

COMMUNITY DIRECTOR UPDATE

May 1, 2024



COMMUNITY NEWS & UPDATES

In April, our team completed training for a new Hunt initiative nicknamed "Project Light Year." This initiative is being rolled out across all HMC sites to improve our residents' maintenance work order experience. We are gathering more detailed information when we receive the work order, our Technicians have a new stock system in their vehicles and are now assigned to neighborhood zones. These steps allow us to access your work requests sooner, arrive better prepared with the parts on hand, and complete the work efficiently and effectively. We have already seen improvements in our response and completion times and look forward to providing continued service improvements to our residents.

Watch this space for more exciting news in the coming months as we continue to build on this successful program. 

MAINTENANCE

Fence repairs are ongoing in our Maylor Point community. The window project in Crescent Harbor III neighborhood has been completed in April!

Upcoming projects include:

Crescent Harbor II - Vinyl siding replacement project.

Maylor Point - Door painting on Crater and Mt Erie.

Maylor Point - Pot-holing in preparation for the water line repair/replacement project.

UPCOMING COMMUNITY EVENTS

Mother's Day Craft Event

Date:

5/10/24

Location:

Victory Terrace Center




Your kids can enjoy the day making a card and decorating a potted plant to give to Mom!

RSVP is required. Children must be accompanied by an adult.

Baking Day Online Event

Date:

5/13/24 - 5/19/24 

Location:

Facebook



It couldn't be easier, just share your favorite baked good recipe to our Facebook page for a chance to win! You could be the proud new owner of a fabulous baking set. Don't forget to like and follow while you're there!

UPCOMING COMMUNITY EVENTS

Kite Day Craft Event

Date:

5/22/24

Location:

Maylor Point



Bring your kids to make a craft & take a kite to enjoy on our windy Whidbey days! RSVP is required - call (360) 447-5800 to register. Children must be accompanied by an adult. Limit of 30 RSVP's.

Smile Day Grab and Go

Date:

5/31/24

Location:

Victory Terrace and Crescent Harbor Community Centers






In honor of National Smile Day, please stop by the Victory Terrace or Crescent Harbor Community Centers to pick up a balloon and a goodie bag. Don't forget to SMILE!

TRASH & RECYCLING SCHEDULE

NEIGHBORHOOD	MONDAY	TUESDAY	THURSDAY
Victory Terrace		Garbage Weekly	Recycle Biweekly, Compost Biweekly (alternate)
Whidbey Apartments		Garbage Weekly	Recycle Biweekly
Maylor Point	Garbage Weekly, Recycle Biweekly		Compost Biweekly
Crescent Harbor	Garbage Weekly, Recycle & Compost Biweekly		

Leasing Office Contact Information


-  (360) 447-5800
-  NorthSoundRSO@HuntCompanies.com
-  WhidbeyIslandFamilyHousing.com



If you have already contacted our local Management and Housing office team and are not satisfied with the outcome, or if you have words of praise to share, we encourage you to reach out to our senior management.

Community Director

Louise Aldana

 Louise.Aldana@HuntCompanies.com

Director of Operations

Logan Chapman

 Logan.Chapman@HuntCompanies.com

MAINTENANCE TIPS

Maintenance Self Help hours are 1:00 PM -5:00 PM every weekday. Residents can pick up furnace filters, battery operated mowers and weed-whackers. Come check out our new battery operated mowers!



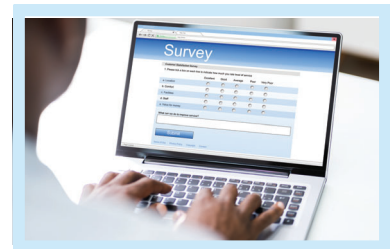
RESIDENT FEEDBACK SURVEYS

Thank you to all residents who completed their Satisfacts Surveys in April.

These scores are rated out of 5 and our scores from 03/15-04/15 are as follows:

Move In 4.58 Move Out 4.74 Work Order 4.84

Did you know you can win a \$50 gift card for completing the survey? We love to receive your feedback so please look out for surveys in your email box and take a few moments to let us know how we are doing.



MEET THE TEAM

Meet Kevin Magill. Kevin is one of our Maintenance Technicians and two things he loves most about his job are when residents want to understand how things work during a work order and he can explain the process to them. He also likes when he can put a smile on our residents' faces by complimenting their beautiful homes.



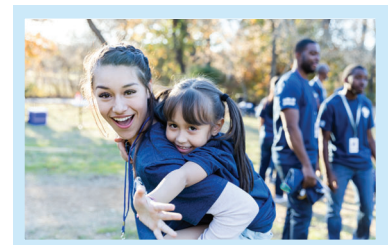
Please say Hi to Kevin when you see him!

UPCOMING LOCAL EVENTS

Event: Wings Over Whidbey Bird Festival

Date: 5/11/24

Location: Pacific Rim Institute



All ages community bird and nature festival with a variety of fun to include educational and informational presentations, live birds, three children's book readings and signings, plus more!

Event: Whidbey Ren Faire

Date: 5/25/24

Location: Whidbey Island Fairgrounds and Events Center



A Medieval Fantasy Festival happening May 25-26th! Explore the medieval marketplace, jousting tournaments, live performances, and interactive workshops and demonstrations.