

Sep
2021

KIRTLAND INSIGHTS NEWS & STORIES



Need Help? Call 1-800-273 (TALK)

SUICIDE PREVENTION MONTH



20TH ANNIVERSARY OF 9/11

What does
it mean to
be a patriot?

We want to hear from any
military kids ages 4 -15

Submit a **video** or an **essay**
by **09.07.2021** for a chance to **win \$100!**



Video must be
under 2 minutes



Essay must be
200 words or less

Visit: Patriot.HuntHeroesFoundation.org
to upload your submission.

5 WINNERS WILL BE ANNOUNCED 09.10.2021



Our CEO's Message - September

As PSC season begins to wind down, I am reminded of the feelings that go along with moving to a new duty station, adjusting to new neighbors, taking on a new role, and trying to find a sense of connection and community. The unique challenges and sacrifices of military families inspires us to continually improve our service delivery at Hunt Military Communities.

During September we will have several community-wide focuses. The first is Suicide Prevention Month. This month we will be hosting several speakers and sharing important educational materials on this most important topic. On average, 22 active or retired service members take their own lives each day, and unfortunately I know this pain too well having lost several of my Marines to suicide. We can help those in need by learning the warning signs and the appropriate resources available to help service members in need. Please look at the schedule of events you can attend and help us make mental health a priority for our military families.

The other notable event is the anniversary of 9/11. In memory of those who lost their lives and those whose lives are forever changed, we will be hosting Never Forget Walks in each of our communities. Additionally, we will have an opportunity for children to write a 100-word essay on "What It Means To Be A Patriot," to help them grasp the selfless commitment of their family service member. More information to follow on both of these important events. We look forward to your participation.

Thank you for allowing us the opportunity to serve you.

Brian Stann
CEO
Hunt Military Communities



HuntMilitaryCommunities.com



Join our team at:
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

Mercedes Cahill
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

Pacífica 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
Drake Garcia
Marco Illescas
Michael Perea
Cipriano Valdez
Gerald Vigil
Maintenance Tech Team

Charles Casias
James Scott
Porter



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

CONTACT INFORMATION

JOIN OUR TEAM!

We are hiring! Go to
<https://www.huntcompanies.com/careers>
for a full list of opportunities!

HAPPY LABOR DAY
OUR OFFICES
WILL CLOSED MONDAY
AND WILL REOPEN
TUESDAY, SEPTEMBER 7TH



kirtlandfamilyhousing.com





Patriot Day Drive-Thru Event

Friday, September 10th

9-11am

Kirtland: KFH Towne Center Circle
Maxwell Place: Maxwell Place Leasing Office

**We hope you'll join us as we host a
Drive-Thru at the KFH Towne
Center commemorating 9/11.**

Residents will receive an American Window Clip-On Flag
to proudly display for Patriot Day on your vehicle.

**WHILE SUPPLIES LAST!*

EFFECTIVE SEPTEMBER 1st



IS GOING "PAY" PERLESS!


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

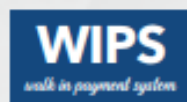
Starting **September 1st** HMC will be accepting online payment options only.
Residents may utilize the following online payment services:

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 

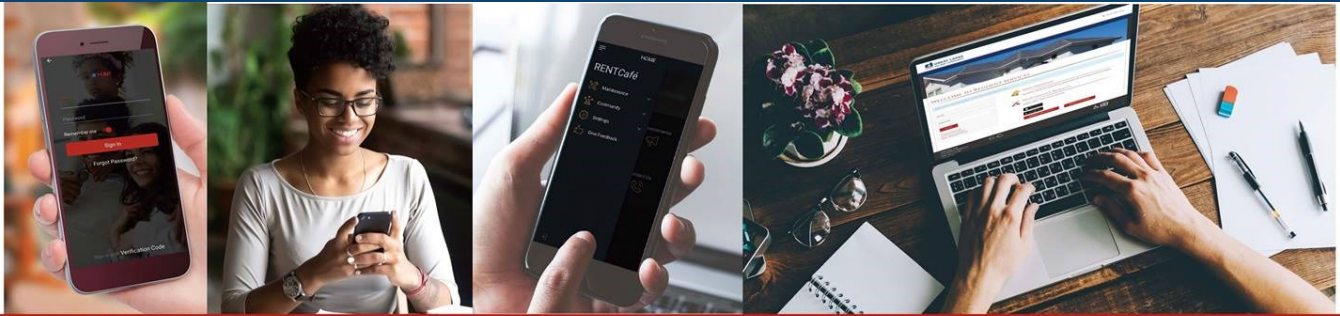


Please contact our office if you need assistance setting up online payments via the Hunt Resident App/Portal or WIPS.



HuntMilitaryCommunities.com





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

➤ For Urgent or Emergency Maintenance

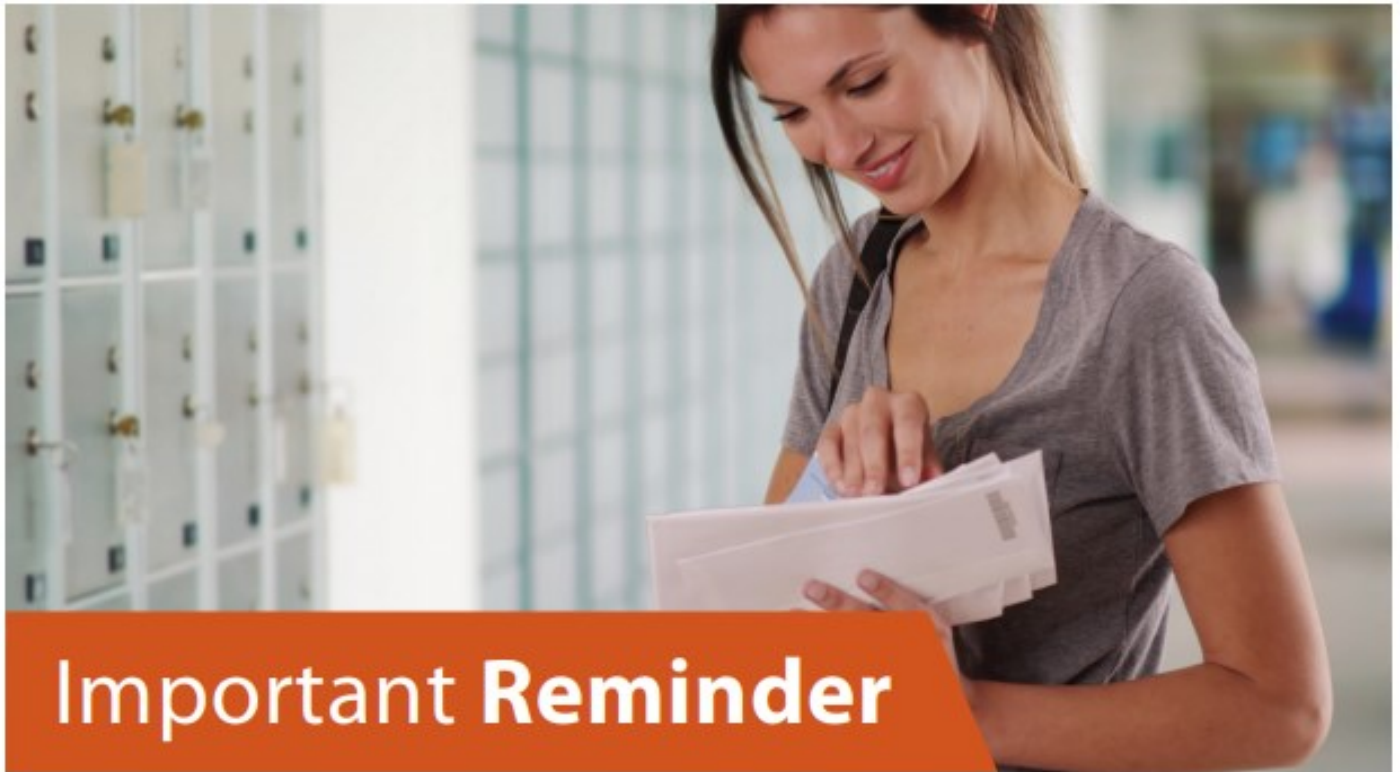
Please call your Maintenance Service Request Line, 24 Hours a day to reach our team directly.

****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



Important Reminder

Dear KFH Residents,

You must get your mailbox keys WITHIN 30 DAYS of signing your lease to avoid a \$40 fee incurred by the US Post Office. Please bring a copy of your lease and an ID to pick up your keys.

***The KFH Post Office is located at:
Highland Post Office
111 Alvarado Dr., SE
Albuquerque, NM 87108***

For proper delivery of your mail, please use your complete address, including your full unit number (if in a duplex).

Thank you!