

MAR  
2020

FORT LEE 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 providing 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,

John Ehle  
President  
Hunt Military Communities



HuntMilitaryCommunities.com



## Take Advantage of our New Resident Portal & Mobile App! Rent Café

Submitting a routine maintenance request has never been so easy!

### Resident Portal Features:

- Fast Submission:** Easily submit maintenance requests directly from your mobile device
- Attach Photos:** Allows you to easily attach photos to your maintenance request
- Track Requests:** Track the progress of your recent maintenance request or review your request history

### Community Announcements

Community Announcements are one of the many cool features Fort Lee Family Housing Resident Portal can access. Stay up to date on important community news, promotions and notices.



### Contact Information

1510 Sisisky Blvd. • Fort Lee, VA 23801  
Phone: 804-733-1558  
Facebook: Fort Lee Family Housing



## Thank You For Attending

Thank you to all that participated in our January Family Yoga as well as our February Valentine's Day Tells As a Story Cupcake event and the Adult Paint Night.

## "Prettiest Patio" Contest

Beginning in March through September, we will be hosting the "Prettiest Patio" Contest. A winner will be selected in each neighborhood. Judging will transpire at the end of month.

## Spring is Here!



# SAVE THE DATES

## March 2nd

Dr. Seuss's Birthday

## March 8th

Daylight Savings Time

## March 16th - 20th

### Resident Appreciation Week

#### Monday

March 16th is National Corn Dog Day – Enjoy a corn dog with your Maintenance Technicians from 11:30am to 1:30pm

#### Tuesday

Celebrate St. Patty's Day with snacks and St. Patty's Day goodies

#### Wednesday

Breakfast with your neighborhood RSS – 7:30am to 9:00am

#### Thursday

Treat Thursday – treat to the door

#### Friday

Nacho Average Friday – Nacho Bar in each neighborhood center from 4:00pm to 6:00pm.

## March 17th

St Patrick's Day

## March 17th

### Rent Café Social

We will be having a social to learn all about RentCafé from 4:30pm to 6:00pm at Welcome Center.

## March 19th

First Day of Spring

## March 28th

### Community Yard Sale Kick-Off

Fort Lee Family Housing will host a Community Yard Sale to kick off the season. It will be held in the parking lot of the Welcome Center at 1510 Sisisky Blvd from 8:00am to 12:00pm. Details to follow.

