

MAR
2020

VANCE INSIGHTS NEWS & STORIES



HAPPY ST. PATRICK'S DAY

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 sustenance 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,

A handwritten signature in blue ink, appearing to read "John Ehle".

John Ehle
President
Hunt Military Communities

See What We Have Coming Up

March events are set to be come-and-go events at the housing office for St. Patrick's Day on March 16, 2020 and for Opening Day for Baseball on March 26, 2020.

Thank You For Attending

For February, we had held events for Valentine's Day and Mardi Gras, and we just wanted to say thank you to all who showed up!



Quarterly Preventative Maintenance

Quarterly Preventative Maintenance is still ongoing. They are typically done on Fridays during business hours. Residents are notified via email 24-48 hrs ahead of when their home is scheduled.

Friendly Reminder

Reminder per resident guidelines, we allow only two pets per household. There is a \$100 per pet nonrefundable deposit that does not cover any damage. You have five business days to notify the housing office of obtaining a pet. We require shot records and photos of the animals. A pet addendum will also have to be signed by the resident.

Maintenance Staff Update

We are currently down maintenance techs, but we have open positions and are actively looking to fill those as soon as possible.

OFFICE STAFF

Natalie Pye - Community Director
Shannon Petree - Resident Service Specialist
Sally Eveland - Resident Service Specialist

MAINTENANCE STAFF

Josh Lively - Maintenance Director
Travis Williams - Maintenance Supervisor



HuntMilitaryCommunities.com

