

JAN
2021

WHIDBEY ISLAND INSIGHTS
NEWS & STORIES



Our President's Message



Happy New Year! I hope the start of this year finds you and your loved ones healthy and happy. I wanted to take this time to thank all of you who participated in the collection of toys for the U.S. Marine Corps Reserve Toys for Tots program. Twenty-six of our communities across the U.S. participated and collected thousands of toys for this program that brings holiday joy to more than seven million disadvantaged children each season.

Hunt is proud to support this holiday tradition, and we're grateful for your generosity. As we enter the new year, we are partnering with the American Red Cross to help address the critically low blood supply levels. If you are healthy, we encourage you to consider donating blood. For those who have recovered from Coronavirus, donating your plasma can help up to 4 coronavirus patients in need. For other ways you can help, go to www.redcross.org. Watch for information on mobile blood donation locations in January and February within our communities.

Best,



John Ehle, President
Hunt Military Communities



HuntMilitaryCommunities.com



New Year! New Start!

Even with the pandemic, we were able to safely hold so many great events this past year. From BINGO to Virtual Trivia, Pet Contests to Ugly Sweaters and even virtual Arts & Crafts for the kids. Our residents helped make these events and others like Toys for Tots, Helping Hands and Wreaths Across America a great success in 2020 and we hope to continue that through 2021. We wanted to thank you for being such a giving community and we truly appreciate each and every one of you. We wouldn't be here if it weren't for you!

But enough about that was done last year! It's time to look forward at what we can do together in 2021! Here are just a few of the ideas we have for events this year: Virtual Yoga Classes, Virtual Paint & Sip Nights, Lotteries, Game Nights ... the list goes on and on! But we want to hear from you as well! There is a form attached to this newsletter for you to share your ideas and the sort of events you would like to see promoted this year. The first step in making an effort to keep everyone connected as a community is listening to you, so tell us what YOU would like to see for this New Year and New Start!

CONTACT INFORMATION



Please see below for our updated contact information:

Office Phone Line: 360-679-4241

Leasing Phone Line: 877-340-9055

Maintenance Work Orders: 866-616-3267

Email: northsoundrso@huntcompanies.com

POSITIVE OUTLOOK AROUND THE WORLD

Since the beginning of 2020, the Coronavirus pandemic has drastically changed the way we live, act and think. Our reality has essentially been turned upside down as we adjust to self-isolation, social-distancing, working from home and inability to travel or visit family in other households. While we're patiently waiting for this to pass, the world is responding to the virus in the most spectacular way. Around the globe, communities are working together to beat this pandemic and here are five light-hearted responses to the new normal that prove it.



HAWAIIAN AIRLINES PROVIDES FREE FLIGHTS TO MEDICAL WORKERS

Hawaiian Airlines flights are usually packed with tourists looking for an island getaway. Since the coronavirus pandemic has halted all non-essential travel, the airline is giving free flights to medical workers on neighbor islands for the month of April. This is to support travel associated with COVID-19 response efforts. The airline is also partnering with Hawaii's leading healthcare providers to maintain and facilitate the delivery of critical medical services to communities statewide. Since the 4th of April, Hawaiian has provided 16 daily roundtrip flights between the islands to those who need to travel for essential work or needs.

DOCTORS WEAR PHOTOS OF THEMSELVES SMILING

The real heroes during this pandemic are the doctors and nurses treating patients. They are risking their lives every day to ensure our safety and health. Every day, medical staff around the world are required to wear personal protective equipment such as masks to keep themselves safe, which looks daunting and somewhat fearful. To put patients at ease, the workers are wearing photos of themselves smiling, along with their name so patients can see a reassuring and comforting smile.

TRANSFORMING A SCHOOL INTO A HOSPITAL IN BELIZE

Alaia Belize—Marriotts first hotel in Belize—and Andrew Ashcroft, are taking the lead on humanitarian work to support Belize by donating and raising over \$60,000 (BZE) to transform a school into a hospital on Ambergris Caye. Ashcroft has also kept his staff employed at Banyan Bay Suites, Grand Colony Villas and Alaia Belize to ensure they're supported financially and are able to receive medical benefits. If that wasn't enough, his father, Lord Ashcroft has donated \$10 Million (BZE) to help Belize overcome the pandemic.

PROVIDING JOBS FOR RESTAURANT WORKERS IN KENTUCKY

VisitLEX and Keeneland (the famed race track where Derby qualifying races usually take place) have teamed up with non-profit community kitchen FoodChain to launch Nourish Lexington—an initiative supporting the local hospitality industry by hiring displaced restaurant workers to cook fresh, healthy food for locals and their families. Keeneland has already donated 1,500 pounds of dry goods (which had been previously ordered for their recently cancelled spring race meet) to FoodChain. The model was created with the hope that it can be lifted and rolled out at other restaurants—both locally and nationally—in the future.

NURSING HOMES SPREAD POSITIVITY

Nursing homes are one of the facilities at most risk in this pandemic, but that hasn't stopped them from reaching out to the world in a positive way. The Lexington Retirement Community sang "My Old Kentucky Home" from their balconies in the hopes of lifting spirits in the community. The Commons on St. Anthony in Auburn, New York also maintained positive during this time with a message of 'strength,' which was displayed on the windows of the elderly care facility. As the most vulnerable populations are restricted from outside visitors, they are demonstrating hope and spreading positivity across the community.

ARTICLE WRITTEN BY: NATASHA BAZIKA

<Source: <https://www.asmallworld.com/explorer/articles/coronavirus-quirky-light-feel-good-stories>>



Modified Site Operations

As Hunt Military Communities (HMC) continues to monitor the COVID-19 pandemic we continually look to adjust property operations in accordance with recommendations from the Centers for Disease Control (CDC), state, and local authorities. As a precautionary measure and abundance of thoughtfulness for the health and wellbeing of our staff and residents, we have made the following adjustments to our operations.

NEIGHBORHOOD MANAGEMENT OFFICE

We will be available for your needs with precautionary measures in place for your safety and ours!

- We will be available in the office, Monday – Friday, 8 AM to 5 PM by appointment ONLY or for emergency purposes. Otherwise, our offices will be closed to the public.
- If you have flu-like symptoms including fever, cough, or difficulty breathing, please do NOT come to our offices. We are still here for you and can offer virtual assistance in all matters. Stay home and get well!
- To make an appointment to come to the office, please call us (360) 679-4241.
- If your rent is paid via check, please utilize the rent drop box at the community center entrance. We highly encourage all residents to pay via RentPayment.com or automatic allotment if able.
- For up to date communications and to create a maintenance request, please register using the Hunt Resident App which can be found in the Apple or Android store.
- Move-ins, pre-inspections, and move-outs will be conducted with a Hunt representative and one other person only unless a virtual inspection is requested.
- Our offices will be limited to no more than 1-2 people in the office at a time. All others will be asked to wait outside or in his/her car to practice social distancing.
- Masks will be required to enter our offices. Please bring a mask along with you.
- The use of hand sanitizer will be required of all who enter our offices. We will have sanitizing stations on all office desks, we ask that you please use it.
- Multiple signs are posted throughout our offices reminding everyone to practice social distancing, wear a face mask, and preventative measures in stopping the spread of the virus e.g. washing hands, etc.

What to expect from our team

We are taking extra precautionary measures to keep our office areas clean and safe for everyone's safety!

- Sneeze guards have been installed at every desk as an extra layer of protection.
- Our team is required to wear masks while in office.
- The team is required to use hand sanitizer after every interaction.
- After every visit, contact areas will be wiped down before the next person will be allowed to enter the office.
- Strict cleaning measures have been implemented at the opening of the office, throughout the workday, and at the closing of our office.
- HMC employees have and will continue to receive the required training on all policies and procedures to ensure understanding and adherence to the policy and standards set forth.

MAINTENANCE SERVICES

Maintenance will continue to respond to ALL work order requests at this time. We will continue to screen prior to performing work in your home. Also, we are now requiring some additional precautions of our residents before we enter into a resident's home.

- We will be asking questions to identify any potential risk of exposure to COVID-19 to ensure the most appropriate response. Please note our policy instructs all employees and 3rd party providers to stay home if they are ill, showing signs/symptoms, or have been exposed to COVID -19.
- In order for us to perform repairs in the home, we will require residents to take the following action to ensure our employees can perform work in a safe manner. As a resident, you will have three options when a work order is performed inside their home:
 1. Do not be inside the home while work is being performed.
 2. Be located in a separate area of the home, with no engagement with our team member.
 3. Only 1 member of the family is allowed contact with our team member, and if this occurs a mask must be worn along with maintaining appropriate social distancing.

While we understand this action will be disappointing to some, your health and safety, our employees' health and safety, as well as that of our military, civilian personnel, family members, and the base community is our top priority.

What to expect from our Maintenance Team

Our technicians will continue to take extra precautionary measures to keep their vehicles and work areas clean and safe for all our safety!

- Technicians are required to sanitize their hands before entering the home at every visit.
- Technicians will utilize appropriate Personal Protective Equipment (PPE) to include face coverings, shoe coverings, eye protection, and gloves.
- We ask that anyone in the home maintain a 6-foot social distance. One adult is permitted in the work area, maintaining a 6-foot distance during the repair process. If present in the work order, we would further require a mask/face covering be worn. Please have all other family members and pets located in another area of the home.
- The technician will wipe down/sanitize all possible work surfaces and touchpoints before and after the work is completed.
- Technicians are required to wipe down the interior of their vehicle and any touched surface after every home visit and at the beginning and end of their work shift.

AMENITIES

Our outdoor amenities are open and residents are encouraged to practice social distancing and COVID-19 safety precautions. Our Community Center amenities remain CLOSED at this time. Please know that our intent is to solely limit the exposure to COVID while still allowing some amenities to open for you and your families' enjoyment. We are taking great care to evaluate which amenities can be reopened or remain open with the safety of all in mind. Should there be changes, we will communicate this to you and your family.

UPCOMING IN JANUARY

Check out what's happening this month!

Jan 1 | New Year's Day - Office CLOSED

Jan 8 | New Year Goody Bag

Stop by your local Community Center and pick-up a FREE New Year Goody Bag. While supplies last!

Jan 11-15 | 5 Days of New Year FUN!

Join us on Facebook for 5 Days of New Year FUN activities! Prizes for each day and winner chosen randomly!

Jan 18 | Martin Luther King Jr. Day

Jan 26 | CAB Meeting

Jan 28 | Java Tumbler Pick-Up

Stop by your local Community Center and pick-up a FREE Java Tumbler. While supplies last!

ENVIRONMENTAL EFFORTS IN HOUSING

By Jon Hill, Environmental Protection Specialist
Naval Facilities Engineering Command

NASWI Public Works has an Environmental Division with program and support staff, but they require assistance to catch all environmental risks on both Ault Field and Seaplane Base. This applies to Housing as well.

"By following the processes, we ensure a safe working and living environment," says Louise Aldana, Maintenance Manager for Family Housing. She has also been an Activity Environmental Coordinator for the maintenance program for five years.

Aldana's mission is to provide a safe working environment for her team, as well as a safe living environment for the residents. She does this by following the environmental instructions set by the Navy and NASWI, requiring her to safely maintain and manage hazardous material and hazardous waste.

"Our residents do a great job overall. Recycling participation is good, and many of our residents focus on energy conservation. We have had good participation in our recent LED bulb upgrade program," says Aldana, referring to the program run jointly with PSE to help reduce energy consumption throughout the community.

Such sustainability practices are encouraged for all residents, whether on or off the base. Recycling, for example, not only saves money, but also conserves land space, energy, and raw material usage, creating multiple benefits for humanity and the environment.

Another environmental risk to the Housing community as a whole is stormwater pollution. Stormwater pollution is defined as the concept that, whenever it rains, the rain picks up whatever tiny pollutants are on the concrete and asphalt and carries it into the waterways. These pollutants could be anything from trash, metals, or petroleum or chemical products.

"One thing many residents are not aware of is that vehicles should not be washed on property," says Aldana. "Vehicles should be cleaned at a car wash facility that is equipped for the proper draining and filtering of materials. This helps keep pollutants and oils out of the storm drains, keeping the Puget Sound waters clean."

In February 2021, the base will implement a stormwater permit from the EPA specifically for municipal and housing areas. This permit will require actions such as picking up all dog waste, and never washing vehicles in driveways. These requirements will be enforced by AECs and Base Environmental.

"What we do now impact generations for years to come," says Aldana. "I always keep that in mind."

Meet Ryan Neal

Activity Environmental Coordinator

Ryan shows the hazardous waste collection in the Maintenance Warehouse.



MAINTENANCE CORNER WINTER HOME SAFETY TIPS

- ✓ **Filters** - Please ensure that your air filters are replaced regularly (every 3 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 your thermostats to ensure they are working properly. Replace batteries if necessary. **Always keep your heat ON. Reduce temperature to 65 degrees IF traveling and leaving the home.** Contact your local neighborhood management office if you plan to be away from your home.
- ✓ **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.
- ✓ **Fireplace** - Please ensure your fireplace has been cleaned and thoroughly inspected before use. Maintain proper safety precautions when fireplace is in use. Never leave a fire unattended and always ensure fire has been put out completely.

We're Here for You!



Matt Bush
Community Director



Heather Carlon
Community Manager



James Mauck
Community Supervisor



Jan Jones
Community Manager



Louise Aldana
Maintenance Manager



Heather Eaton
Maintenance Manager



Nathan Kline
Maintenance Manager

Contact Information
Neighborhood Management and
Maintenance Offices open:
Monday - Friday 8:00-5:00pm
Closed Saturday & Sunday

Office Phone: 360-679-4241
Available for Emergencies 24/7:
866-616-3267

Victory Terrace - 2205 Egret Drive
Crescent Harbor - 1930 Magnolia Way
Maylor Point - 1093 Mt. Stewart Loop
Maintenance Shop - 2372 Robin Street

Facebook: www.facebook.com/whidbeyislandfamilyhousing
Website: whidbeyislandfamilyhousing.com



Tenant Satisfaction Survey is Happening Now



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

Survey has been sent via email to the address on file.

This year's survey is
managed by the Navy.

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

Winterize YOUR HOME

The cold weather is upon us & frozen pipes could be a possibility.

Here are **9 things you can do** when temps reach 32 degrees & lower to help prevent pipes from freezing in your home:

✔ **Disconnect Garden Hoses**

In November, disconnect your garden hose from the outside hose bib and store until Spring. If they are not disconnected, you will risk the water freezing and pipes bursting in your home.

✔ **NEVER Turn Your Heat Off Under Any Circumstance**

Set your thermostat no lower than 65 degrees. Even if you are planning on going out of town or leaving your home for more than 24 hours, it is imperative to leave the heat running to help prevent your pipes from freezing and bursting.

✔ **Let Your Faucets Drip**

Open your faucets in the kitchen and bathrooms to allow the cold water to drip. This allows for the water to have a constant flow and assists with preventing pipes from freezing.

✔ **Keep Your Garage Door Closed**

Keep your Garage Door completely closed when not in use during the Winter months.

✔ **Open Cabinets**

During extended periods of below freezing temperatures, keep kitchen and bathroom cabinets open so that the warm air can reach pipes along exterior walls that are often exposed to the most extreme temperatures.

✔ **When Leaving for Vacation**

Notify the leasing office if you're going on vacation for an extended length of time.

✔ **Leave Registers in Unused Rooms Open**

Any registers in unused spare rooms should be left open in order to keep the room warm and prevent interior water lines from freezing.

✔ **Do Not Warm Up Your Vehicle Inside Your Garage**

This can create high levels of carbon monoxide in your garage and your home.

✔ **Remove Heater Obstructions**

Make sure heat registers or baseboard heaters are not obstructed.

In the event you have frozen pipes or pipes that have burst, call in an Emergency Work Order immediately. As a reminder, never use your stove or oven to heat your home.

WINTER ENERGY CHAMPION CONTEST

CASH PRIZES FOR CONSERVING ENERGY IN
YOUR HOME EVERY MONTH DURING
NOVEMBER, DECEMBER, JANUARY, AND FEBRUARY



EACH MONTH:

- ❄️ Receive a raffle entry each month you reduce usage below the month average (for your Like Type Group)
- ❄️ Receive a raffle entry by decreasing electric or gas usage by **10%** over last year's usage

**ALL RESIDENTS IN THE NEIGHBORHOOD WITH THE
LOWEST TOTAL CONSUMPTION FROM NOV - FEB WILL
RECEIVE A RAFFLE ENTRY WITH THE FINAL RAFFLE IN MARCH.**

RESIDENTS OUT OF THE HOME DO NOT QUALIFY.
WINNERS MUST CONFIRM THEY WERE IN THE HOME BEFORE PRIZE IS AWARDED.

PRIZE AWARD DATES

November winners are awarded December 31st
December winners are awarded January 31st
January winners are awarded February 28th
February winners are awarded March 31st

**STAY TUNED
FOR MORE**



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:

360.679.4241 • NorthSoundRSO@huntcompanies.com