

JANUARY 2020

# WHIDBEY FAMILY HOUSING INSIGHTS NEWS & STORIES



ONE MISSION. ONE COMMUNITY.

## CEL RESPONSE RATE/ACTION PLAN

*Thank you again to all of you who took the time to complete the 2019 CEL Survey. We have received the results and here are a few statistics:*

Surveys Distributed: 1,452

Surveys Returned: 504

Response Rate: 34.7%

# Happy New Year!

*The management team is currently reaching out to the individual residents who provided their name and phone number along with their comment card. The team is reviewing the overall scores and comments to put together a list of priorities as defined by you the residents. Please stay tuned throughout the next few months and year for projects/goals based on you priorities.*

## Our President's Messages



As we welcome a new year and a new decade, I want to take this opportunity to restate our commitment to our residents. Over the past year, we have been working diligently to rebuild your trust, by doing some "big things", such as adopting the "Hunt Standard" for resident-initiated service requests and rolling out a mobile application for residents to submit and track work orders in real-time. But we have also done the "little things," in comparison – those actions that receive less attention, but can impact our residents' lives. One example is our "Hunt Heart" program. This program is designed to address the needs of our new residents, deployed spouses, recently returned spouses, those suffering a family crisis, and those who may be in need of information about or access to social services through military or civilian sources. For example, we provide extra maintenance assistance to deployed spouses when requested, such as removing a Christmas tree, mowing a lawn, or hanging a picture. While we are proud of the significant progress we have made over the past year, our work is far from done. We hope that you are already seeing the benefits of the changes we have made and we look forward to continuing to hear from you on things we can still improve.

Best,

John Ehle  
President  
Hunt Military Communities



## Holiday Lighting Reminder

**As a friendly reminder, holiday lighting is allowed from Thanksgiving until the second weekend in January. Please remove all holiday lighting and decorations by the weekend of January 12th. All the holiday lighting within the Whidbey Family Housing looked amazing this year. Thank YOU to all who have decorated!**



## Pet Policy Reminder

**A Friendly Reminder:** All furry friends must be on a leash throughout the community with the exception of the designated dog parks and/or within your own fenced in backyard. In the event an unleashed furry friend unintentionally acts aggressively or accidentally nips at a person or another pet it could possibly result in the permanent removal of your furry family member. We would hate to see this happen to any of our families. In addition, we do ask that you please be respectful to your neighbors and make sure to always clean up after your pet. Local pet stations are located throughout the community for your convenience.



# NASWI Santa Parade



Whidbey Island Family Housing joined our partners from MWR, Fire Department and the Navy Lodge at the beginning of December to spread some holiday

cheer in the annual parade with Santa. Thank YOU for coming out and celebrating with us on a chilly night! We hope to see you all out there again next year!



## Save The Date

**January 6th-10th**

**Christmas Tree Pick-Up Schedule (HUNT)**

**Monday, January 6th** - Victory Terrace

**Tuesday, January 7th** - Maylor Point

**Wednesday, January 8th** - Whidbey Apartments

**Thursday, January 9th** - Crescent Harbor

- \* Tree pick-up is for real trees only
- \* Place trees on your tree lawn near the road
- \* Be sure to remove all ornaments, tinsel, lights, garland, nails, tree stands, etc., before disposing them.

**Friday, January 10th** - Missed your pick-up day? No worries, you can drop off your tree in the grassy area at the end of the maintenance shop parking lot between 8AM -12PM. Look for the caution cones and signs.

**January 7th**

**EFMP Command POC Training (FFSC)**

This class discusses the benefits of the EFMP program, the enrollment process for eligible sponsors, and the role of the Command POC in facilitating navigation through the EFM program.

Location/Time: Nor'Wester 3675 W Lexington Bldg 2556, 9AM - 11AM

**January 15th**

**Work/Life Balance: Mind over Money-Financial Management (FFSC)**

Managing money isn't as hard as we think it is... WE make it harder than it really is. Come learn some simple management tips and tricks.

Location/Time: Nor'Wester 3675 W Lexington Bldg 2556, 12PM -1PM

## Cookies With Santa

On December 11th, Whidbey Island Family Housing had a visit from Santa during our Cookies with Santa event. Santa was able to share cookies and hot cocoa with more than 30 families



## 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](http://www.northwestmilitaryhousing.com)

Facebook: [www.facebook.com/whidbeyislandfamilyhousing](https://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.

**HUNT**  
ONE MISSION. ONE COMMUNITY.

[HuntMilitaryCommunities.com](http://HuntMilitaryCommunities.com)

