



FSFH Porters, Leonard Martinez and Jacob Davila load food bank barrels on truck and prepare to deliver non perishables to the San Antonio Food Bank. Donations were collected last month during the Lend a Hand, Give a can, Canned Food Drive. Participants were also entered into a drawing for a chance to win one of six \$100 gift cards. Thanks to all who participated. Your donations help local SA families.

HOLIDAY HOURS

Our Offices will be closed on **Christmas Eve**, in observance of the Christmas Holiday. Normal Hours will resume Monday, 27 December.

Our Offices will also be closed **New Year's Eve**. Normal Hours will resume on 3 January 2022.

During Holiday Closures, please call 210-225-5462 for maintenance emergencies. For all other emergencies, dial 911.



Our CEO's Message



Dear Residents,

Our team has taken time to reflect on all that has occurred in 2021. Although this past year was still not back to normal, we did take time to step back and assess ways we can better serve

our residents. This past year we provided many programs to serve our families with children such as Hunt Little Heroes, Operation Homefront's Back to School Backpack Brigade, and our Patriot essay and video contest. We also conducted a food drive to help our military families and local community who may be addressing food insecurity concerns. These are just a few of the many programs, contests, and support services we were honored to provide our

residents. Most importantly, we listened to your feedback from the CEL and Satisfacts surveys and took time to address areas you expressed as needing additional attention. We have prioritized several areas of our company to improve our service delivery and operating processes to create a better resident experience for your families. I sincerely wish you and your family happiness, good health, and time together with the ones you love most during the holidays. Thank you for your service and sacrifice for our great nation.

We are grateful for you.

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

Secret Santa Surprise



Is there someone living close to you who has had a positive impact on you or your family this year? Perhaps you know of a family that is going through a tough time. Secret Santa Surprise is a way to thank your neighbor for supporting you. It is also a way for you to simply brighten someone's holiday.

One winner will be selected from each area as follows, **Harris Heights**; (includes Patch Chaffee and Marvin R Wood), **Fort Sam Houston Resident Center** (includes Wheaton, Graham, Dickman, Gorgas, Infantry Post, Staff Post, Hancock and Artillery Post), & **Watkins Terrace**.

Secret Santa Surprise:

- * Nominees must be current residents living in Fort Sam Houston Family Housing.
- * Nominations must be sent to ftsamfamilyhousing@huntcompanies.com. Make sure you include Secret Santa in the Subject Line.
- * Provide your name and address with a short description of why your nominee deserves a Secret Santa Surprise.
- * Include information that will assist FSH with the selection of the Secret Santa Surprise ie; children's toys, clothing sizes, etc.
- * Prizes will be purchased and delivered to the recipient by Fort Sam Houston Family Housing Team members
- * **Nomination deadline 6 December 2021**



Winners will receive their Santa Surprise on or before 17 December 2021

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



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



WIPS
walk in payment system

Please contact our office if you need assistance setting up online payments via the Hunt Resident App/Portal or WIPS.



HuntMilitaryCommunities.com



2021

DECEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
	Nominations for Secret Santa Surprise Due December 6th		01 	02 JBSA-FSH Tree Lighting Ceremony 6-8 pm	03	04 
05 Last Night Of Hanukah Secret Santa Deadline	06	07 Pearl Harbor Remembrance day	08 National Brownie Day! Stop by for Brownie Bites!	09	10 <i>it's the most wonderful time of the year</i>	11
12	13	14	15 National Cupcake Day	16	17	18
<i>Baby it's COLD outside</i>	20 First Day Of Winter 	21	22 	23	24 Christmas Eve Office Closed	25 Christmas Day <i>Merry Christmas & HAPPY NEW YEAR!</i>
			26 Offices Closed Christmas Eve & New Years Eve	27	28 New Year's Eve Enjoy Fireworks on the River walk	29
			30	31		

Resident Appreciation



Taco-'bout Tasty

Residents stopped by and enjoyed FREE Breakfast last month during Taco Tuesday. Tacos were purchased from Taco Cabana and available for pick up, along with a selection of drinks.

TACO TUESDAY



HOLIDAY SAFETY

The holiday season is a magical time, but seasonal decor, and celebrations can lead to accidents if you're not careful. Here are a few reminders to keep your family safe and healthy.

Christmas Trees: Your tree is a fire risk, even if it's artificial. Keep it at least three feet away from all heat sources including radiators, and heat vents. If you have a real tree, remember to keep it watered; the drier the tree, the higher the fire risk.

Holiday Lights: Scale back exterior light displays to avoid overloading outlets. If you're using old lights, check the wires to make sure there are no signs of fraying or cracking. Even if you've followed all of these precautions, you should still unplug all indoor lights when you leave the house.

Candles: December is the peak time of year for candle-related house fires. In order to minimize the risk for fire, keep lit candles at least 12 inches away from surrounding objects. And never leave lit candles in a room that's unattended.