



BIG ANNOUNCEMENT

Hunt Military Communities is pleased to launch a new phone system to serve our residents better and manage the workflow of our team members. Our residents have reported challenges contacting their local offices, and our team members have noted a higher-than-normal call volume. Since customer service and continuous improvement are paramount to our company culture, finding a replacement for our phone system became a priority.

The new phone system allows the Hunt Military Communities site teams to manage all calls through Service Cloud Voice. This system ensures site teams can gather contact information if a call drops. If a team member is away from their desk, the caller will automatically be routed to another team member to avoid missed calls. The best part is that no phone numbers will change, so you don't have to do anything. Just make sure to keep our number saved in your phone!

HMC is working to strengthen the resident experience; the first step is making communication with you seamless. We appreciate you as a part of our community, and look forward to your feedback about the new phone system.

360-447-5800 

@WhidbeyIslandFamilyHousing 

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COMMUNITY ANNOUNCEMENTS

Annual Holiday Parade takes place on November 30th this year!

COMMUNITY IMPROVEMENTS

Vinyl Siding Project in Crescent Harbor and Maylor Infrastructure repairs continued throughout October.

Painting in Crescent Harbor has completed for the year.

MAINTENANCE CORNER

Friendly reminder that as residents visit family or take vacations for the holidays, make sure to keep the furnace on auto set to a minimum of 55 degrees. Keep all cabinets open that hold water pipes to ensure warm airflow.

IMPORTANT EVENTS

Beanie Making

Family craft event. Kids can make their own winter beanies! Accompanied by an adult, children can come to the Victory Terrace Community Center to pick out a beanie and decorate it with the patches of their choice. Our Leasing team will be there to help the families iron on their patches in the design they choose so they can walk out with their hats on the same day. November 9th from 3:30 PM - 5:00 PM.

Kindness Week

In honor of World Kindness Day on November 13th, residents can keep the kindness going all week. There will be kindness cards available for pickup at Victory Terrace, Crescent Harbor, and Maylor Point offices. Residents can pick up a kindness card and complete an act of kindness for their neighbor. Commenting on the Facebook post with their act of kindness enters them into a raffle. The winner gets a self-care basket so they can be kind to themselves!

November 13th – 17th. The winner is to be announced on Monday, November 20th.

Paint & Sip

Adults can join us for a paint and sip event at the Crescent Harbor Community Center. We will have snacks and refreshments. Please call the office to RSVP with your name and address by Monday, November 13th, limited to 30 people. We will provide all supplies.

November 17th, from 5:30 - 7:00 PM.

Holiday Housing Parade

Whidbey Island Family Housing joins MWR for the Annual Holiday Parade through Housing! Starts November 30th at 4:30 PM driving Maylor Point, then Victory Terrace, and ends on Crescent Harbor. Come outside to enjoy Santa, lights, music and candy.

CONTACT INFORMATION

Office Hours: 8 AM – 5 PM

Office Number: 360-447-5800

Email: NorthSoundRSO@HuntCompanies.com

Facebook: @WhidbeyIslandFamilyHousing

Website: WhidbeyIslandFamilyHousing.com



EMPLOYEE SPOTLIGHT

Chris Adams

Chris Adams is a Maintenance Director here at Whidbey Island Family Housing. He is a Denver Broncos fan. When not at work, Chris loves doing yardwork at home and spending time with family. When asked what he likes about his job Chris said, "As a Navy Veteran, I love that this role allows me to support my brothers and sisters in the Navy."

FUN STATS

New Move-Ins Welcomed: 43

Work Orders Completed: 750

SatisFacts Surveys Received: 57

Average Move-In Score: 4.51

Average Work Order Score: 4.83

BRAGGING RIGHTS GALORE!

This is From Last Month

"Gerry, as always, was very knowledgeable, fixed the dishwasher and very professional and polite. Thank you so much!"

"Excellent job from the office, especially Megan and Arlin who helped make the move easy."

"Terry was amazing as always. I really appreciate all the hard work everyone has done in our home since moving here."

"Jason did an awesome job! Very professional and made sure everything was corrected/inspected prior to leaving."

2023

NOVEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
			01 Rent is Due	02	03 Pet of the Month Starts Facebook	04
05 Daylight Saving Time Ends	06	07 Election Day	08	09 Pet of the Month Ends Facebook Beanie Making Victory Terrace Community Center 3:30 - 5 PM	10 Marine Corps Birthday	11 Veterans Day
12	13 Kindness Week Starts Facebook	14	15	16	17 Paint & Sip Crescent Harbor Community Center 5:30 - 7 PM Kindness Week Ends Facebook	18
19	20	21	22	23 Thanksgiving OFFICE CLOSED	24	25
26	27	28 #GivingTuesday	29	30 Holiday Housing Parade All Communities 4:30 - 7:30 PM		