

NOV
2021

FORT SAM HOUSTON INSIGHTS
NEWS & STORIES

 **FT. SAM HOUSTON**
HUNT MILITARY COMMUNITY



Our CEO's Message



Dear HMC Residents,

November is a time for us to reflect on and give thanks for all we have been given. It is also a month that we pause to honor our many veterans who have served our great nation. As a veteran myself, I am all too familiar with family sacrifices and holidays separated from the ones you love. HMC wishes to recognize our veterans who unselfishly answer the call and serve our great nation in the name of duty, honor, and country. We could not be more grateful or proud of their many sacrifices and want to make sure we all pause to honor these heroes on November 11th. Wishing you all quality time with your family, good food, and hearts full of gratitude. Happy Thanksgiving and as always, we thank you for allowing us to serve you.



Brian Stann
CEO
Hunt Military Communities

Canned Food Drive *Lend a Hand, Give a Can.*

Support the San Antonio Food Bank Holiday Food Drive! Drop off canned food from now through November 12th for a chance to win. Cans can be dropped off at any of the three community resident centers. When you donate, don't forget to fill out an entry form to be entered into a drawing for a \$100 gift card. Two winners will be selected in each community.

FOOD DONATIONS



San Antonio FOOD BANK
SERVING SOUTHWEST TEXAS
Fighting Hunger...Feeding Hope

TWELVE MOST WANTED FOODS

PEANUT BUTTER	CEREAL	TUNA	POPTOP FOOD ITEMS
BEANS	RICE	MAC & CHEESE	FULL MEALS CAN/BOX
CHILI & SOUPS	CANNED LUNCH MEATS	PET FOOD	BABY FOOD & DIAPERS

THANKSGIVING *Holiday Hours*



Our Offices will be closed

Thanksgiving Day.

Normal hours will resume 26 Nov.

Have a Safe & Happy Thanksgiving

**Please call 210-225-5462
for all maintenance emergencies.**

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

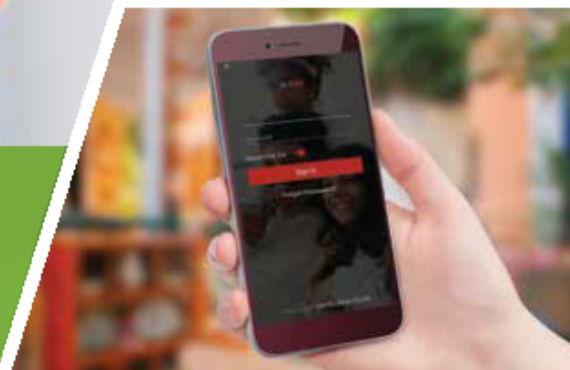
**Please call 210-225-5462 for all
maintenance service requests**



HuntMilitaryCommunities.com



Make the Switch **Today!**



We Are Switching From
the Lincoln Military App
to the **Hunt Resident App**

SWITCHING IS EASY

Download the **Hunt Resident App**  at:



Log in using your existing Lincoln Military App
username & password. That's it!

NEED TO REGISTER?

Download the **Hunt Resident App** 



Use your email address on file & registration code previously provided.
Encounter an issue? Contact your Management Office.

*Must know property name & zip code. Emergency messages do not require opt in.

Hunt Resident App Features & Services

Resident Services

- **Easy Online Payments** 
- Easily, Securely & Instantly Manage Your Account

Maintenance Requests

Submit Routine Maintenance Requests on the Go

- Create & Track Routine Maintenance Requests That Include Photo & Voice Memos
- See Work Order History at a Glance

Communications

Stay Up to Date on Community Happenings

- Check Out Upcoming Community Events & Announcements
- Opt-In to SMS Text
- Communicate With Your On-Site Team Via Your Mobile Device

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.

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

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

THANK YOU!

The unusually wet summer has caused some delays. Our new mowing company is working hard to get back on track. We appreciate your patience.

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.

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

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:

1. 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.

2. 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.

3. Let Your Faucets Drip

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

4. Keep Your Garage Door Closed

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

5. 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.

6. When Leaving for Vacation

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

7. 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.

8. Do Not Warm Up Your Vehicle Inside Your Garage

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

9. Remove Heater Obstructions

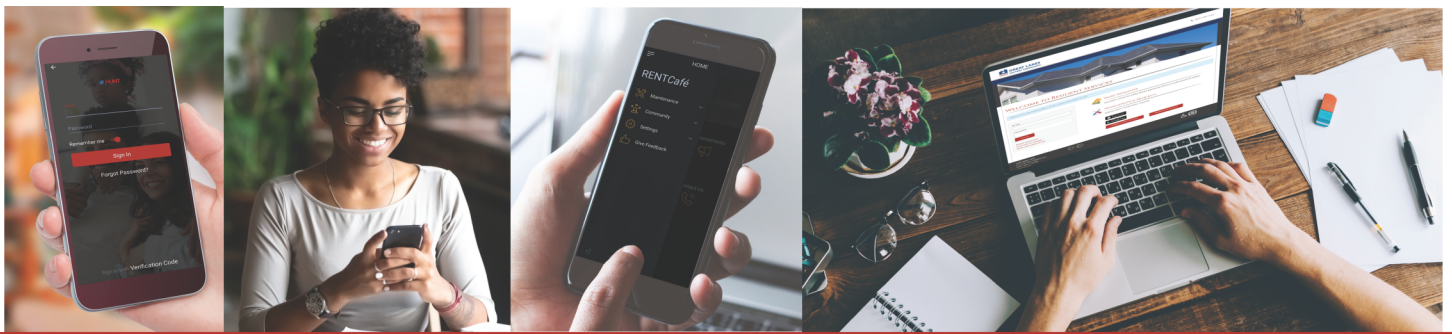
Make sure heat registers or baseboard heaters are not obstructed.

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.



HuntMilitaryCommunities.com





Routine Maintenance Requests through the 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. Examples Include:

- Air Filters
- Blind Repair
- Cabinet Repair
- Flags/Flag Poles/Flag Holder
- Flooring Repair
- Light Bulbs over 10ft
- Mailbox Repair
- Routine Pest Control Requests
- Toilet Seat Repairs

➤ For Urgent or Emergency Maintenance

Please call your Maintenance Service Request Line, 24 Hours a day to reach our team directly.

****DO NOT Submit These Requests Through the Online Portal or Mobile Application****






- 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 or Cooling Your Home
 - 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

Work Order Submission Process:

- Open your Hunt Resident application or log into the online portal to submit a Routine Maintenance Service Request
- Work Orders are time stamped and immediately logged in the property management software
- Residents receive email work order status notifications throughout the process of their request through to completion from cdr@yardi.com
- Resident receives automated online survey and phone call to ensure satisfaction from surveys@satisfacts.com upon work order completion

2021

NOVEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
<p>Taco 'bout Awesome! Our residents are the best. Drive up for FREE breakfast tacos Tuesday, 9 November</p>	<p>01 FSH Lend a Hand Give a Can (Canned Food Drive) STARTS</p>	<p>02 San Antonio FOOD BANK SERVING SOUTHWEST TEXAS</p>	<p>03</p>	<p>04</p>	<p>05</p>	<p>06</p>
<p>07 Daylight Saving Time Ends</p>	<p>08 Pet of the Month Starts</p>	<p>09 Taco-Bout Resident Appreciation Breakfast Taco Tuesday!</p>	<p>10  Thank You VETERANS</p>	<p>12 FSH Lend a Hand Give a Can (Canned Food Drive) ENDS</p>		<p>13</p>
<p>14 Pet of the Month Ends</p>	<p>15</p>	<p>16 </p>	<p>17</p>	<p>18</p>	<p>19 </p>	<p>20</p>
<p>21</p>	<p>22 Accepting Secret Santa Surprise Nominations Thru 6 December</p>	<p>24 </p>	<p>25 Thanksgiving Office Closed</p>	<p>27</p>		<p>28</p>
<p>28 First Night Of Hanukah</p>	<p>29 </p>	<p>30</p>	<p>Our Office will be closed 25 November in observance of Thanksgiving. Normal hours will resume on 26 November.</p>			

 **FT. SAM HOUSTON**
HUNT MILITARY COMMUNITIES

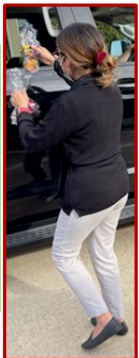
CONNECT WITH US!



@fortsamhoustonfamilyhousing



@fortsamhoustonfamilyhousing



It was great to see so many residents during last month's Drive Through Trick or Treat.



Thanks for stopping by!



Taco-'bout AWESOME...

Let us show you how much you are appreciated. Stop by your community Resident center for Free Breakfast Tacos.

Resident Appreciation Taco Tuesday!

Tuesday, 9 Nov
7:30 am

Choose from Bacon & Egg, Potato & Egg, Chorizo & Egg, or Bean & Cheese Breakfast Tacos, from Taco Cabana.

Tacos will be available on a first come first serve basis



RESIDENT CENTERS

FSH RESIDENT CENTER:
PHONE: 210-270-7638
2739 Dickman Rd

HARRIS HEIGHTS:
PHONE: 210-824-9587
3751 Patch Rd

WATKINS TERRACE:
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