

# HAPPY ST. PATRICK'S DAY!

May the luck of the leprechauns be with you on March 17th! And may it not be luck, but good decisions that keep you safe as you celebrate!

## 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 sustainment 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,



John Ehle  
President  
Hunt Military Communities

## March Madness is Approaching!

We will be hosting a College Basketball Bracket Challenge that all Hanscom residents can participate in! Get Ready, Get set....Shoot in your picks! At the end of March, each winner will be rewarded with a gift and bragging rights. There will be three different ways to be a winner for this challenge:

1. Have the most wins picked in your bracket
2. Pick the correct Final Four teams
3. Pick the correct winner

Due to the quick turnaround of Selection Sunday (March 15) and the First Round (March 19) we will send out a link to a fillable bracket via our Facebook page on Monday, March 16. To be eligible to enter the contest your bracket must be completed and sent back to us via email by Wednesday, March 18 at 8:00am. Each resident can submit one bracket each. There is no age limit for this contest.

Good luck and let the hoop madness begin!

## PCS Season is Almost Upon Us!

Spring is just around the corner, and that means PCS season is almost upon us! We are hosting our annual "Tips for Move Out" exhibit on March 26th, from 4pm - 6pm. The location is yet to be determined, because we will hold it in a vacant home. Come walk thru and look at actual photos of damages that resulted in charges from this community, get cleaning and repair tips from our team for your home to prepare it for final inspection, and learn some additional smooth transition tips. All attendees will be entered to win some great prizes a free Move and Go cleaning. You do not have to be PCSing this year to come to the exhibit. Come check it out!

## National Puppy Day

March 21st is National Puppy Day and to celebrate the pups in our community, we invite our residents to stop by and guess the number of dog treats in the jar. Winner takes all!

## Community Reminder

Please remember that the speed limit in our base housing community is 15 miles per hour. This speed limit is 24/7, and is enforced. With the oncoming spring, there are going to be more people out and about and we encourage that! Please stop at all crosswalks if someone is waiting to cross, and make sure that someone is not in the crosswalk as you approach! Stopping at stop signs is also enforced. Please ensure you come to a complete stop, and assess the surrounding area before proceeding. We have had some very scary near misses recently that have been reported and the are avoidable! Safety is everyone's responsibility!

## Maintenance Reminder

Did you know that we have 78 floor plans here in our community? It's incredible to think about 5 neighborhoods and 78 unique home layouts. We have 7 playgrounds and a team here at Hanscom Family Housing that takes great pride in taking the very best care of all that we offer our community, with our consistent 5 Star Service Standard. We are asking for your help. When you call in or submit a work order online, please provide us with as specific a description as possible. We will likely ask questions, in an effort to ensure that we fully understand the problem, the location in your home and the timeline so we may respond with the most appropriate Technician based on their specialty, the best tools and parts to minimize the interruption to you and your family. As always, we ask that if you have an emergency work order, call our emergency number, so we can respond, even after normal business hours. That number is: 781-861-1471. It is our procedure to call you prior to arriving at your home to respond to a work order. If we have PTE (permission to enter) we will still attempt to reach you before entering your home. You should also receive a door tag if we entered based on PTE and we completed work in your home. If you did not give us PTE and we attempted to reach you at your home to respond to a work order, you should also receive a door tag. Please call us if this is the case, so we can figure out a good time to take care of your needs.

## Love Story Contest

Congratulations to our Love Story Contest Winners, Melissa and Robert Robinson! They won a \$200 dinner out at Black and Blue Steak and Crab in Burlington. Every story, song, video, and picture submitted shared a beautiful story of love, it's challenges, it's heartbreak and it's triumphs. Thank you to everyone that participated and shared so openly.

## Welcome to the Team

Jim Murphy, is our newest addition to the Hanscom Family Housing Team. Jim has joined us as the new Quality Assurance Quality Control Specialist, who will be working closely to ensure that our homes are ready for move in, following our change of maintenance process. He has an extensive background as a Contractor and in Integrated Facilities Management.

## Recipe Corner

Love Chinese Food but looking for a healthier option? Try this Deconstructed Egg Roll Recipe - it's quick, Super easy and inexpensive.

### INGREDIENTS

1 bag coleslaw mix with shredded carrot  
1 lb. ground pork  
1 pkg. SunBird lettuce wrap seasoning (or any seasoning you prefer).

### INSTRUCTIONS

Saute' ground pork with 1 tsp. olive oil. Dump the bag of coleslaw mix in and cover for 10 minutes. Stir occasionally. When softened, add seasoning and stir. Voila! Done! You can add pistachios, sesame sticks or anything as a topper for crunch. Feel free to add more diced veggies and enjoy a healthy, inexpensive dish.

Have a recipe that your family loves and that might be enjoyed by other busy families? Please email it to [elizabeth.rexford@huntcompanies.com](mailto:elizabeth.rexford@huntcompanies.com) for inclusion in our next newsletter.

## Rent Café

Congratulations to our Rent Café Raffle winner, The Genesie Family! Enjoy your night out at Kings Bowling! Don't have the RentCafé App set up on your mobile device yet? You are missing out! Please reach out to the Leasing Office for assistance. We are sending out changes to the trash/recycling schedule, snow and parking information, fun event notifications, and all our community emails through this application. It's also a way for you to enter routine work orders anytime, anywhere!

## Annual File Audit

We are working through our annual file audit here in the leasing office. We are sending out emails with information updates, or paperwork requests. If you receive an email, please understand that we need the information we are requesting to enable us to better serve our community. Your prompt response in submitting the information and/or documents is greatly appreciated. It's not just about paper compliance, it's about the information that helps us strengthen our Five Star Service to our community, and to better respond to our community needs.

