

# October 2018

## Newsletter



A HUNT MILITARY COMMUNITY™

ONE MISSION. ONE COMMUNITY.

### A/C Tips for Residents



- 1.) Please keep windows closed while unit is on. This prevents the unit from overworking and helps prevent malfunctions.
- 2.) Thermostat fan must be left in "auto" position at all times.
- 3.) The partial lock on the thermostat is in place to protect the system in the mechanical room from excessive condensation and shorting out electrical components.
- 4.) All two-story homes are going to be warmer upstairs. Tenants can partially close the downstairs vents and in the bathrooms (always leave them slightly opened to prevent condensation) to push more cold air upstairs to aid in cooling upstairs. Please note: hot air rises; therefore, the upstairs portion of any house will be warmer than the downstairs portion.
- 5.) Please do NOT block or cover the a/c return grills or cold air supply vents in order to ensure optimal unit efficiency. The main return vent downstairs can be lightly cleaned with a broom or Swiffer to help ensure maximum efficiency.
- 6.) Keeping a thermostat set between 72 -78 will help maintain a healthy functional HVAC system. Dropping the temperature down lower can cause the potential for units freezing up or other easily avoidable situations. Please note, an HVAC system is designed to cool a maximum of 20° from the outside temperatures. If a unit is maintaining a house at 80 with an outdoor temperature of 100 , then the unit is doing its job and working properly.
- 7.) If you have fur buddies, please put a protective border around your outdoor unit. Lattice, chicken wire, and fencing are all acceptable and inexpensive ways to prevent a pet from urinating on the outdoor unit which causes corrosion leading to expensive and time consuming repairs.

Fall  
Carnival!  
Photos!!



## Shaw Family Housing Information

### Management Office

369 Rhodes Ave  
Shaw AFB, SC 29152  
Office: 803.499.3074 or 803.666.2210  
Fax: 803.666.2186

Mary Ranson- Director of Operations  
Leslie Birth- Asst Director of Operations  
Kathy Farley- Community Director  
RaShaun Downs- Community Manager  
Antonniel "Tony" Davis- Accountant  
Lauren Davis- Resident Services Specialist  
Mary Beth Ruffin- Resident Services Specialist  
Kiara Jacobs- Resident Services Specialist  
Edith "Rita" Amerson- Resident Services Specialist

### Maintenance Office

5512 Sycamore St.  
Shaw AFB, SC 29152  
Office: 803.499.7047 or 803.666.2211  
Fax: 803-895-8552 (Local Only)

Charlie Cook- Maintenance Director  
Mickel "Mike" McCoy- Maintenance Supervisor  
Kristopher "Kris" Ayers- Dispatch  
William Martin- Warehouse Technician  
Herbert Simmons- Maintenance Technician  
Sean Marshall- Maintenance Technician  
Teddy Knotts- Maintenance Technician  
Jerry Johnson- Maintenance Technician  
Andrew Bochette- Maintenance Technician

[www.shawfamilyhousing.com](http://www.shawfamilyhousing.com)  
[www.facebook.com/Shawfamilyhousing](https://www.facebook.com/Shawfamilyhousing)  
[www.twitter.com/Huntmilitary](https://www.twitter.com/Huntmilitary)



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# ANNUAL CEL SURVEY

## OCTOBER 2 - OCTOBER 31

**GOT 5  
GIVE 5**

**CARING. ENGAGED. LISTENING.**

Hunt Military Communities will be launching the Annual CEL Resident Satisfaction Survey October 2, 2018. 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 2, 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 2, 2018.
- 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 2018 Annual CEL Resident Satisfaction Survey!

### *We Thank You!*

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



[HuntMilitaryCommunities.com](http://HuntMilitaryCommunities.com)



# October 2018

## Annual CEL Resident Satisfaction Survey Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
	1	2 Terminix	3 Trash Pick Up	4	5 Terminix	6
7	8 Bulk Trash Pick Up CEL Prize Drawing	9 Terminix	10 Trash Pick Up CEL Prize Drawing	11	12 Terminix	13
14	15	16 Terminix	17 Trash Pick Up CEL Prize Drawing	18	19 Terminix	20
21	22	23 Terminix	24 Trash Pick Up CEL Prize Drawing	25	26 Terminix Nightmare on Elm Street Haunted House 7PM-9PM	27 Sunter's Annual Health Fair and Trunk or Treat Sunter County Civic Center 11AM-3PM
28	29	30	31 Trash Pick Up CEL Prize Drawing Happy Halloween			

- ✚ **Terminix:** 2, 5, 9, 12, 16, 19, 23, 26 - To schedule Terminix to come spray your home call maintenance at 803.499.7047.
- ✚ **Trash Days:** 3, 10, 17, 24, 31 - Trash and Recycling will be picked up on these days.
- ✚ **Bulk Trash Pick Up:** 8<sup>th</sup> - Bulk trash needs to be placed at the curb by 7am, however maintenance has until October 12<sup>th</sup> to pick up bulk items.

### Manager's Corner

We hope you will take 5 minutes to complete your survey and give us your feedback. We will be drawing for incredible prizes every week during the month of October but you are only eligible if you have completed your survey. A month's free rent, huge flat screen TV, and Carwinds tickets are some of the prizes up for grabs. We value your feedback and look forward to your participation.

### Maintenance Corner

#### Service Call Types

##### Emergency Calls

Service calls will be classified as an emergency when work consist of correcting failures that constitute an immediate danger to Residents, or threaten to damage property (i.e. overflowing drains, roof leaks, broken water pipes, power outages, electrical defects which may cause fire or shock, gas leaks, or loss of heat or air conditioning). A Maintenance Technician will respond immediately, and be at the home within 60 minutes of receiving the emergency service call.

##### Urgent Call

Urgent service calls are defined as failures in services that do not immediately endanger Residents or property, but soon inconvenience and/or affect the health or well-being of the Residents. Examples of urgent service requests include the failures of appliances such as stoves, refrigerators, and water heaters. Maintenance Technicians will respond to urgent service calls within four (4) hours.

##### Routine Call

All routine service calls will be responded to within twenty-four (24) hours of receipt. For routine service calls received on the weekend and/or on stated holidays, receipt shall be considered as of 0800 on the next business day. Examples of routine service calls include a broken floor tile, loose baseboard, and dishwashers that are not working.