

Dec
2021

KIRTLAND INSIGHTS

NEWS & STORIES



KIRTLAND
HUNT MILITARY COMMUNITY

All Things Bright &
Beautiful This Season!
Happy Holidays!

From:



NOW - DECEMBER 3RD

*****UNWRAPPED, NEW TOYS ONLY*****

Please drop off all unwrapped, new toys at the KFH and Maxwell Place at Kirtland Leasing Offices by December 3rd.



KIRTLAND
HUNT MILITARY COMMUNITY

kirtlandfamilyhousing.com



**Tenant
Satisfaction
Survey**

HAPPENING NOW!



**Share Your
Feedback**

Survey Sent Via Email

OMB Control Number: 0704-0155 OMB Expiration Date: 31 March 22

Our CEO's Message - December

Dear Residents,

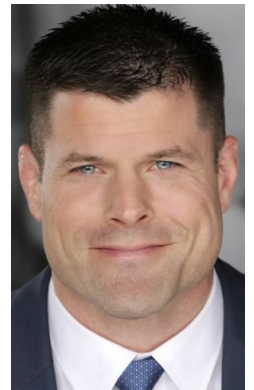
Our team has taken time to reflect on all that has occurred in 2021. Although this past year was still not back to normal, we did take time to step back and assess ways we can better serve our residents. This past year we provided many programs to serve our families with children such as Hunt Little Heroes, Operation Homefront's Back to School Backpack Brigade, and our Patriot essay and video contest. We also conducted a food drive to help our military families and local community who may be addressing food insecurity concerns. These are just a few of the many programs, contests, and support services we were honored to provide our residents. Most importantly, we listened to your feedback from the CEL and Satisfacts surveys and took time to address areas you expressed as needing additional attention. We have prioritized several areas of our company to improve our service delivery and operating processes to create a better resident experience for your families.

I sincerely wish you and your family happiness, good health, and time together with the ones you love most during the holidays. Thank you for your service and sacrifice for our great nation. We are grateful for you.

All the best,
Brian Stann
Hunt Military Communities
President & Chief Executive Officer



HUNT
MILITARY COMMUNITIES



This Month's Happenings...

Tenant Satisfaction Survey Period Ends 12/13

Toys for Tots: Now-12/3

Letters to Santa: 12/6-12/17

Holiday Gift Wrapping: 12/13-12/17



MILITARY COMMUNITIES

HuntMilitaryCommunities.com



KIRTLAND FAMILY HOUSING STAFF LIST

Apply Today!
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

Pacifica Cásares-Chehy
Marketing Coordinator

Apply Today!
Maintenance Director

Megan Gibb
Maxwell Place Community Supervisor

Shelah Strempeke, CALP
Quality Assurance Manager

Abe Gonzalez
Bill Ward
Maintenance Managers

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

Charles Casias
James Scott
Porter



KIRTLAND
HUNT MILITARY COMMUNITY

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



MAXWELL PLACE
AT KIRTLAND
HUNT MILITARY COMMUNITY

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!



Kirtland Family Housing is proud to be one of Santa's special helpers!

Drop your letters in our special boxes located at the KFH Leasing Office
and Maxwell Place at Kirtland Leasing Office between

December 6th - December 17th

****Be sure to include your return address.****

Hunt Residents Only.

Holiday Gift Wrapping

December 13th - 17th

Come to KFH Towne Center and Maxwell Place at Kirtland Leasing Office to prepare your holiday packages and gifts! We will provide everything you need to wrap your holiday gifts, including gift wrap, tape, gift tags, scissors, and bows!

**Monday - Friday
8:00am - 4:30pm**

**Hunt Residents Only.*



Hunt Military Communities

Is Proud to Honor Our Fallen Heroes this Holiday Season



WREATHS *across* AMERICA

— December 18th, 2021 —

Each December on National Wreaths Across America Day, our mission to Remember, Honor and Teach is carried out by coordinating wreath-laying ceremonies at Arlington National Cemetery, as well as at more than 2,500 additional locations in all 50 U.S. states, at sea and abroad.

We are inviting all Hunt Military Communities employees, their families, On-Base Command, and residents to consider visiting a local military cemetery and participating in the National Wreaths Across America Day.

You may also donate wreaths to your local military cemetery

Wreaths are **\$15** each and can be purchased through the **wreathscrossamerica.org** website

You must register to lay a wreath by visiting **wreathscrossamerica.org** to find a cemetery near you.

Let's show our respect for those who sacrificed so much for our freedom

Please post any photos to the HMC Facebook page or to your community page.

Thank you all for the generous gift of your time!



HuntMilitaryCommunities.com



Winterize YOUR HOME

The cold weather is upon us & frozen pipes could be a possibility.

Here are **9 things you can do** when temps reach 32 degrees & lower to help prevent pipes from freezing in your home:

☒ **Disconnect Garden Hoses**

In November, disconnect your garden hose from the outside hose bib and store until Spring. If they are not disconnected, you will risk the water freezing and pipes bursting in your home.

☒ **NEVER Turn Your Heat Off Under Any Circumstance**

Set your thermostat no lower than 65 degrees. Even if you are planning on going out of town or leaving your home for more than 24 hours, it is imperative to leave the heat running to help prevent your pipes from freezing and bursting.

☒ **Let Your Faucets Drip**

Open your faucets in the kitchen and bathrooms to allow the cold water to drip. This allows for the water to have a constant flow and assists with preventing pipes from freezing.

☒ **Keep Your Garage Door Closed**

Keep your Garage Door completely closed when not in use during the Winter months.

☒ **Open Cabinets**

During extended periods of below freezing temperatures, keep kitchen and bathroom cabinets open so that the warm air can reach pipes along exterior walls that are often exposed to the most extreme temperatures.

☒ **When Leaving for Vacation**

Notify the leasing office if you're going on vacation for an extended length of time.

☒ **Leave Registers in Unused Rooms Open**

Any registers in unused spare rooms should be left open in order to keep the room warm and prevent interior water lines from freezing.

☒ **Do Not Warm Up Your Vehicle Inside Your Garage**

This can create high levels of carbon monoxide in your garage and your home.

☒ **Remove Heater Obstructions**

Make sure heat registers or baseboard heaters are not obstructed.

**In the event you have frozen pipes or pipes that have burst, call in an Emergency Work Order immediately.
As a reminder, never use your stove or oven to heat your home.**



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

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** 

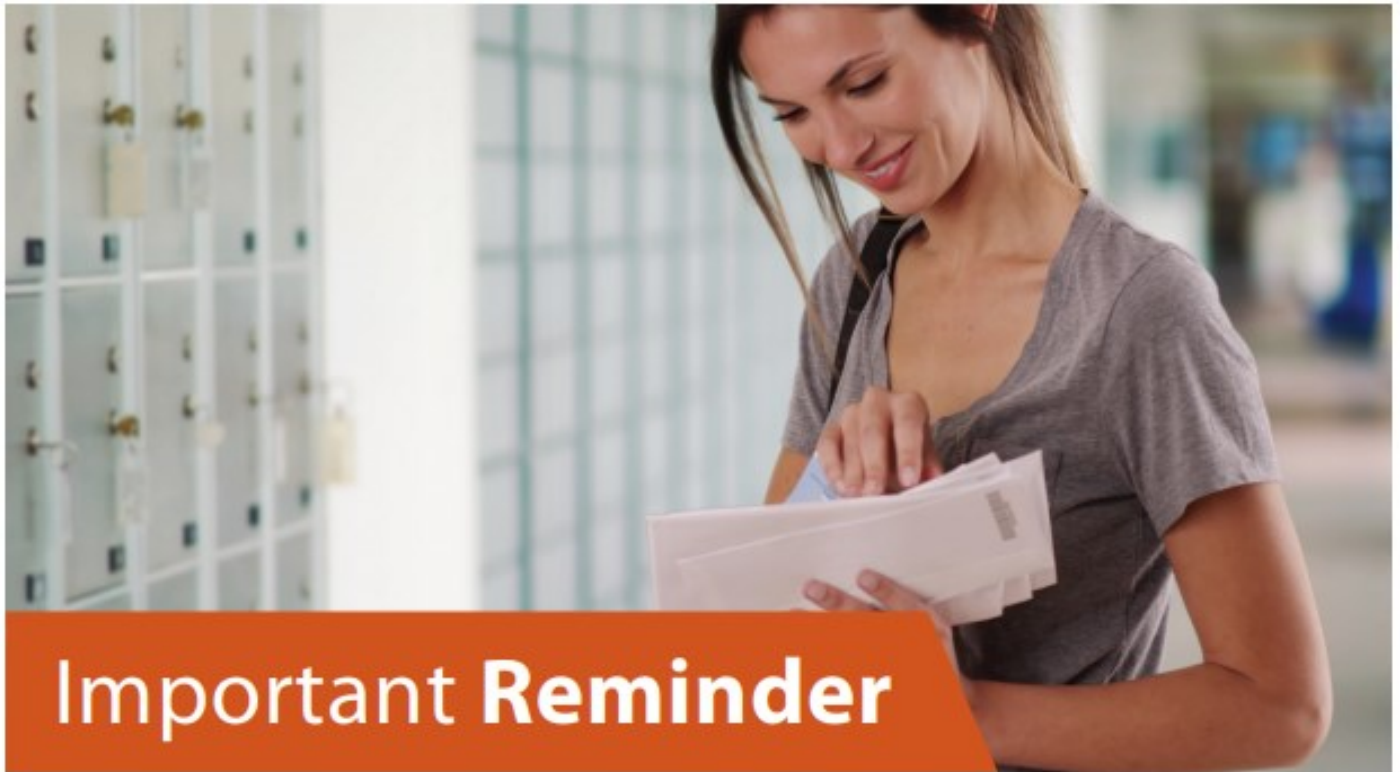


Please contact our office if you need assistance setting up online payments via the Hunt Resident App/Portal or WIPS.



HuntMilitaryCommunities.com





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!