

HUNT
MILITARY COMMUNITIES

**Is Going
"Pay" Perless!**

Hunt Resident App

Hunt Resident Portal

WIPS Walk In Payments

Now accepting the above payment methods only.

Jessica Huber
- Call Center

**employee
SPOTLIGHT**

Jessica has worked at FSHFH for 10 years. She enjoys her job because it gives her the opportunity to help. She understands Fort Sam is more than a duty station. It's where our service members and their families live. When asked what she enjoys most about her job she said "I appreciate that I can do my part and make sure our residents are able to focus on things that matter most".

When she's not working, she enjoys spending time with her family traveling, camping, hiking, or just trying new things. Jessica is a valuable member of the Fort Sam Houston HMC Team!

Our CEO's Message



Dear HMC Residents,

Happy New Year! Hoping this finds you well after the holidays, and ready for 2022. At Hunt Military Communities, this is a time for our teams to reflect on the past year and prepare for what I know will be exciting changes coming for our residents. In 2022, HMC will strive to meet and exceed the needs of our residents by focusing on several key areas. Our main area of concern is Resident Experience and the delivery of service by our team. Focus groups will be utilized at many communities so that we can better understand any perceived shortcomings and actively seek to improve our service to you. We are committed to the long-term health of our communities and by continuing to develop programs and services that benefit our residents, we hope to see our communities continue to flourish. Please stay tuned for updates on these, and other, programs.

Again, Happy New Year and best wishes for a happy, healthy, and successful year!

All the best,

Brian Stann
Hunt Military Communities
President & Chief Executive Officer



YOUR MANAGEMENT TEAM
Community Director: Shequita Sims
Maintenance Director: Brandon Taylor

COMMUNITY MANAGERS:
Bonnie Griffith, FSH Resident Center
Natasha Kapua, Harris Heights
Sara Rodriguez, Watkins Terrace

MAINTENANCE MANAGERS:
Clay Moden, FSH Resident Center
Brian Lozano, Harris Heights
Victor Maldonado, Watkins Terrace

COMMUNITY CONTACT INFO
FSH RESIDENT CENTER
2739 Dickman Rd 210-270-7638

HARRIS HEIGHTS
3751 Patch Rd...210-824-9587

WATKINS TERRACE
5840 Frazier Rd.....210-832-8104

Please call 210-225-5462 for all maintenance service requests

ITS SURVEY TIME!

The Annual Tenant Satisfaction Survey launches this month.

As a resident, you have a voice. The survey process is one way to share it. Fort Sam Houston Family Housing has received feedback through the tenant satisfaction survey process for several years. Your participation is vital to ensure we know how you feel about all the things we do right for you, and if we have any opportunity for Improvement. We CARE about you and your family and the quality of service we provide. Remind your neighbors how important it is to participate in Survey efforts. Surveys will be sent via email to the primary leaseholder. Surveys will be sent from Armyhousingurvey@celassociates.com, starting **January 11th**. If you do not see your survey in your inbox, please check your spam folder. Thank you in advance for your feedback. It is vital part of making a positive difference in quality of life for families who choose to live at JBSA-FSH. It is our privilege to be of service to you!



*OMB CONTROL NUMBER: 0704-553 OMB EXPIRATION DATE: 03/31/2022

Maintenance Service Requests



Service requests can be submitted 24 hours a day, 7 days a week by logging into www.fortsamhoustonfamilyhousing.com As a reminder emergency requests should not be submitted using the online option. For all maintenance emergencies, please call 210-225-5462

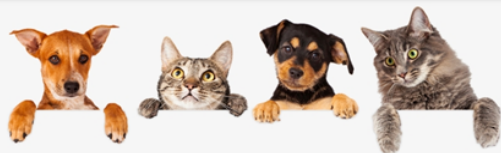
TRASH & RECYCLING

Tuesday and Friday

Trash and recycling is picked up twice a week. Trash should be placed curbside by 7am.

Place bulk items curbside for pick up on Fridays

Pets in Housing



As a reminder, pets should not be tethered, chained or loose in housing areas. Pets must be kept inside your home at all times, except when on a leash accompanied by an adult, or safely contained in a fenced backyard, provided with adequate water, food, shelter and protection from inclement weather. Pet waste must be picked up immediately in all private and common areas.

***Remember a pet registration and deposit is required for all new pets.** Residents who acquire a new pet must also complete a new pet addendum and register your new furry family member at the FSH Veterinary Clinic.

RESIDENT GUIDE REMINDERS:

RECREATIONAL VEHICLES: Storage of Boats, RV's, Trailers, and other recreational vehicles, is not permitted in the housing areas. Residents are asked to make arrangements for the storage of these items with Outdoor Recreation, or off post. Recreational vehicles can be parked at your home for 24 hours before and after use.

SMOKE DETECTORS: The proper functioning of smoke detectors is critical to your safety. So, we recommend you test yours monthly. Immediately notify us at 210-225-5462 if your smoke detector is chirping or malfunctioning.

GARBAGE DISPOSAL: Keeping the cover in the stopper position when not in use will prevent foreign material from accidentally dropping into your disposal unit. It is also important to have a sufficient flow of water to flush shredded waste through the drains, even after the disposal unit has been turned off. In order to minimize the need for maintenance, please do not put bones, bottle caps, glass, foil, string, paper, anything fibrous like celery, corn husks or artichokes down garbage disposal. Grease will also build up and cause clogging.

Weekly Mowing Schedule: The mowing schedule will be modified if a scheduled day falls on a Holiday or in the event of inclement weather. Residents will be notified via email of schedule changes. Weather related service delays may be rescheduled for the weekend.

| | |
|-----|---|
| MON | Gorgas, Hancock, Infantry, Artillery *Includes Wheaton & Artillery Open Fields |
| TUE | Wheaton, Graham, Dickman |
| WED | Patch/Chaffee, Marvin R Wood, & Staff Post |
| THU | Harris Heights *Includes Gorgas & Watkins Open Fields |
| FRI | Watkins Terrace *Includes Remaining Open Fields in Watkins |

WELCOME 2022

How we approach 2022 Resolutions is unique. Many people make a promise to change a bad habit, such as eating less junk food; while many others resolve to start an exercise program or set financial goals. Regardless of what your resolution will be, the goal is to make positive changes in the coming year. Have you thought about what you will resolve to change?

Friends and Family: Remember friends and family who live near and far away. Some of us get so busy with our daily lives that we forget to reach out to our friends or relatives living in other parts of the county. Social Media makes it more possible for us to see what they're up to; but a nice card in the mail or phone call may be just the thing to make someone else's year more special.

Evaluate Pandemic Lesson: Much has been said about the adjustments we made as the result of the ongoing health situation. Consider the things you may want to keep from changes made to cope with the pandemic. Also, consider how you can incorporate new traditions that you will want to repeat in subsequent years.

Health: Eat healthy by choosing more nutritious foods. That means cutting back on the quick meals that often are over processed and contain too much salt or sugar. Also, if you cannot check out the gym, try walking at least three days a week.

HAPPY NEW YEAR!

What kind of resolution will you be making this year? Share your on facebook@fortsamhoustonfamilyhousing.

2022 JANUARY

| SUN | MON | TUE | WED | THU | FRI | SAT |
|---|-------------------------------------|---|----------------------------|-----------------------------|-------------------------------|---|
| | | | | | | 01 New Year's Day Happy New Year! |
| | 03 New Year's Resolution Contest | 04 National Spaghetti Day | 05 | 06 | 07 | 08 |
| Your voice counts! Check your email for a survey from CEL and Associates. | | 10 CEL Survey Kicks off | 11 CEL Survey Kicks off | 12 CEL Survey Kicks off | 13 Pet of the Month Begins | 14 National Dress up Your Pet day |
| | 17 Martin Luther King Jr. Day | 18 CEL Survey Winners Announced | | 20 Pet of the Month Ends | 21 Yum! | 22 Hunt Heroes Foundation Scholarship Starts |
| | | MLK Day is a day of Service. Volunteer to help a local organization | | 26 Chocolate Cake Day | 27 Chocolate Cake Day | 28 What's your favorite Chocolate Cake Recipe? |
| 30 CEL Survey continues through 24 February!! | 31 | Tenant Satisfaction Prize details to be posted to Facebook and sent via email | | | | |

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