

MAR
2020

KIRTLAND INSIGHTS NEWS & STORIES



Best of luck to all of our residents!

Our President's Message



Over the past couple of years, we have been working on developing systems, protocols and customer service standards which we call our 5-Star Service. We aim to provide more than just housing. We are entrusted to create quality communities that meet the needs of our residents and we take that responsibility very seriously. Recently, we completed a year-long effort to define what 5-Star Service means to us and how we measure ourselves against that standard. So I wanted to share with you what 5-Star Service means to us.

1. **APPEALING HOMES** – At HMC, we are committed to providing the highest-quality housing for our military families. We work to ensure our homes foster the well-being of military families. Worry-free living is the standard we endeavor to achieve.
2. **THRIVING COMMUNITIES** – At the heart of every community are the people who live there. HMC is committed to being a supportive and thoughtful resource and provides ongoing activities that create a true sense of belonging.
3. **SERVICE SATISFACTION** – HMC strives for 100% satisfaction in all that we do. We are accountable for understanding the challenges our residents face and delivering exceptional service.
4. **COMMITTED EMPLOYEES** – We are committed to hiring talented and enthusiastic individuals to be part of the HMC team. We recruit people who want to work as part of a strong, unified team and be a part of something bigger than themselves. HMC employees are characterized by their integrity, kindness, selflessness, and are committed to doing the right thing.
5. **RESPONSIBLE STEWARDS** – As a partner with the Department of Defense, we are aligned in our role as long-term stewards of the communities we operate. HMC maintains welcoming communities for our residents and their families, and we are committed to the sustainment of these communities for today and into the future.

These are high aspirations and we will continue to work towards reaching them. We welcome your feedback in helping us to do so. As always, please reach out to your community director. If you have already contacted our local Management and Housing office team and are not satisfied with the outcome, or if you have words of praise to share, we encourage you to reach out to our senior management via: The Hunt Promise Helpline: (855) 333-2835.

Best,

John Ehle
President
Hunt Military Communities

Valentine's Day Love for the troops!



Ax Throwing Fun!



1012 Golden Smoke Dr. SE, ABQ, NM 87116

Phone: 505.232.2049 • Fax: 505.255.0155

Facebook: Kirtland Family Housing

SAVE THE DATES

March 6th

Maxwell Place Bingo Night @ 6pm

March 17th

St. Patrick's Day Party @ 4pm at the Community Center

March 23rd

National Chip and Dip Day! Stop by the leasing office to enter a special drawing!

MARCH

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6 Maxwell Place Bingo Night 6pm	7
8	9	10	11	12	13	14
14	16	17 KFH St Patrick's Day Party 4pm	18	19	20	21
22	23 National Chip and Dip Day	24	25	26	27	28
29	30	31				