

Fort Gregg-Adams Family Housing Fact Sheet

Your Resident Service Team

Resident Service Specialist

Janet Cousins
Washington Grove & Monroe Manor

Janet.Cousins@HuntCompanies.com

Resident Service Specialist

Rachel Roache
Jefferson Terrace & Harrison Villa

Rachel.Roache@HuntCompanies.com

Resident Service Specialist

Rhonda Thrash-Maxwell
Adams Chase & Madison Park

Rhonda.Maxwell@HuntCompanies.com

Resident Service Specialist

Jasmine Blackwell - Valor Circle

Jasmine.Blackwell@HuntCompanies.com

Leasing Specialist

Roegeana Young

Roegeana.Young@HuntCompanies.com

Leasing Specialist

Kim Randolph

Kim.Randolph@HuntCompanies.com

Work Order Calls

If you have a maintenance request, call (804) 566-3300, 24 hours a day, 7 days a week or enter a work order online at FortGreggAdamsFamilyHousing.com after hours, a call center will take the call and notify the on call maintenance technician. You can also place a work order in person at either of our office locations or by using Hunt Resident App. The App should only be used for Routine requests only. Each work order is assigned a work order number. You will receive email notification of the status of your work order as it progresses through the stages of creation, assigning to a technician, work in progress, and completion.

Completed Work Order

The Maintenance Team Member that completed the work should leave a note at completion letting you know the work is done. After completion of a work order, a survey is automatically generated and emailed and via SMS to the primary email/phone number on file. The sender is surveys@satisfacts.com.

Emergency

Classified when the problem presents an immediate danger to residents or threatens to damage property. Examples include: any leak that cannot be contained, fire alarm or Co2 detector sounding, refrigerator failure, no water or power, HVAC not heating or cooling, etc.

Goal Response Time:
1 hour

Goal Completion Time:
24 business hours

Completed Surveys

If we have responded, but a part needs to be ordered or a vendor needs to be called in to resolve the work requested, it will likely extend the timeframe we will be able to complete your work. You will be notified of this change.

Urgent

Classified when the problem does not present an immediate danger to residents or threaten to damage property. Examples include: Inoperable toilet if another one is available, containable leaks, kitchen/bathroom sink clogged. etc.

Goal Response Time:
4 hours

Goal Completion Time:
24 hours

What Happens After Hours?

An on call technician receives the call from the call center if it is classified as emergency or urgent.

The on call technician makes contact with the resident and gives a time frame for arrival.

There is one on call technician daily, including all holidays. There could be delays if multiple calls are received at the same time.

Routine

Classified when the work order does not qualify as an emergency or urgent call such as light bulb out, ripped window screen, loose toilet seat etc. These are handled on a first come first serve basis.

Goal Response Time:
72 hours

Goal Completion Time:
9 business days

What Happens After Hours?

An email is generated from the call center after they enter the work orders.

The next business day the Maintenance Manager reviews and properly dispatches work orders if they are routine.

Some after hour calls will result in follow up work the next day.

My Work Order Is Not Complete What Do I Do?

Please notify us at our office at 804-566-3300 if we have failed to respond and you have not heard from our team within the designated response time(s).

If your work order was closed but not completed, please call us immediately.

If we have responded, but a part needs to be ordered or a vendor needs to be called in to resolve the work requested, it will likely extend the timeframe we will be able to complete your work. You will be notified of this change.

Mobile Yardi

Our Technicians use cutting edge technology for work orders. Their phones are equipped with the ability to open, review, update, and close out work orders.

Calls are sent to their phones by the Maintenance Manager while they are out in the community.

Fort Gregg-Adams Family Housing Fact Sheet

Your Leadership Team

Community Director

Daisy Ling

Daisy.Ling@HuntCompanies.com

Community Manager

Trisha Brown

Trisha.Brown@HuntCompanies.com

Community Manager

Priscilla Lewis

Priscilla.Lewis@HuntCompanies.com

Community Manager

Rasheta Goodwyn

Rasheta.Goodwyn@HuntCompanies.com

Maintenance Director

Jeff Koch

Jeff.Koch@HuntCompanies.com

Maintenance Manager

Angelo Flowers

Angelo.Flowers@HuntCompanies.com

COM Manager

Christopher Picard

Christopher.Picard@HuntCompanies.com

Allotments

Your move in date determines when your allotment begins. If you will owe at move in, your Leasing Specialist will ensure that you are aware.

Monitor your LES for BAH inconsistencies. If you notice any, reach out to us at 804-566-3300 and speak to your Community Manager.

If your allotment does not start, you will need to come into the office to remit payment in full.

Surveys

We value your feedback and consistently reach out to our residents with surveys. These include a move in survey, move out survey, work order survey, Satisfaction survey and an annual CEL Survey.

All surveys are sent via email so please make sure you update us if your contact information changes. Personal emails are preferred as the government email servers may bounce back emails or limit content.

Self Help

We have free Self Help items for your convenience. They are located at the Fort Gregg-Adams Family Housing leasing office.

Items available include: specialty light bulbs, touch up paint, lawn mowers, weed eaters, batteries, etc.

If an item is not listed that you would like us to consider adding it please contact our team.

Landscaping

Landscaping is completed weekly all year round.

Fenced in back yards are the responsibility of the resident. You are also responsible for the maintenance of your flower beds.

If a Service member is deployed, the Hunt HEART program will take care of the backyard maintenance. The resident must contact the office to schedule.

Communication

We love our residents and provide several free monthly events, host resident information meetings, as well as, send out frequent electronic updates to you.

Information resources are:

Email Blasts – be sure we have your correct email

HMC Twitter:
[Twitter.com/HuntMilitary](https://twitter.com/HuntMilitary)

Facebook page at
[@FortGreggAdamsFH](https://www.facebook.com/FortGreggAdamsFH)

Instagram page at
[@FortGreggAdamsFH](https://www.instagram.com/FortGreggAdamsFH)

Website:
FortGreggAdamsFamilyHousing.com

Communication

Our team is here to assist you with any needs that you may have.

We monitor our Facebook page daily, but not hourly, so the quickest way to reach us is 804-566-3300. Reaching out via social media may delay your request. We strive to be your first source for information or resolution.

Appropriate Contact Methods

Your first point of contact should be our office for all of your housing needs and questions. Our Office Staff are dedicated to providing a high level of customer service to all our residents.

Concern Resolution

Should you have an issue that you feel is unresolved you can escalate your concern. All disputes should be brought to the attention of your RSS.

Should you feel that your concern is still unresolved your issue should be escalated to our Community Managers and then the Community Director as needed. We are here to serve all of your housing needs.

Dispute Resolution

If you still feel that your concern was not resolved with the help of the Community Director, we will work in conjunction with the RCI Office on establishing the proper dispute resolution. The RCI will facilitate a discussion with Fort Gregg-Adams Family Housing (FGAFH) so that we can jointly determine a way forward.

FGAFH and Leadership

FGAFH and your Army Leadership work hand in hand to serve our residents.

Our goal is to handle your concerns at the lowest level in order to provide the quickest resolution possible. We believe this provides the best service possible to you.