

Kirtland Family Housing Contact Information

1012 Golden Smoke Dr. SE
Albuquerque, NM 87116

Phone Numbers

Office: 505-232-2049
Emergency Maintenance: 844-887-6838
Fax: (505) 255-0155

Staff

Community Director	Charlena Cavender
Assistant Director	Veronica Lopez
Assistant Director (Maxwell)	Jesse Lopez
Maintenance Director	Paul Melendez
Asst. Maintenance Director	Bill Ward
Asst. Maintenance Director	Don Morrison
Resident Service Specialist	Fredrick Martinez
Resident Service Specialist	David Vialpando
Resident Service Specialist	Danielle Colbert
Leasing Agent	Tana Gallegos
Leasing Agent	Shannon LeFebvre
Leasing Agent/RSS	Martha Castillo
Marketing Coordinator	Amber Tracy

Website

www.kirtlandfamilyhousing.com

For the most up-to-date happenings, find us on Facebook!

www.facebook.com/KirtlandFamilyHousing

Leasing Office Hours

Mon-Fri 8:00 am - 5:00 pm
Wed 9:30 am - 5:00 pm
Sat & Sun CLOSED

Maintenance Office Hours

Mon-Fri 8:00 am - 5:00 pm

Helpful Numbers

Security Forces (505) 846-7913/7926
Base 911 Dispatch (505) 853-9111

We are happy to serve you!

We are currently looking for Tenant Representatives for Village 5, 6 & Maxwell!

The role of the Tenant Representative is to be the bridge between Kirtland Family Housing staff and our residents. We help to foster a warm, united community and provide a clear, consistent source of information to help use improve the quality of service to our residents. Tenant representatives are asked to attend bi-monthly meetings held at the Town Center to bring forth issues, concerns, and ideas to the KFH team. Contact the office today to volunteer or for more information!

Office Restructuring

You may have noticed some changes already taking place if you have called in a work order recently. With the elimination of the Maintenance Coordinator position, all maintenance calls are now being answered at the leasing office. (But don't forget you're always welcome to submit a request via the website, as well!) Up to this point, everyone in the office has been receiving these calls, but going forward, you will be speaking directly with your Resident Service Specialist! Each RSS is designated to a certain area on base and will be working directly with residents in each of those areas. When you have a maintenance request, need to renew your lease or give your notice of intent to vacate, call the leasing office and you will be directed to your RSS. What if your RSS is out of the office at the time of your call or with another resident? No, we won't make you wait until they return or finish, one of our other amazing staff members will be happy to assist you! By initiating these changes, we are hoping to bring more personalized customer service to you, and the rest of our amazing residents! If you have any questions or concerns, don't ever hesitate to reach out to us! We'd love to hear from you about ways to further improve our community and make it the best possible place for our residents to call home!



It is our goal to bring you the best possible customer service during your time here with us!

Hunt Update 2016

Another year begins – it's not possible to know what 2016 has in store, but if you have resolutions in mind, make small changes, determine reachable goals and seek assistance where needed. You probably won't lose 30 pounds in January, but you could walk three times a week, cook healthier meals at home, reduce your sugar intake and ask the folks at the fitness center for some exercise ideas.



Utilize the 24/7 Fitness Center, located in the Kirtland Family Housing Town Center to get a head start on your New Year's fitness goals! Stop by the office for the access code.

Maintenance 2016

Once the holiday clutter is cleared away, are you determined to do a bit of organizing? Here are a few suggestions:

Embrace the lowly clothespin – in addition to clipping chip bags, use to secure charger cords (use a marker to write what the cord is for on the clothespin). Wind embroidery floss around a clothespin – you can add the color code on the clothespin or simply corral your kid's friendship bracelet production mess.

Use narrow baskets to store snack items in cupboards. Kids can see what's available and you won't waste space with a giant granola bar box holding a single snack. Store hair ties on a carabiner clip labeled with the owner's name.

Install a tension rod under the sink and hang spray bottles from their handles. Use a hanging shoe shelf in the front closet to hold gloves, hats, pet leashes and flashlights.

JANUARY

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
Military & Family Life Counselor (MFLC) is here to listen! The MFLC is available to help service members, spouses, family members, children and staff. Don't wait, call! NO RECORDS ARE KEPT! (505) 280-0664, (505) 228- 4544 or (505) 228-5019					1 New Year's Day! Office Closed	2 Ski Pajarito 0600-1800 \$30*
3 Ski Sipapu 0600-1900 \$30*	4 Trash & Recycling Pick-up	5	6 Lending Library 11a-3p KFH Town Center Bundles for Babies 0900-1130 (A&FRC Training Room)	7	8 Capstone Event 0900-1100	9 Ski Santa Fe 0630-1830 \$30*
Transition GPS (TAP) Workshop Monday-Friday 0800-1600 (Room 120)						
10 Ski Sandia 0800-1700 \$30*	11 Trash Pick-up SBP Briefing 0900-1100 (Room 120) Pre-deployment Briefing 0900-1100 (A&FRC Training Room)	12 Retiree Group Presentation Briefing 0800-1130 (Room 120) Officer First Duty Station Brief 1330-1430 (A&FRC Training Room)	13 Lending Library 11a-3p KFH Town Center Team Kirtland Newcomers' Welcome Orientation 0730-1330 (arrive by 0715) (Mountain View Club) Resume Writing 1330-1500 (A&FRC Training Room)	14 Separatee Group Presentation Briefing 0800-1130 (Room 120) Blended Family Workshop 0900-1100 (A&FRC Training Room)	15 Heart Link 0845-1430 (Room 120) Refinance Your Home 0900-1130 (A&FRC Training Room) EFMP Special Needs Support Group 1000-1200 (KFH Town Center)	16 Ski Angel Fire 0600-1700 \$30*
17	18 Trash & Recycling Pick-up Martin Luther King, Jr. Day KFH OPEN A&FRC Closed	19	20 Lending Library 11a-3p KFH Town Center Coping with Grief & Loss 0900-1100 (A&FRC Training Room) Federal Employment Assistance 1330-1500 (A&FRC Training Room)	21 Office Closed For Training	22 Capstone Event 0900-1100 Hearts Apart Valentine's Dinner & Craft 1700-1900 (Room 120)	23 Ski Taos 0600-1900 \$30*
Career Technical Track Training 0800-1600 (Room 120)						
24 Full Moon Snowshoe 1700-2100 \$25*	25 Trash Pick-up Pre-deployment Brief 0900-1100 (A&FRC Training Room)	26 Retiree Group Presentation Briefing 0800-1130 (Room 120) Take Control of Your Debt 1330-1430 (A&FRC Training Room)	27 Lending Library 11a-3p KFH Town Center Developing Organizational Skills 0900-1000 (A&FRC Training Room)	28 Separatee Group Preseparation Briefing 0900-1130 (Room 120) Dynamics of Successful Leadership 0900-1100 (A&FRC Training Room) Brew Tour 0530-2100 \$25	29 Smooth Move Seminar 0900-1030 (Room 120)	30 Kidz Rock 1200-1400 \$12*
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Calendar Events

- **OFFICE CLOSURES** – Please note that our offices will be closed 21 January for training. The maintenance office will still be open during this time. If you experience a maintenance emergency outside of regular business hours, do not hesitate to call our on-call technician. He can be reached at 844-887-6838.
- Don't forget to visit our **Lending Library** open **Wednesdays** from **11a-3p** at the Town Center. Bring a book to leave for someone else to enjoy, and take a "new" one home with you!
- For more information on Outdoor Rec events, contact them at (505) 846-1449 or (505) 846-1275. In person: Bldg 20410, located on Griffin Ave. Or by e-mail at Kirtland.ODR@us.af.mil. *