

JANUARY 2020

HANSCOM FAMILY HOUSING NEWS & STORIES



HAPPY NEW YEAR!

Our President's Message



As we welcome a new year and a new decade, I want to take this opportunity to restate our commitment to our residents. Over the past year, we have been working diligently to rebuild your trust by doing some "big things," such as adopting the "Hunt Standard"

for resident-initiated service requests and rolling out a mobile application for residents to submit and track work orders in real time. But we have also done the "little things," in comparison – those actions that receive less attention but can impact our residents' lives. One example is our "Hunt Heart" program. This program is designed to address the needs of our new residents, deployed spouses, recently returned spouses, those suffering a family crisis, and those who may be in need of information about or access to social services through military or civilian sources. For example, we provide extra maintenance assistance to deployed spouses when requested, such as removing a Christmas tree, mowing a lawn, or hanging a picture. While we are proud of the significant progress we have made over the past year, our work is far from done. We hope that you are already seeing the benefits of the changes we have made and we look forward to continuing to hear from you on things we can still improve.

Best,

John Ehle
President
Hunt Military Communities



December was a Success

Many children in our Hanscom Community had a special visit with Santa and his elves. Cookies were decorated, cookies were eaten, and crafts abounded as everyone waited for their turn to talk with Santa Claus! The Olivera Family won our Holiday Home light contest by popular vote and will enjoy a trip or two, to The Cheesecake Factory from Hanscom Family Housing, as their Holiday Spirit prize.

Join Us for our Hot Chocolate Bar!

Please stop by the Leasing Office on January 22nd, 12 noon until closing to say Hello and enjoy creating a special treat for yourself from our hot chocolate bar.

Maintenance Reminder

While we have had a spurt of warmer days - please remain vigilant about the winter weather tips we have distributed to prevent frozen pipes, to protect your home, and to protect you and your neighbors on the roadways.

It's Not Worth the Risk

Please do not forget to clean off your vehicle headlights, taillights and roof of snow and ice. The windshield is important, but it's Massachusetts State law for the car to be clear, and it's the only safe way!

Contact Information

Leasing: 781-861-5062

Maintenance: 781-781-1471



HuntMilitaryCommunities.com

