

Aug
2021

KIRTLAND INSIGHTS

NEWS & STORIES



KIRTLAND
HUNT MILITARY COMMUNITY



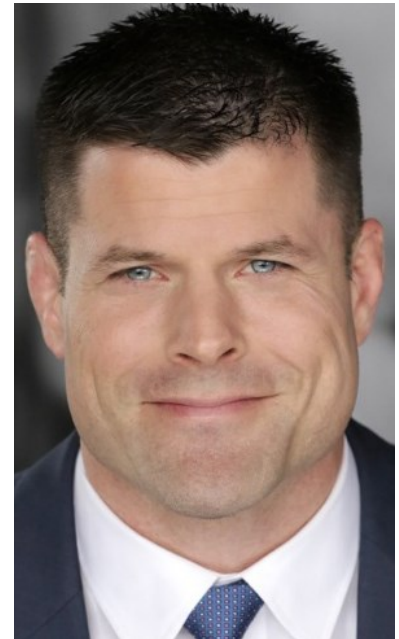
Our President's Message - August

Dear HMC Residents,

I am honored and humbled to be a part of the Hunt Military Communities' family. As the new CEO, I look forward to continuing with the company vision of providing 5-Star Service and excellence in housing. As a former Marine, I understand first-hand the challenges service members and their families face when moving to a new community and the importance of providing quality housing.

Over the next several months, I will be visiting many of our HMC communities with the intention of meeting residents, touring homes, and looking for ways to make your living experience the very best it can be. I will tirelessly search for ways Hunt Military Communities can improve our service delivery and homes to enrich the lives of our residents. Our nation's military service members became my heroes after two combat tours in the Marine Corps, and I greatly look forward to serving our military families. As always, we want your feedback, and our Hunt Promise Helpline (<https://www.huntmilitarycommunities.com/contact-us>) provides an easy way for you to share your feedback or address concerns that have not been appropriately tended to at the site level. Transparency and open communication will help HMC to provide you great service.

Brian Stann
CEO
Hunt Military Communities



[HuntMilitaryCommunities.com](https://www.HuntMilitaryCommunities.com)



Join our team at:
[HuntCompanies.com/Careers](https://www.HuntCompanies.com/Careers)

KIRTLAND FAMILY HOUSING STAFF LIST

Brandy VanVickle
Community Director

Veronica Lopez
KFH Community Manager

Amara Ledezma
Resident Service Specialist
Villages 1, 3 & Pershing

Tia Gerriets
Resident Service Specialist
Villages 4, 5 & 6

Megan Riley
Resident Service Specialist
Villages 2 & 7

Samantha Hall
Kaylee Woods
Leasing Specialists

Tia Gerriets
Maxwell Place Leasing Specialist
Resident Service Specialist

Pacifica Cásares-Chehy
Marketing Coordinator

Buddy Misajon
Maintenance Director

Megan Gibb
Maxwell Place Community Supervisor

Shelah Strempe, CALP
Quality Assurance Manager

Abe Gonzalez
Bill Ward
Maintenance Managers

Daniel Acosta
Gilbert Barka
Tony Benavidez
Matthew Espalin
Michael Drake Garcia
Marco Illescas
Marcus Leflore
Michael Perea
Cipriano Valdez
Gerald Vigil
Maintenance Tech Team

James Scott
Charles Casias
Porters

CONTACT INFORMATION



Please see below for our updated contact information:

Office Phone Line: 505-232-2049

Leasing Phone Line: 888-562-8154

Maintenance Work Orders: 505-232-2049

Email: kirtlandleasing@huntcompanies.com

CONTACT INFORMATION



Please see below for our updated contact information:

Office Phone Line: 505-255-1188

Leasing Phone Line: 888-562-8154

Maintenance Work Orders: 505-255-1188

Email: kirtlandleasing@huntcompanies.com

JOIN OUR TEAM!

WE ARE HIRING! GO TO
[HTTPS://WWW.HUNTCOMPANIES.COM/CAREERS](https://www.huntcompanies.com/careers)
FOR A FULL LIST OF OPPORTUNITIES!



Welcome
Shelah Strempe, CALP

KFH QUALITY ASSURANCE MANAGER

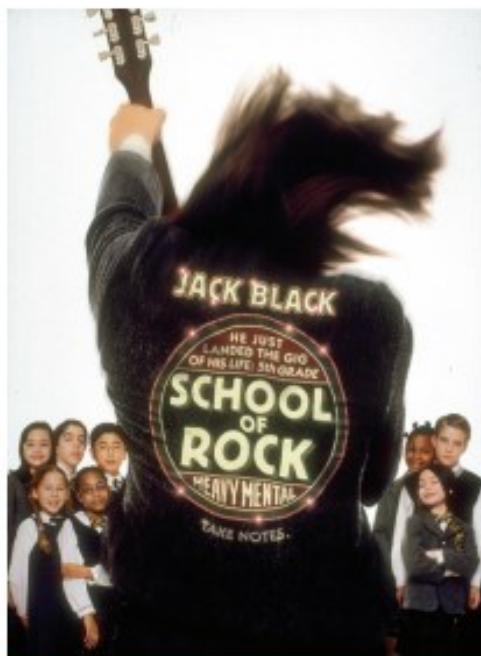
"What I love most about my job is making a difference for our military families, in the quality of service they receive and getting to know the families that live with us."

Fun Facts: Shelah has been with Hunt for 3 years and is a Military Spouse!



kirtlandfamilyhousing.com





Back to School Movie Night Under the Stars

Monday, August 9th

JOIN US FOR SCHOOL OF ROCK!

8pm

KFH Towne Center - Football Field

This event is weather-permitting. In case of rain, it will be canceled.

Movie Snacks Available!

******FIRST COME, FIRST SERVE***



First Day Of School Event

WEDNESDAY, AUGUST 11TH

3-5pm

Maxwell Place Leasing Office

**Come By Our Leasing Office &
Grab a Back To School Gift From Us!**

Just our way of wishing you a great school year! Then take pictures with our school bus cutout and back to school decor!

****SUPPLIES ARE LIMITED, AND ARE FIRST COME, FIRST SERVE****

EFFECTIVE SEPTEMBER 1st



IS GOING “PAY” PERLESS!


The Safe, Secure, and Seamless way to make payments.

Starting **September 1st** HMC will be accepting online payment options only. Residents may utilize the following online payment services:

Hunt Resident App  • **Hunt Resident Portal** • **WIPS Walk In Payment System**

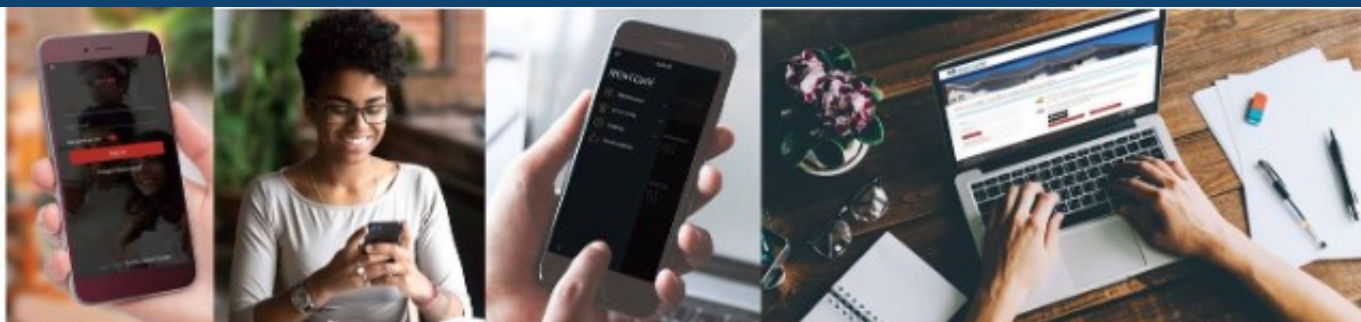
Benefits of Paying Online

- ✓ Eliminates the Need to Drop Off Payments
- ✓ Secure Payments Can Be Made Right from Your Phone or Device
- ✓ Payments are Posted to Your Account Immediately
- ✓ Email Receipts are Sent Directly to Your Inbox
- ✓ Never Forget a Payment Again, Set Up Recurring Account Payments
- ✓ Pay Without Fees for Direct Bank Account Payments

Scan the QR code with your phone to download the **Hunt Resident App** 



Please contact our office if you need assistance setting up online payments via the Hunt Resident App/Portal or WIPS.



Routine Maintenance Requests through the Hunt Resident App or Online Portal

➤ Service Requests submitted through the Portal or App, are **ONLY** for Routine Maintenance Requests.

- These are Maintenance requests that are **not** a potential threat to life, health, or safety. Examples Include:

- | | | |
|------------------|--------------------------------|---------------------------------|
| ○ Air Filters | ○ Flags/Flag Poles/Flag Holder | ○ Mailbox Repair |
| ○ Blind Repair | ○ Flooring Repair | ○ Routine Pest Control Requests |
| ○ Cabinet Repair | ○ Light Bulbs over 10ft | ○ Toilet Seat Repairs |

➤ For Urgent or Emergency Maintenance

Please call your Maintenance Service Request Line, 24 Hours a day to reach our team directly.

****DO NOT Submit These Requests Through the Online Portal or Mobile Application****

- Urgent or Emergency Maintenance may be defined as, but not limited to:
 - Appliances that are Inoperable
 - Clogged Toilets
 - Door Security
 - Gas Concerns
 - HVAC Not Heating or Cooling Your Home
 - Leaks/Water Intrusions
 - Lock Outs/Key Issues
 - Mold Concerns
 - No Power
 - No Water
 - Smoke Detector/CO Detector Chirping or Inoperable
 - Water Heater Concerns
 - Any other work order that is a potential life, health, or safety concern

Work Order Submission Process:

- Open your Hunt Resident application or log into the online portal to submit a Routine Maintenance Service Request
- Work Orders are time stamped and immediately logged in the property management software
- Residents receive email work order status notifications throughout the process of their request through to completion from cdr@yardi.com
- Resident receives automated online survey and phone call to ensure satisfaction from surveys@satisfacts.com upon work order completion