

OCTOBER 2019

WHIDBEY ISLAND INSIGHTS NEWS & STORIES



COMING SOON!

MAYLOR POINT COMMUNITY CENTER GRAND OPENING!

Yes, the time has finally come, Whidbey Island Family Housing will be opening its management office at the Maylor Point Community Center mid October. The grand opening will begin consist of a ribbon-cutting ceremony followed by refreshments in the ballroom of the community center. Once the office is open, the community center will be available for our residents to come in for assistance.

Our President's Message



We are coming up on CEL season, and I want to encourage all of our residents to participate and here's why... The annual CEL Survey is an important instrument for Hunt to understand what we are doing well and what we need to work to improve. The CEL survey is available to all military housing residents

throughout the country. It is controlled and administered by an independent, third-party who reports the results simultaneously to us and the Department of Defense. Across the Hunt portfolio of communities, we have an average of over 50% of our residents who respond. This response rate is statistically high, but we want to continue to encourage our residents to respond in as large numbers as possible, so we get an accurate view of what is occurring within the communities.

Our goal is 100% satisfaction. When we fall short, we want to know so we can fix any problems before they become bigger issues. We also want to know which of our communities have high satisfaction rates so we can share best practices.

We want to hear from you, and this is one of several tools we use to facilitate that. I look forward to what you have to say.

Best,

John Ehle
President
Hunt Military Communities



Complete Survey Early For Your Chance to Win Prizes!

Our CEL Resident Satisfaction survey provides you with an opportunity to share your thoughts and feedback on how we can help create Exceptional Living Experiences for you and your family! As part of our overall resident satisfaction program, our commitment to you is to listen and react to the information you share with us.

You will be receiving an e-mail from Huntsurvey@celassociates.com that will include a link to the survey itself. If you haven't received your survey by noon on Wednesday, Oct. 2nd and checked your spam folder, please call the office to confirm which email we have on file.

How to Successfully Complete the Survey to Qualify for Entry into the Prize Drawings:

1. Fill out the CEL Survey that is emailed to you on October 1st.
2. Once completed, you will be directed to the page that asks if you want a receipt showing that you've completed the survey. Select "Yes" and fill in your email address, and a receipt will be sent to you.
3. When you receive the email confirmation, simply forward it to:
ConstitutionParkCEL@huntcompanies.com
to be entered into the prize drawings.

The earlier you complete your survey the more chances you will have to win one of our CEL prizes! We are striving for 100% participation. We value your feedback!

"Make & Sip" Craft Event

On September 19th, residents took the opportunity to participate in our 'Make & Sip' Craft event. This event allowed residents



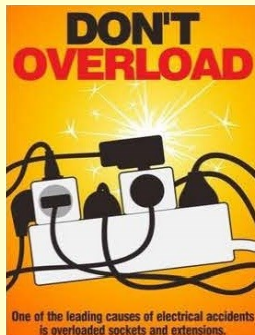
to enjoy some relaxing time away from the children, sip on non-alcoholic beverages, partake in some snacks, and paint their own personal sign. All the signs turned out beautiful! If you would like to join our next even, please check your e-mail or visit our Facebook page for future event dates.



Surge Protector Safety

Safeguard electronics with surge protectors. Follow these tips to keep you and your electronics safe. Only use surge protectors with internal circuit breakers. These units will trip the breaker if the power strip is overloaded to prevent overheating. Here are some electrical tips in keeping your home and family safe:

- ◆ Don't use surge protectors as permanent wiring.
- ◆ Unplug the surge protector when not in use.
- ◆ Don't plug a surge protector into an existing surge protector or power strip.
- ◆ Replace your surge protector if it is hot to the touch, has frayed wires, or is not working properly.
- ◆ Be sure that the UL-listed product is a transient voltage surge suppressor.



CONTACT INFORMATION

Neighborhood Management and Maintenance Offices open Monday-Friday 8-5; Closed Saturday & Sunday

Victory Terrace - 2205 Egret Dr. - 360-679-4241
Crescent Harbor - 1930 Magnolia Way - 360-679-4241
Maintenance Shop - 2372 Robin St.

Available for Emergencies 24/7 866-616-3267

Website: www.northwestmilitaryhousing.com

Facebook: www.facebook.com/whidbeyislandfamilyhousing

ALL WEAPONS MUST BE REGISTERED WITH NASWI AND WITH YOUR NEIGHBORHOOD MANAGEMENT OFFICE - UNREGISTERED WEAPONS ARE GROUNDS FOR LEASE TERMINATION.

HUNT COMMUNITIES IS PROUD TO BE PARTNERING WITH SatisFacts

Hunt Military Communities will be making the switch from Yardi delivered satisfaction surveys to Satisfacts effective 1 OCT. You will receive survey notification via e-mail form: surveys@satisfacts.com. Our continued goal is to provide our residents the best service and value. Please reach out to your property manager if you have any questions.

INTRODUCING

RESIDENT PORTAL & 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 event and 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:



Energy Action Month

During October we will be making special efforts to promote conservation throughout our communities. There will be giveaways, prizes and information on upcoming special energy efficiency projects at community events throughout October, including the Zombie Walk on October 18th. To further assist with the transition to our new billing partner, Minol USA, and the transition to provider utility cycle dates, there will be opportunities for you to speak with our team at your local Community Office as outlined below:

- ◆ Crescent Harbor: 10/17 2:30-4:30PM
- ◆ Victory Terrace: 10/18 9AM-12PM
- ◆ Maylor Point: 10/18 1-3PM



HuntMilitaryCommunities.com

