

OCTOBER 2019

SHAW INSIGHTS NEWS & STORIES



Our President's Message



We are coming up on CEL season, and I want to encourage all of our residents to participate and here's why...

The annual CEL Survey is an important instrument for Hunt to understand what we are doing well and what we need to work to improve. The CEL survey is available to all

military housing residents throughout the country. It is controlled and administered by an independent, third-party who reports the results simultaneously to us and the Department of Defense. Across the Hunt portfolio of communities, we have an average of over 50% of our residents who respond. This response rate is statistically high, but we want to continue to encourage our residents to respond in as large numbers as possible, so we get an accurate view of what is occurring within the communities.

Our goal is 100% satisfaction. When we fall short, we want to know so we can fix any problems before they become bigger issues. We also want to know which of our communities have high satisfaction rates so we can share best practices.

We want to hear from you, and this is one of several tools we use to facilitate that. I look forward to what you have to say.

John Ehle
President
Hunt Military Communities



HuntMilitaryCommunities.com



ANNUAL CEL SURVEY OCTOBER 1st - 30th, 2019

Hunt Military Communities will be launching the Annual CEL Resident Satisfaction Survey October 1st, 2019–October 30th, 2019. For your convenience, this year the survey will be emailed to all residents.

Service with a Smile!

The Annual CEL Resident Satisfaction survey provides you with an opportunity to share your thoughts and feedback on how we are able to help create Exceptional Living Experiences for you and your family! As part of our overall resident satisfaction program, our commitment to you is to listen and react to the information you share with us!

**THINGS TO KNOW ABOUT THE
Annual CEL Resident Satisfaction Survey:**

- Your participation is vital to ensure we know how you feel about all the things we do right for you, and if we have any opportunities for improvement. We CARE about you and your family and the quality of service we provide. It is our privilege to be of service to you.
- This year all surveys will be sent on October 1st, 2019, via email to the address we have on file in the leasing office. Please check your spam folder in the event you do not receive the survey by end of day on October 30th, 2019.
- If you still have not received your survey, please notify the leasing office so we can assist you.

WE ARE STRIVING FOR 100% PARTICIPATION.

The more we know, the more we grow!
Watch for more details on upcoming resident events where you can win prizes and be entered into a grand prize drawing for completing your 2019 Annual CEL Resident Satisfaction Survey!

We Thank You!

For your thoughts and feedback, as our inspiration comes from you!

Employee of the Month

Kiara Jacobs
Resident Service Specialist

Kiara has been a member of the Shaw Family Housing Team for over 4 years. She loves being able to work with an amazing team and residents. In her spare time she enjoys crafting and spending time with family.



Contact Information

Shaw Family Housing Management Office:
369 Rhodes Ave, Shaw AFB, SC 29152
(803) 499-3074

Shaw Family Housing Maintenance Office:
5512 Sycamore St, Shaw AFB, SC 29152
(803) 499-7047

OCTOBER



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
		1 Terminix CEL Kick-Off	2	3	4 Trash Pick Up Terminix	5 eSTEAM Sumter Festival Downtown Sumter, Main Street 10AM-3PM
6	7	8 Terminix	9	10	11 Trash & Recycling Pick Up Terminix CEL Prize Drawing For a FREE MONTH OF RENT!	12
13	14 Bulk Trash Pick Up	15 Terminix	16	17	18 Trash Pick Up Terminix CEL Prize Drawing For a \$500 Gift Card!	19 TriSumter Triathlon 8:30am stagger start at the City of Sumter Aquatics Center
20	21	22 Terminix	23 Community Advisory Board Meeting 11:30am Shaw Family Housing Management Office Conference Room	24 Cocktail Party at Sumter County Museum 6:30pm	25 Trash & Recycling Pick Up Terminix CEL Prize Drawing For Family Zoo Passes!	26 Shaw's Boo Bash 4pm-7pm Shaw Lanes Bowling Center Parking Lot
27	28	29	30	31 Halloween CEL Prize Drawing For an Alexa!		

Shaw Housing Calendar Events

- **October 1** - CEL Kick-Off
 - **October 1, 4, 8, 11, 15, 18, 22 & 25** - Terminix*
 - **October 4 & 18** - Trash Pick Up
 - **October 11 & 25** - Trash and Recycling Pick-Up
 - **October 14** - Bulk Trash Pick Up
Bulk items should be placed curbside by 7:00am on the 2nd Monday of each month. Actual pickup may occur on any weekday during that week.
 - **October 23** - Community Advisory Board Meeting
This meeting will start at 11:30am in the Shaw Family Housing Management Office Conference Room.
 - **October 11** - CEL Prize Drawing for a FREE MONTH OF RENT!***
 - **October 18** - CEL Prize Drawing for a \$500 Gift Card!***
 - **October 25** - CEL Prize Drawing for an Alexa!***
 - **October 31** - CEL Prize Drawing for Family Zoo Passes!***
- *** CEL surveys will be email to the primary email address on file with the Housing Management Office. To be eligible for prizes you must show confirmation that your survey has been completed by 4pm on the day of the drawing. ***



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*To schedule Terminix please call 803.499.7047

