

**JANUARY 2010**

# 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 5:30 p.m.  
Wednesday  
9:30 a.m. to 5:30 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 January 20th, KFH will be in Village 3 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 3 from 7 a.m. to 8 a.m. Make sure to keep an eye out for us, we may be in your Village next!

## Town Hall Meeting

KFH will be holding a Town Hall meeting on February 24<sup>th</sup> at 6:30pm in room 120 of the consolidated support building (Building 20245). Consolidated support is where Finance, Pass & Registration and the Housing Management Office are located. All residents are invited. Topics for discussion will be anything you, as residents, desire. In order to ensure we have adequate space, we ask anyone who will attend this meeting to send an email to [Kirtland@huntcompanies.com](mailto:Kirtland@huntcompanies.com) Letting us know you will be there, and if anyone is attending with you.

## Roommates

We continue to receive reports that some homes have roommates, other than the family on the lease, living with them. If you have anyone living with you that are not on the lease, they need to leave. This is considered a major lease violation and could result in termination. We've delayed following up on this after the holidays but will be doing so in the near future.

## BAH RATES

The 2010 rates have been published and will go into effect January 1<sup>st</sup>. In past years, it was necessary for everyone to come into our office, fill out new paperwork and submit this to Finance to make the required change. Under the new system, MAC, this is no longer necessary, with changes occurring automatically through DFAS. The exceptions to this will be Marine and Coast Guard. Our Marine and Coast Guard residents will need to contact their Finance Office and ensure the change is done. This is a major improvement over previous years and eliminates the inconvenience to our residents

Captain Michael Thompson, the Village 3 Representative, would like everyone to know that he has set up an email address specifically for his village "constituents" to contact him. Please send an email to this address to inform his issues or concerns you would like to have discussed at our monthly meetings. The Email address is  
[KFHVillage3Rep@gmail.com](mailto:KFHVillage3Rep@gmail.com).

## Kirtland Family Housing

### PETS

We have received several calls about pets out in the cold. Please take care of your pets!!! If you feel a pet is being mistreated, call the Law Enforcement Desk to report it.

### 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)

## Utility Allowances

Every year, no later than December 1<sup>st</sup>, KFH must submit recommendations for the next year's utility allowances (UA's) to KAFB for review and approval. The UA's are calculated using each floor plan's average usage from the proceeding twelve months, and multiplying that by the estimated rate(s) for each type of utility for the upcoming year. The estimated rates are provided to KFH by KAFB. The 2010 UA schedule has been approved and will become affective Jan 1, 2010. The UA for electricity increased, while the UA for gas decreased. As most of you are aware, electricity costs increased in Jan of 2009, and will remain at these higher levels. However, gas prices have decreased over this same period and are projected to remain at these lower levels throughout the coming year. Overall, the combined UA's (electricity and gas) have decreased for all floor plans.

## 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.

## 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.

## 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**

## Christmas Trees

If you have a tree to dispose of, feel free to bring it to the Maintenance office dumpsters. KFH will not pick up trees left on the curb, but you are welcome to use our dumpsters.

## Bulk Trash Pick-Up

The intention of this service is to assist in move-ins and move-outs. In the future, they are the only pick-ups that will be done. Also, items that we don't pick up include appliances, furniture, fences, computers and monitors, hazardous materials and items that are contaminated with such materials. Any item that might have been POL product contamination should not be included in bulk pick-up items.