

MAR
2020

SHAW 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 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



HuntMilitaryCommunities.com



Have You Signed Up For RentCafé?

If not, we would like to encourage all residents to create an account either through the RentCafé app or through the online portal that can be accessed through our website at shawfamilyhousing.com. Starting March 13th all mass communications will be sent via RentCafé. To ensure you are staying up to date with all news and announcements, please make sure to sign up for your rent cafe account. You must register with the email address you have on file with the Shaw Family Housing Management Office. If you experience any issue with signing up, contact our office at 803.499.3074.

St. Patrick's Day Guessing Jar

How lucky are you? Take a guess at how many pieces of candy are in the jar for a chance to win a \$200 Amazon Gift Card and the candy jar. The individual with the closest guess without going over will be then lucky winner! Guesses can be submitted March 2nd-16th at the Housing Management Office or via Facebook Messenger. Only 1 entry per person. The winner will be announced Tuesday, March 17th.

Employee of the Month

Congratulations to our employee of the month, Sean Marshall, Maintenance Technician. Be sure and congratulate him when you see him.



Management Office

369 Rhodes Ave • Shaw AFB, SC 29152
Phone: 803-499-3074

Maintenance Office

5512 Sycamore St. • Shaw AFB, SC 29152
Phone: 803-499-7047



Thank You For Attending

Thank you to everyone who came out and enjoyed a night of Karaoke with the Shaw Family Housing Team! We had so much fun and we hope you did as well. We look forward to hosting more events like this in the future.

Can't We All Just Get Along?

We know that living in close proximity to other families poses certain challenges. We would like to offer a few tips to help create a positive living environment for everyone:

1. Keep household noise to a minimum and follow guidelines on quiet hours (quiet hours are between 2200 hours and 0600 hours). Please remember neighbors often work different shifts.
2. Keep the Premises, including the yard, clean and free of all unsightly refuse.
3. Know where Occupants and Guests are at all times.
4. Make neighbors aware of private gatherings, BBQ's or parties that may cause parking difficulties or above normal noise.
5. Difficulties with a neighbor must be settled peacefully. If all efforts are met with failure, file a complaint in writing with the Management Office. A phone call will not suffice. If it is serious enough to warrant action on the part of the Management Office, it is serious enough to put in writing. The Management Office will investigate and attempt to gain a resolution to the problem. The complaint, investigation performed, results, and the action will be made a matter of record and placed in the file of the Resident filing the complaint and the Resident named in the complaint.

SAVE THE DATES

March 2nd-16th

Guessing Jar Contest

March 17th

Guessing Jar Winner
Announced

March 3rd

Terminix

March 18th

Community Advisory Board
Meeting at 11:30AM

March 4th

Trash Collection

March 6th

Terminix

March 18th

Trash Collection

March 10th

Terminix

March 20th

Terminix

March 11th

Trash and Recycling Collection

March 24th

Terminix

March 13th

Terminix

March 25th

Trash and Recycling
Collection

March 17th

Terminix

March 17th

St. Patrick's Day

March 27th

Terminix

Our Karaoke Night was a Hit!

