



**May 2008 Kirtland Family Housing Monthly Newsletter**  
 1008 Golden Smoke Dr. Albuquerque, NM 87116 "[www.kirtlandfamilyhousing.com](http://www.kirtlandfamilyhousing.com)"

Phone: 232-2049, Fax: 255-0155:

**Emergency/After Hours Maintenance: 266-0079**  
**Office Hours: 8:00 AM to 6:00 PM Monday through Friday**

**Office Staff**

Paul Tourné  
Community  
Director

Veronica Huling  
Assistant Manager

Kristi Wagner  
Sr. Leasing Agent

Christine Coffield  
Accounting

**Maintenance Staff**

Rick Theroux  
Maint. Supervisor

Joyce Melton  
Maint. Coordinator

Debbie Melton  
Maint. Coordinator

Bill Ward  
Asst. Maint. Supv.

**Records Update**

Remember, if you re-enlist, change phone numbers, get promoted, etc. come by the office so we can change our records. It's important we have current information.

**THANKS**

From all of us at KFH. We all enjoy being here working with the Kirtland Team.

**BAH**

If you haven't done your allotment change, please come by our office as soon as possible. There aren't many, but those of you that haven't taken care of this really need to get it done.

**POOL OPENING**

The Community Pool is scheduled to open Memorial Day Weekend, Saturday, May 24<sup>th</sup>. Since many of our Residents will be gone that weekend, KFH will have a Grand Opening Cook Out the next weekend, Saturday May 31<sup>st</sup> to celebrate the opening. Details of the summer schedule, the pool rules and the cook out will be passed out to each residence later this month.

**MOVING OUT**

"PCS Season" is here. Starting now until the end of summer is our busiest time for move ins and move outs. There are lots of rumors floating around about what you should expect when you move out. One rumor is that anyone moving out automatically owes at least \$1,000.00. We did an analysis of all the move outs beginning January 1<sup>st</sup> through April 15<sup>th</sup> of this year. There were 121 move outs during this time and we'd like to share the results with you. This information is based solely on damage or cleaning charges, not rent or utilities.

First, let's look at how many were assessed for Damage & Cleaning and the dollar levels:

<u>No. of Move Outs</u>	<u>% of Move Outs:</u>	<u>AMOUNTS CHARGED:</u>
35	29%	NO charges assessed
25	21%	Less than \$ 100.00
19	16%	Less than \$ 200.00
13	11%	Less than \$ 300.00
6	5%	Less than \$ 400.00
4	3%	Less than \$ 500.00
12	9%	Less than \$1,000.00
7	6%	Over \$1,000.00

Let's summarize to this point: 50% of ALL move outs owed an amount between zero and \$100.00. 85% of ALL move outs owed a total of less than \$500.00. Of the remaining 15%: 9% owed between \$500.00 and \$1,000.00, and only 6% of all move outs owed over \$1,000.00. The average charge per move out was \$254.00.

Now let's examine how many were charged for particular types of Damage & Cleaning:

<u>No. of Move Outs</u>	<u>% of Move Outs:</u>	<u>CHARGES BY TYPE:</u>
35	29%	Cleaning
32	26%	Painting
45	37%	Carpet
46	38%	Blinds
57	22%	Trash Removal
24	20%	Keys/Garage Door Openers
57	47%	Repairs/Replacements
9	7%	Yard

Charges related to carpets were the highest dollar category, and almost all of these charges involved damage or cleaning costs due to pets.

We hope this calms some of the rumors. Nobody owes money "automatically", and the amount that will be owed is totally dependent on how well each Resident takes care of their home. If you have concerns or questions, we encourage you to call and discuss them with us.

# Kirtland Family Housing May 2008 Newsletter

## Kirtland Family Housing Board Of Representatives

### **\*\*Housing Representatives:\*\***

#### **Primary Contact for Representatives**

CMSgt. Crisler, 377<sup>th</sup> MSG

846-7711

#### **Village III:**

Capt. Kenneth Fetters, AFOTEC

232-2680

#### **Village IV:**

MSgt. Salvador Zamora, MDA

620-9735

#### **Village V:**

SSgt. Melanie Duplantis, SDTW

702-3265

#### **Village VI:**

SSgt. David Garner, 377MSG

890-7557

#### **Village VII:**

SRA Daniel Bergmann, 898MUNS

254-7766

#### **Pershing:**

SSgt. Jason Grabke, 58MXS

255-6941

Village Representatives meet with KFH on a monthly basis. If there are issues you'd like discussed, please inform your representative.

**The above information is For Official Use Only**

### **SPEEDING**

**HAVING A HARD TIME STOPPING THIS:** If you see someone speeding in housing, note the license number, type of vehicle, date, time and location. Call this information in to Security Forces. Base leadership assures me they will follow up on these type calls.

## **Issues Of Interest:**

### **RESIDENT ISSUES**

If you have a complaint or issue regarding housing, give us a call at the KFH Office or call your Village Representative. KFH and the Village Reps meet the first Friday of each month.

### **RESIDENT POOLS**

Only wading pools are allowed, less than 2 feet deep. They can't be left out over night or unattended except in fenced rear yards. **Children must be supervised when using these pools.**

### **SPRING CLEAN UP**

Take a look around your house. Nothing is supposed to be in front of, or on the side of, your house. Storage is allowed inside your residence, your garage and in your rear fenced area. Items stored on porches, in front of garages or on the side of houses need to be moved. BBQ grills need to be stored in your garage or rear yard (no cooking in garages). Clutter on the porch or yard needs to be corrected.

Time to get your fenced yards in shape for summer. Clean them up, get all the dead plants or weeds out of the way and get some grass seed down. We have grass seed available at the Self Help Store located in our Maintenance Building. We also have electric lawn mowers and weed eaters you can use free of charge to maintain your yard. Pershing Park Residents – Remember you need to water the lawn areas around your house.

### **CLEANER'S LIST**

We maintain a list of cleaning vendors at our office. We have no affiliation or relationship with them, but they have proven in the past that their performance meets the standards required by KFH. If you're interested, come by and pick up the list. You'll have to contact the vendor(s) and negotiate your own "deal", based on the condition of your house. ***If you are interested in providing cleaning services and want to be included on the list, come by our office and discuss it with us.***

### **" Maintenance Corner "**

The following listed items are considered to be after-hours emergencies. On-Call Maintenance: 266-0079. Carbon Monoxide Detector or Smoke Alarm Alarming, (Alarming is 3 quick beeps every 5 seconds, if the Detector is chirping once every 15 seconds it just needs the battery replaced; remove the battery and come to the office during normal working hours and we will gladly give you a replacement battery).

Gas Leaks that set off the Carbon Monoxide Detector.  
Flooding, no water or no Hot Water in the home at all.  
Heater not working at all.  
Oven and Burners not working at all.  
Sewage Back-ups of any type.  
Backed up toilet, if this is the only toilet in the entire home.  
Fire in the home of any type.  
Locked out of the house.

If you experience any of the above, please call the number shown above. If you have a maintenance problem that is not an emergency, call the Maintenance Office the next morning to initiate a work order.