

DECEMBER 2009

# Kirtland Family Housing Newsletter

1012 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
- Nikki 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.

## Holiday Office Hours

Your KFH Leasing and Maintenance  
Offices will be closed from  
Thursday, December 24 through  
Sunday, December 27  
to observe the Christmas Holiday and  
Friday, January 1 through  
Sunday, January 3  
to observe the New Year Holiday.

## Christmas with Santa

Come join KFH in celebrating the  
Christmas Holiday this year. On  
December 18 from 6:00 p.m. – 8:00 p.m.  
we will be serving complimentary hot  
cocoa, coffee and yummy goodies at the  
Main Town Center. Kids..... Come tell  
Santa what you want for Christmas this  
year and get a free photo with Santa.  
All residents are welcome so we hope to  
see everyone there.

## HAPPY HOLIDAYS



## Christmas Decoration Contest

Once again Kirtland Family Housing will  
be looking for the most creative and well-lit  
homes in our community. The contest  
judging will be done on December 16<sup>th</sup>  
and 17<sup>th</sup>. The winner will be contacted on  
December 18 to claim their prize.

There will be 3 prizes awarded:

- 1<sup>st</sup> Place -- \$300.00
- 2<sup>nd</sup> Place -- \$200.00
- 3<sup>rd</sup> Place -- \$100.00

The Contest Rules Include:

- No nails, screws, etc. to anchor  
your decorations.
- Ensure all electrical cords are  
rated for exterior use and not  
frayed, and please don't overload  
the circuits.
- **NO ONE IS ALLOWED ON  
ROOFS!!!** Any and all decorating  
must be done from the ground or  
ladder.
- If your home has any decorations  
or lights above the 1<sup>st</sup> eave or roof  
line of your home, you will be  
automatically disqualified from the  
contest and asked to remove the  
lights or decorations immediately.
- All decorations must be up by  
December 15 for Judging.

## Utility Refunds

All utility reconciliations have been  
completed. Refund checks will begin  
being mailed on Wednesday,  
December 2nd from our Corporate  
Office. If you have a balance due for  
utility usage, letters for your balance  
will start going out in mid-December.

## Kirtland Family Housing

Snow shovels and ice melt will be available from the Self-Help Store in our Maintenance office on a first come, first serve basis.

### 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)

## Winter Tips

- Disconnect all hoses from exterior faucets to avoid freezing and possibly leaking into the house.
- Leave an inside faucet dripping at night when temperatures get below freezing.
- To ensure maximum efficiency to your furnace, make sure the return air vent is clean and not obstructed.

## 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.

## Snow Removal

Removal of all snow and/or ice on the driveways, sidewalks and steps in front of Premises is solely the Resident's responsibility. KFH is responsible for the upkeep in the common areas throughout the community and streets.

## Kirtland Family Housing Tenant Representatives

### Primary Contact for Representatives

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

### Village II

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**

## Garbage Cans

Due to the upcoming holidays and the likeliness of family visiting, be aware that there will be limited street parking. Please keep garbage and recycle carts in the area specifically designed for their placement and out of the public view. They may be placed curbside for service no earlier than the evening prior to pick up. Carts are to be removed from the curb within 24 hours of service. Carts should be placed curbside in front of your home, four feet away from one another or any object. Carts are to be against the curb, NOT IN THE ROADWAY. Do not overfill carts. Cart lids should be closed for service. If a cart is overfilled or excess garbage is left on the ground next to a cart, Waste Management will not service the cart. Waste and recycling will not be picked up on Christmas Day and New Year's Day. If your service falls on these holidays, you will be serviced the following day.