

# KFH

## Office Staff

Paul Tourné  
Community  
Director

Veronica Huling  
Assistant Manager

Rick Theroux  
Assistant Manager

Kristi Wagner  
Sr. Leasing Agent

Christine Coffield  
Accounting

R.J. Sarracino  
Customer Service

## 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.

**HAVE A SAFE & HAPPY HOLIDAY SEASON!!!**

# December 2007 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**

## PLEASE NOTE !!!!!

*The Newsletter is normally not distributed to each home. We're doing it this month to make sure everyone gets the word that it is available each month on the KFH website. We won't hand them out again, but if you want a hard copy, come by the office.*

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



## HEY, FOR THE KIDS !!!

Bring Mom & Dad and let's have some fun! Join us December 19<sup>th</sup>, from 6pm to 8pm at our Main Town Center to help decorate Christmas stockings! SANTA WILL BE THERE TOO!! Come let him know what you really want for Christmas this year! Also, get a FREE PHOTO with Santa for Mom & Dad. We'll have hot cocoa and cookies for you to enjoy.

## CHRISTMAS DECORATIONS

We encourage residents to decorate their homes and enjoy the elaborate displays of lights and creativity. KFH will be awarding 3 prizes this year for best decorations. The winners, with photos, will be displayed on our office bulleting board on Dec 19<sup>th</sup>. Since many homes are already decorated, THE RACE IS ON! A FEW WORDS OF CAUTION.....no nails, screw, etc. can be used. Ensure all electrical cords are rated for exterior use and not frayed, and don't overload circuits. ALSO, **NO ONE IS ALLOWED ON ROOFS!** Any and all decorating must be done from the ground or a ladder.

## UTILITY RECONCILIATION

The reconciliation is complete and refund checks are be mailed to residents this year. By the time you're reading this many of you have probably already received your refund. If you notice a small difference in your refund and what appears on the monthly statement, it's because of a procedural error at the time some accounts were first set up. We have worked with ISTA during the reconciliation and verified the amounts refunded are correct. Of all our residents, only 65 have a balance owing. If you have an outstanding balance you will be contacted individually to clear the account. If you have any questions after receiving a refund, please call our office. 232-2049

## 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 your 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.**

## QUIET HOURS

Monday thru Thursday 10PM-6AM  
Friday thru Sunday 11PM-6AM

During quiet hours, there should be NO NOISE discernable outside your house. At other times, if you're TV, stereo or party can be heard more than 10 feet away, it's too loud. This applies to vehicles also. If you're car stereo can be heard by residents in their house, it's too loud

## TRASH & RECYCLE CONTAINERS

**Continues** to be a problem. **Please**, put your container(s) out the night before pick up and put them away when it's done. You **CANNOT** leave them in the street, in the front yard, etc.

## PETS

At this time of year, people are often asked to babysit pets. Sorry, if it's not yours it can't be at your house.

## VEHICLES

*Please "read and heed". We put this in almost every newsletter because we keep noting violations.*

Vehicles can only be on streets, drives or in garages. They can't be driven or parked on sidewalks, yard areas (grass or rock) or common areas. These are vehicles of ANY type - cars, trucks, trailers, motorcycles, motorscooters, ATVs, etc. It's not allowed to take your off road vehicle "off roading" anywhere in housing. Trailers can be parked in housing for NO MORE THAN 24 hours during the week. On weekends it's from Friday afternoon to Monday morning. This applies to ALL trailers.

Other than changing tires, changing a battery, replacing wipers or something similar in nature, working on vehicles on the street, in your drive or in your garage isn't allowed. If the work will take more than 15 to 30 minutes, you have to raise your hood or jack your car up to do the work (other than the tire change) you're probably violating your lease. NOTHING involving changing POL products (oil, grease, anti-freeze, power steering fluid, brake fluid, etc.) can be performed in housing. If your vehicle leaks, get it fixed as quickly as possible. Leaking POL products are prohibited by KFH rules and KAFB regulations.

## Kirtland Family Housing

### 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. Kyshia Newsome, AFRL  
453-5724

#### **Village V:**

SSgt. Melanie Duplantis, SDTW  
353-2653

#### **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**

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:**

#### **FENCES**

If you have a fence, it must conform to the guidelines stated in the KFH Fence Addendum. We've noticed some unauthorized fences going in that do not conform and these will have to be removed. If you need a copy of the guidelines, contact our office.

#### **WINTER TIPS**

Disconnect all hoses from exterior faucets. This will prevent the faucet from freezing and leaking into the house.

Leave a faucet dripping at night when temperatures get below freezing.

To ensure maximum efficiency of your furnace, make sure the return air grill is clean and not obstructed.

DECORATIONS: Wal-Mart, Home Depot and Walgreen's all offer a variety of clips to mount lights without damaging your home. No nails, screws, etc. can be used. Also, be careful not to overload circuits or use extension cords that are frayed or not rated for exterior use.

#### **SIGNS ON BUILDINGS**

We are seeing more and more signs installed on the outside of homes. The problem is that in order to do this you have to "make holes" in the exterior, which you're not supposed to do. So....please, don't install anything on the exterior.

#### **ROOMMATES**

We've gotten reports and seen indications that some homes have roommates, people other than the family on the lease, living with them. If you have anyone living with you that isn't on the lease, they need to leave. This is considered a major lease violation and could result in termination.

#### **" 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.