resources available to them nationally, through military resources, and locally. This program is intended to assist those who need a little extra support. The HEART Program, which stands for **Hunt Embraces: Activities, Resources & Training**, provides services and educational training in the areas of navigating military life, how to access base resources, and activities for children and families.

The **Hunt HEART Program** is backed by a team of caring individuals whose goal is to make life a little bit easier and bring smiles to the faces of families facing challenging times.

QUALIFICATIONS

Any resident with a deployed spouse, military members who just returned from deployment, new residents, and those experiencing a family crisis qualify to be in the Hunt Heart Program.

ENROLLMENT

Residents who want to be considered for the Hunt HEART Program should contact the leasing office for enrollment. You will need to provide a copy of your orders (if applicable).

The **Hunt HEART Program** serves as an added bonus to living at a Hunt military community by providing deployed or absent service members peace of mind knowing that their loved ones will always have someone to contact for assistance while they are away.

Hunt HEART Program HEART BENEFITS:

- Maintenance Plus
- HEART Days
- HEART Resources

MAINTENANCE PLUS

Maintenance Plus is designed to assist families with tasks that are traditionally done by the absent family member. Services provided are in addition to the 24 Hour Emergency and routine maintenance services that are already provided.

Services may include but are not limited to:

- Assistance with hanging pictures
- Assembling bikes and toys
- Changing light bulbs
- Moving furniture
- Putting up or taking down Christmas decorations
- Grass cutting
- Weed removal from flowerbeds
- Box and packing material up

HEART DAYS

HEART Days are special events in support of deployed service members such as preparing and mailing care packages twice a year and delivering special treats to spouses on Valentine's Day.

HEART RESOURCES

HEART Resources are provided to assist our families in preparing and planning for deployment, or in time of family crisis.

Resources may include but are not limited to:

- A comprehensive Resource Guide including on-base and local community resources
- Introduction and guidance when navigating through new local school systems