

JAN
2022

FORT LEE INSIGHTS
NEWS & STORIES



HAPPY NEW YEAR!

Our CEO's Message



Dear HMC Residents,
Happy New Year!

Hoping this finds you well after the holidays and ready for 2022. At Hunt Military Communities, this is a time for our teams to reflect on the past year and prepare for what I know will be exciting changes coming for our residents. In 2022, HMC will strive to meet and exceed the needs of our residents by focusing on several key areas. Our main area of concern is your Resident Experience and the delivery of service by our team. Focus groups will be utilized at many communities so that we can better understand any perceived shortcomings and actively seek to improve our service to you. We are committed to the long-term health of our communities and by continuing to develop programs and services that benefit our residents, we hope to see our communities continue to flourish. Please stay tuned for updates on these, and other, programs. Again, Happy New Year and best wishes for a happy, healthy, and successful year!

All the best,
Brian Stann

Hunt Military Communities
President & Chief Executive Officer

COVID-19 Update

Due to the rising cases of COVID-19, our offices are currently closed and can now be accessed by appointments only.

To schedule an appointment

Washington Grove & Monroe Manor: 804-732-7460
Madison Park & Adams Chase: 804-732-7480
Jefferson Terrace & Harrison Grove: 804-722-4327
Jackson Circle: 804-733-7884
Welcome Center: 804-733-1558
Self Help: 804-733-1998

All in-person community events scheduled for January 2022 have been cancelled. Our team is working on implementing safer drive-by events with enhanced COVID-19 procedures. More information to follow.

The closure of our offices will include all fitness centers, tots playroom, and the community centers. All Community Center Rentals and Tiny Tot Playgroups are currently suspended until further notice.

Friendly Reminders

Trash, recycling, and bulk trash pickup are every Tuesday. Also pest control is every Tuesday. Work orders must be submitted by 3 pm the Monday prior.

Holiday Decor Contest Winners: First Place: \$100 - Anton Brown, Second Place: \$75 - Savannah Gamble, & Third Place: \$50 - Rose Burds



Contact Information

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



HuntMilitaryCommunities.com





Shop Small Business Saturday Winner
Katie Fry

JANUARY EVENTS

Pet of the Month Contest “Comfy & Cozy”

Follow us on Facebook “Fort Lee Family Housing” and post a photo of your comfy pet in the comment section under the Pet of the Photo Contest post. January’s Pet of the Month Photo Contest will run from January 6th - 13th, 2022.

You can also email your photo entries by 12:59 pm EST on January 13th to: fortleefamilyhousingleasing@huntcompanies.com.

One cat and one dog winner will be randomly selected and announced on January 14th on the Fort Lee Family Housing Facebook page.

Tenant Satisfaction Survey

Beginning January 11th you can share your thoughts and feedback on how we are able to help create exceptional living experiences for you and your family.

The survey will be sent from ArmyHousingSurvey@celassociates.com to the email address on file. If you do not receive a survey link, you can contact the email above to receive a new survey link and passcode.

Employee Spotlight

Lee Elliott

Lee is a Maintenance Technician here at Fort Lee Family Housing and has lived in the Prince George Area his whole life. His favorite pastime is fishing. Elliott enjoys the many learning experiences he receives on the job here at Fort Lee.



Community Partner Events & Helpful Info

Military Spouse Professional Network - Fort Lee

The best way to stick to your New Year’s resolution is to start off on the right foot! Your Ft. Lee Military Spouse Professional Network is partnering with Recruit Military and Army Community Services to bring you the Build Your Own Resume workshop. It will be held at the Liberty Chapel on Saturday, Jan 8th from 10am - 12pm . Bring your laptop and get hands-on assistance with your resume. For more information, email us at ftlee@hiringourheroes.org.

SAVE THE DATE

January 1st

New Year’s Day

January 17th

Martin Luther King Jr. Day

January 4th

Pest Control

January 18th

Trash, Recycling, Bulk Trash Pickup and Pest Control

January 11th

Trash, Recycling, Bulk Trash Pickup and Pest Control

January 12th

Hunt Heroes Foundations Scholarship Launching

January 11th

Tenant Satisfaction Survey Launches

January 25th

Trash, Recycling, Bulk Trash Pickup and Pest Control

December Event Recap

Toy Drive – Holiday Helper Association

FLFH hosted our annual Toy Drive from November 29th – December 7th. With the support of our amazing residents, FLFH was able to donate four large boxes full of toys to benefit the Fort Lee military community.

Holiday Gift Wrapping

Starting November 29th, our neighborhood centers were fully stocked with plenty of gift wrapping supplies for residents to come and take advantage of until December 23rd.

Holiday Drive-Thru Event

Santa Claus, his holiday helpers, and the USO were at the Main Welcome Center on December 7th giving out yummy hot chocolate, pastries, and other goodies while singing holiday tunes and dancing in the snow.

Free Ice Cream

There is nothing sweeter than a cool afternoon snack. Residents stopped by their neighborhood’s community center on December 13th to celebrate National Ice Cream Day.

December’s Pet of the Month Costume Contest Winners: Buddy Santana (dog) and Sarah Lewis (cat)

They both received gift bags with plenty of treats and toys for the month.





DECEMBER EVENTS

AT FORT LEE FAMILY HOUSING





IS GOING “PAY” PERLESS!

The Safe, Secure, and Seamless way to make payments.

HMC is now accepting online payment options only. Residents may utilize the following online payment services:

Hunt Resident App  • **Hunt Resident Portal** • **WIPS Walk In Payment System**

Benefits of Paying Online

- ✓ Eliminates the Need to Drop Off Payments
- ✓ Secure Payments Can Be Made Right from Your Phone or Device
- ✓ Payments are Posted to Your Account Immediately
- ✓ Email Receipts are Sent Directly to Your Inbox
- ✓ Never Forget a Payment Again, Set Up Recurring Account Payments
- ✓ Pay Without Fees for Direct Bank Account Payments

Scan the QR code with your phone to download the **Hunt Resident App** 



Please contact our office if you need assistance setting up online payments via the Hunt Resident App/Portal or WIPS.



How to Obtain a DoD Tenant Satisfaction Survey For Army Family Housing

OMB CONTROL NUMBER: 0704-0553 OMB EXPIRATION DATE: 03/31/2022

The survey is being conducted online and is being administered through a third party, CEL & Associates, Inc. (CEL). Although the survey links were sent out via email to all tenants with a valid email address on file, it is possible that you did not receive one for a variety of reasons.

All households are invited to participate in the survey, and this is your opportunity to provide feedback on your housing and community. We have provided information below on how to obtain a survey.

Thank you for your participation.
CEL & Associates, Inc.

If you have not received a survey email by January 13, 2022:

1. Check your spam folder. The initial email came from ArmyHousingSurvey@celassociates.com.
2. Check with your spouse, partner, or other household member(s) to determine if they received the email.
3. Each household may only complete one survey.

Contact CEL via email at ArmyHousingSurvey@celassociates.com to obtain a survey link. When you email CEL you must include your Installation name and complete street address including unit number, if applicable.

Note: CEL is requesting your address information only to look up your home's Survey ID, this will ensure each household only completes one survey.

Survey Information

1. The survey was launched on Tuesday, January 11, 2022.
2. Survey reminders are sent out via email each week only to Tenants who have not completed a survey.
3. **The survey results are confidential and anonymous.** Only CEL has access to your survey responses, so please express your true opinions and thoughts. The results are provided to the military in a summarized format only.



Scan to go directly to the ArmyHousingSurvey@celassociates.com email address to request a survey.

Winterize YOUR HOME

The cold weather is upon us & frozen pipes could be a possibility.

Here are **9 things you can do** when temps reach 32 degrees & lower to help prevent pipes from freezing in your home:

✔ **Disconnect Garden Hoses**

In November, disconnect your garden hose from the outside hose bib and store until Spring. If they are not disconnected, you will risk the water freezing and pipes bursting in your home.

✔ **NEVER Turn Your Heat Off Under Any Circumstance**

Set your thermostat no lower than 65 degrees. Even if you are planning on going out of town or leaving your home for more than 24 hours, it is imperative to leave the heat running to help prevent your pipes from freezing and bursting.

✔ **Let Your Faucets Drip**

Open your faucets in the kitchen and bathrooms to allow the cold water to drip. This allows for the water to have a constant flow and assists with preventing pipes from freezing.

✔ **Keep Your Garage Door Closed**

Keep your Garage Door completely closed when not in use during the Winter months.

✔ **Open Cabinets**

During extended periods of below freezing temperatures, keep kitchen and bathroom cabinets open so that the warm air can reach pipes along exterior walls that are often exposed to the most extreme temperatures.

✔ **When Leaving for Vacation**

Notify the leasing office if you're going on vacation for an extended length of time.

✔ **Leave Registers in Unused Rooms Open**

Any registers in unused spare rooms should be left open in order to keep the room warm and prevent interior water lines from freezing.

✔ **Do Not Warm Up Your Vehicle Inside Your Garage**

This can create high levels of carbon monoxide in your garage and your home.

✔ **Remove Heater Obstructions**

Make sure heat registers or baseboard heaters are not obstructed.

In the event you have frozen pipes or pipes that have burst, call in an Emergency Work Order immediately. As a reminder, never use your stove or oven to heat your home.