

**OCTOBER 2009**

# Kirtland Family Housing Newsletter

1008 Golden Smoke Drive · Albuquerque, NM 87116  
Leasing Office Phone 505.232.2049  
Maintenance Phone 505.266.0079  
Fax 505.255.0155

## Office Staff

- Paul Tourné,  
Community Director
- Veronica Huling,  
Assistant  
Community Director
- Christine Coffield,  
Accounting
- Elizabeth Jarvis,  
Receptionist

## Leasing Staff

- D'Layne Esquivel,  
Leasing Agent
- Kara Reynolds,  
Leasing Agent

## Maintenance Staff

- Wade Little,  
Supervisor
- Bill Ward,  
Assistant  
Supervisor
- Joyce Melton,  
Coordinator
- Debbie Melton,  
Coordinator

### LEASING OFFICE HOURS

Mon, Tue, Thur & Fri  
8:00 a.m. to 6:00 p.m.  
Wednesday  
9:30 a.m. to 6:00 p.m.  
Saturday  
9:00 a.m. to 1:00 p.m.

### MAINTENANCE HOURS

Monday – Friday  
7:30 a.m. to 4:30 p.m.

## **Breakfast on the Go!!!**

On Wednesday October 14<sup>th</sup>,  
KFH will be on Silverberry Circle  
giving out a FREE quick  
breakfast on the go. Drive by  
and grab a quick bite on your  
way to work. We will be in  
Village 7 from 7 a.m. to 8 a.m.  
Make sure to keep an eye out  
for us, we may be in your  
village next!

## **Fitness Center After Hours**

The installation of the fitness center keypad  
has been completed. The keypad will now  
allow residents to access and use the fitness  
center during the hours of 5:00 a.m. to 11:00  
p.m. Individual code numbers will be issued to  
each household that completes an "Access  
Code Agreement". Anyone interested can stop  
by the leasing office to start the paperwork.

## **Utility Refunds**

All utility reconciliations will begin the middle of October and will be completed by the end of November. If you are receiving a refund, checks will start being issued the beginning of December and will be mailed directly to each resident from our Corporate office. If you have a balance due, letters for your balance will be mailed in December.

## **Halloween/Fall Festival**

Kirtland Family Housing will be hosting a  
Halloween/Fall Festival at the KFH Town  
Center on Wednesday October 28<sup>th</sup>, 6pm –  
8pm.

Come join us for some Fun! Details for the  
event soon to follow.....

## **Have an issue or concern with your ISTA utility bill?**

Please contact ISTA at 1-800-569-3014.  
They will be more than happy to walk you  
through your bill. The KFH office is no  
longer able to adjust utility billings from ISTA.  
All inquiries and changes will need to be  
done through ISTA directly.

## **REFER A FRIEND.... GET \$200.00**

If you refer a friend to Kirtland Family Housing in October and they sign a lease you will get \$200.00 to show our appreciation. Come into our office and get further information on this great deal.

## Kirtland Family Housing

### Self Help

The Self-Help store is located at the Maintenance Office. Items available include snow shovels, ice melt, grass seed, electric lawn mowers, weed eaters, air filters, etc.

### Records Update

Remember, if you re-enlist, pick up rank, 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.

### Upcoming Events can be viewed online!

See us at:

[www.kirtlandfamilyhousing.com](http://www.kirtlandfamilyhousing.com)

## Trash or Recycle Bin Missing?

All Requests for a new trash and recycle bin will need to be done with Waste Management Directly. The first replacement bin is Free, after that there will be a \$75.00 Replacement Fee. You can reach Waste Management at 1-866-260-4532.

## After Hours Emergencies

The following listed items are considered to be after-hours emergencies:

- Sewage Back-Ups of Any Type
- Gas Leaks that set-off the Carbon Monoxide Detector
- Flooding
- No Cold or Hot Water to Entire House
- Toilet Stoppage – If Only Toilet in House
- Large Water Leak
- No Heat
- Range – All Burners or Oven Inoperative
- Carbon Monoxide Detector Inoperative or Beeping
- Smoke Detector Inoperative or Beeping
- No Power to Entire House
- No Power to Appliances or Furnace
- Plumbing Leaking into Rooms
- Inoperative Door – Cannot Secure House
- Glass Breakage – Security Problem or Hazard
- Leaking Walls, Roofs, Ceilings
- Fire in the House of Any Type

If you experience any of the above emergencies, please contact the On-Call Maintenance at 505.260.7264. If you have a maintenance problem that is not an emergency, call the Maintenance Office the next business day to initiate a work order.

### School Zone:

KFH has placed yellow flashing lights on the school zone speed limit signs. Please observe the **15 Mph** in all school zone areas.

## Kirtland Family Housing Tenant Representatives

### Primary Contact for Representatives

CMSgt. Crisler, 377<sup>th</sup> MSG  
846-7711

### Village I

MAJ John Shannon  
266-6201

### Village III

Cpt Thompson, 550 SOS

### Village IV

MSgt. Salvador Zamora, 377 SFS  
620-9735

### Village V

TSgt. Melanie Duplantis, 58MOS  
702-3265

### Village VI

SSgt. Kamuela Alesna, 377 SFS  
808-381-6653

### Village VII

SRA Daniel Bergmann, 898 MUNS  
254-7766

### Pershing

SSgt. Raymond Castro, 377 SFS  
302-632-4907

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**

## Storm Doors

Effective October 1, 2009 all storm doors on the property will have to be approved by the KFH office. Violation notices will be issued for anyone who is not in compliance with the new storm door policy. Please come into the housing office to get your storm door addendum.