

FEB
2022

PACIFIC NORTHWEST INSIGHTS
NEWS & STORIES



HELPFUL SCHOLARSHIPS, & HAPPY HEARTS

OUR PRESIDENT'S MESSAGE



Dear HMC Residents,

As we head into February, I want to share with you an important opportunity for those looking to attend secondary schooling at a 2-year, 4-year, or technical school. Hunt Military Communities, in partnership with the Hunt Heroes Foundation, is once again excited to sponsor our fourth annual scholarship program. This year we will be awarding 18 scholarships totaling \$50,000. Those eligible include any active service member or their dependents. This is open to any branch of our armed forces and you do not need to be a Hunt Military Communities resident. All scholarship applications must be filled out online at: <https://learnmore.scholarsapply.org/huntheroess-scholarship>. The deadline to submit a nomination is February 22, 2022, at 3 pm CST, or until 50 applications are received, whichever comes first. Even if you do not have a need this year, we invite you to share this opportunity with someone who qualifies. This is one of many charitable endeavors Hunt Military Communities is actively pursuing. We have supported several of the top rated charities that serve our active duty & military veteran populations to include career transition, homes, education, and mental health. Our support for these organizations, Tunnels to Towers, Hire Heroes USA, Travis Manion Foundation, and our Hunt Heroes Foundation Scholarships are all part of our desire to go above and beyond providing housing and property management services to our nation's heroes and their families. Thank you very much for choosing to live with HMC, and we hope you have a wonderful month!

Best,

Brian Stann
President & CEO
Hunt Military Communities



CONGRATULATIONS!

Every operation at NASWI, from jet squadrons to the vet clinic, has a staff member who is dedicated to environmentalism. This assigned individual, known as an Activity Environmental Coordinator, helps the base comply with federal and state environmental laws, as well as initiate environmental sustainability and conservation initiatives.

Here in housing, the Activity Environmental Coordinator is Ms. Louise Aldana. On top of her normal duties as the maintenance warehouse manager, Louise helps Hunt maintain its hazardous waste storage, encourages recycling, and helps comply with municipal stormwater pollution laws.

Because of her actions, Housing has not received an environmental finding in the past two years. Louise also helped organize the planting of several oak tree saplings at the community centers!

Because of her actions, the NASWI Environmental Division and the NASWI Skipper are awarding Louise with the Skipper's Environmental Excellence award, an honor given to one out of hundreds of Activity Environmental Coordinators each quarter.

So, if you talk to Louise, be sure to congratulate her, and feel free to ask her about what you can do to prevent water pollution in the residential areas. Thank you for all you do, Louise!



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

JANUARY 2022

WHAT HAS HOUSING BEEN UP TO?

FUN STATS!

New Move-Ins Welcomed:

41

Work Orders Completed:

2,170

Satisfacts Surveys Received:

55

Average Move-In Score:



Average Work Order Score:



BRAGGING RIGHTS

"Bryan provided outstanding service. He has helped us before and he has provided consistent and efficient service. Thank you!"

"Thank you for responding to a very early morning issue with our heater fan. Hats off to the technician!"

"Best technician ever!! He went above and beyond! I could sing praise from the mountain tops! I am so thankful and happy with the work completed. He was so sweet and had the best manners!"

"I'm very pleased with the replacement light fixture and Vince was very easy to work with!"

LOOK WHO'S MOVING UP!



Barbara Ayers
Community Manager

2022

FEBRUARY

SUN	MON	TUE	WED	THU	FRI	SAT
Heart Month		01 Mardi Gras	02 Groundhog Day	03	04 USO Birthday Winter Olympics Starts Wear Red Day	05
06	07 Super Bowl	08	09 Pizza Day	10	11	12
13	14 Valentine's Day	15 Hunt Heroes Foundation Scholarship Program Applications Open	16	17	18	19
20 Winter Olympics End	21 Presidents' Day OFFICE CLOSED	22	23	24 Chili Day	25	26
27	28					





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



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



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



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 plane 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!





Hunt Heroes Foundation (HHF),

is now accepting applications for our HHF Scholarship Program!



\$50,000

Will be given out in scholarships to a minimum of **EIGHTEEN** Active Duty Personnel or one of their dependents!

YOU MUST APPLY ONLINE AT

learnmore.scholarsapply.org/huntheroesscholarship

DEADLINE TO SUBMIT A NOMINATION IS

3:00 pm Central Standard Time | February 22nd, 2022

or until 50 applications are received, whichever comes first.

For questions or more information please email huntheroesscholarship@scholarshipamerica.org



HuntMilitaryCommunities.com

