

NOVEMBER 2019

WHIDBEY FAMILY HOUSING INSIGHTS NEWS & STORIES



Thank You for your input!
We appreciate your feed back!

A great big "THANK YOU" to everyone who took the time to complete the **CEL Resident Satisfaction Survey. We had a record response rate and value your feedback and comments!**

Caring.
Engaged.
Listening.



Our President's Message:



At Hunt Military Communities, we actively foster a culture of service and are proud that more than 50% of our employees are military-affiliated. Hunt offers a dynamic, challenging workplace for more than 890 employees, and we are continuing to grow our depth, level of service, and expertise throughout our housing communities.

We are currently seeking to fill more than 180 positions throughout our communities. Job titles include Leasing Director, Executive Assistant, Maintenance Director, Maintenance Technician and Porter, as well as newly added positions including 15 new Quality Assurance/Quality Control Specialists, and two Portfolio Support Directors. Roles are based on need per location. As a family-owned company, we understand that our employees are our most valuable asset. We're proud of our reputation for strong human capital and remain dedicated to providing our employees with essential tools to foster both personal and professional growth. If you or a family member is interested in working for Hunt, please visit www.huntmilitarycommunities.com and click on the careers tab.

Best,

John Ehle
President
Hunt Military Communities

Resident Status Change

What is a resident status change? Resident status changes are changes that impact BAH, or changes in family status. Examples of a status change would be a change in rank, an increase in family size, or changes in marital status.

Why is it essential for PNC to know when a resident status change has taken place? When it comes to BAH changes as part of the rental agreement, a resident is responsible for reporting changes to the Neighborhood Management Office within 14-days of the change. We want to ensure that the correct BAH is being collected and help the service member avoid any potential overpayments or late fees.

When there are changes in the family structure, whether that be an increase or decrease in family size or a change in family status, it can impact a person's housing eligibility. For example, if there is an increase in dependent's, a family may be eligible for a home with an additional bedroom, or if there is a rank change, they may qualify for a different style of home. We want to assist you in navigating the resident's eligibility. Now that you understand what a resident status change is, don't forget to contact your local Neighborhood Management Office within 14-days of a change.

Winter Weather Reminders

- * If you plan on traveling during the winter months adjust your thermostat to **55°** or higher to keep pipes from freezing
- * Disconnect hoses and cover outside faucets with insulated covers, replace furnace filters several times a year to help efficiency
- * When the snow hits our area and reaches a depth of 2 inches or more, we will plow the streets within housing area.
- * Residents are responsible to clear their side-walks and driveways. The streets leading to housing will be plowed by NAVFAC crews.

Call maintenance dispatch if you have any questions about winterizing your home or to report issues: 866-616-3267

Protect Your Home With Faucet Covers & Filters



Winter weather and freezing temperatures have snuck up early this year. If you don't already have a faucet cover at home, feel free to come see us at the maintenance shop in Victory Terrace. We have the faucet covers in stock for each home.

Help ensure your furnace is operating at tip-top shape by replacing filters. Not only does replacing the filter help your furnace run more efficiently it can also help reduce maintenance issues. Free furnace filters are available at maintenance shop; give them a call for more details on winterizing.

HUNT Participates in MWR's Trunk or Treat



On Saturday, October 26th, Whidbey Island Family Housing participated in NASWI MWR's 2nd Annual Trunk or Treat event. Our team members dressed as 'Harry Potter' characters

while children were given the opportunity to try their hand at Quidditch, casting spells and test their skills knocking down cups. With sixteen command and support displays, Whidbey Island Family Housing took 3rd place in the Best Display Competition! Thank you to all who came out to join in on the festivities! Be sure to frequently check out our Facebook page for future events.



Minol "Take Action" Contest

Continuing into November 2019, Minol is offering cash prizes for taking certain actions. These include signing up for e-bill, auto-pay, enrolling in the online resident portal, and choosing to carry forward your utility rebates on your ledger. Anyone that took these actions during October or takes these actions during November will be entered for the December drawing. A flyer was provided with your utility bill and is also available in your local Neighborhood Management Office.



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 - UNREGIS-
TERED WEAPONS ARE GROUNDS FOR LEASE TERMINATION.



HuntMilitaryCommunities.com

