



#### Office Staff

Paul Tourné  
Community  
Director

Veronica Huling  
Assistant Manager

Kristi Wagner  
Sr. Leasing Agent

Christine Coffield  
Accounting

#### Maintenance Staff

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.

## *August 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**

### **RESIDENT SURVEYS**

It's time for the annual Resident Surveys. Each year we distribute a questionnaire for residents to fill out and mail to a third party firm. This firm compiles the responses and sends us a summary. It's very important we get the feedback from you, our residents and customers. The questionnaire covers a wide range of topics and lets us know how you feel, what areas may be causing problems, etc. Your response is anonymous; the questionnaire you fill out is seen only by the third party firm and never comes to KFH, Hunt or the Base. In past years, approximately 20% or less of our residents participate in this program. This is about normal for this type of program, but we want to do better. A higher response rate improves the accuracy of the information obtained and gives us a clearer picture of what you think. **Please, take the time to fill out the form and the comment card.**

### **COMMON AREAS and YARDS**

We've had some questions regarding "yard" areas behind houses. Technically, if the area isn't fenced there isn't supposed to be anything placed there. If it isn't fenced, KFH is responsible to maintain it, i.e. mow the grass, keep it clean, etc. However, you've probably noticed playsets, trampolines and other items in these areas without fences. We realize the areas within the white fences are too small to accommodate these items and try to be a little flexible in this regard. BUT, if you have items that are not within a fenced area, it's your responsibility to ensure that area is maintained. You need to cut the grass and trim around them. Our landscapers won't mow under or immediately around these items. Also, if you have a dish and the cables aren't buried *as required*, the landscaper is not responsible if the cables are damaged. You need to review section 5, EXTERIOR, of the Community Rules & Regulations and your Satellite Addendum.

### **SCHOOL TIME AGAIN !**

We want to take this opportunity to remind everyone that school will be starting this month. Please drive carefully and watch for children. The speed limit in the school zone on Paint Brush is 15 miles per hour from 07:30 am (0730 hours) to 04:30 pm (1630 hours) whenever school is in session. Basically, Monday thru Friday. All other times (evenings, school holidays, weekends) the speed limit is 25 miles per hour. The new signage we're installing specifically says this. Also, you need to remember that vehicles must yield to pedestrians in crosswalks. It appears there won't be a crossing guard available, so be very attentive when approaching this area.

### **NEIGHBORHOOD TOWN CENTERS**

We're adding a couch, chair and coffee table in each of our Neighborhood Town Centers. These should be in place by the second week of August. We hope this will make these facilities a little more user friendly. We already have folding tables and chairs at each center. We encourage you to make use of these for parties, classes, crafts, etc.

### **COMMUNITY POOL**

Just a quick reminder that the pool will be closing on Labor Day Weekend. From our side, it's been a great summer with lots of our residents using the pool. It has been a trouble free season and we deeply appreciate your courtesies and cooperation.

***We have copies of the NUCLEUS at our office for your convenience.***

# Kirtland Family Housing August 2008 Newsletter

## Kirtland Family Housing Board Of Representatives

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

#### Primary Contact for Representatives

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

846-7711

#### **Village II**

Major Robert Davidson

846-3768

#### **Village III:**

Capt. Eric Tucker

846-5271

#### **Village IV:**

MSgt. Salvador Zamora, MDA

620-9735

#### **Village V:**

SSgt. Melanie Duplantis, SDTW

702-3265

#### **Village VI:**

SSgt. Kamuela Alesna, 377SFS

808-381-6653

#### **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**

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.

#### **KFH OFFICE BULLETIN BOARD**

We have a Bulletin Board in our office where you can post notices for something you have for sale, services you may provide, etc. Feel free to come in and check out what's there or talk to us about posting your own notice.

#### **PARKING**

Vehicles (cars, trucks, motorcycles) are only allowed on the street, the driveway or the garage. It is NEVER okay to park on ANY sidewalk, the grass or the rocks. If you live on a cul-de-sac, you can park on the curb in front of the houses. DO NOT park on the inner curb as this will restrict emergency vehicle access. Also, it is a violation of both base and KFH regulations to park facing against traffic, i.e. on the wrong side of the street. Please be considerate of your neighbors and don't park in front of their house.

**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.