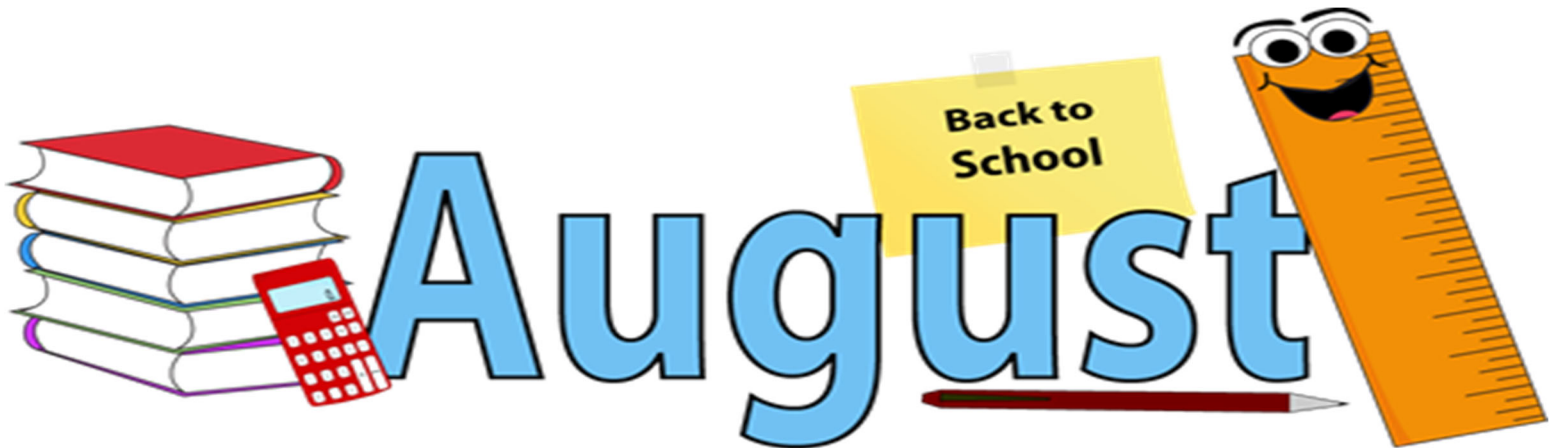


August
2021

LITTLE ROCK INSIGHTS
NEWS & STORIES



Our President's Message



Dear HMC Residents,

I am honored and humbled to be a part of the Hunt Military Communities' family. As the new CEO, I look forward to continuing with the company vision of providing 5-Star Service and excellence in housing. As a former Marine, I understand first-hand the challenges service members and their families face when moving to a new community and the importance of providing quality housing. Over the next several months, I will be visiting many of our HMC communities with the intention of meeting residents, touring homes, and looking for ways to make your living experience the very best it can be. I will tirelessly search for ways Hunt Military Communities can improve our service delivery and homes to enrich the lives of our residents. Our nation's military service members became my heroes after two combat tours in the Marine Corps, and I greatly look forward to serving our military families. As always, we want your feedback, and our Hunt Promise Helpline (<https://www.huntmilitarycommunities.com/contact-us>) provides an easy way for you to share your feedback or address concerns that have not been appropriately tended to at the site level. Transparency and open communication will help HMC to provide you great service.

Brian Stann
CEO Hunt Military Communities


MILITARY COMMUNITIES
HuntMilitaryCommunities.com



EFFECTIVE SEPTEMBER 1ST


MILITARY COMMUNITIES

IS GOING "PAY" PERLESS!
The Safe, Secure, and Seamless way to make payments.

Starting **September 1st** HMC will be 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** 


WIPS
walk in payment system

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

 HUNT
MILITARY COMMUNITIES

HuntMilitaryCommunities.com 

Contact Information

101 Arkansas Blvd, Jacksonville, AR 72076
Phone: 501-983-9044 • Fax: 501-983-9021
Facebook: Little Rock Family Housing

Employee Spotlight

Meet our August Employee Spotlight,

Thomas Owens

What do you love most about your job:

There is a genuine comradery amongst the maintenance team. I work with great people

Fun Fact about Thomas:

Thomas enjoys all types of fishing and getting out on the water with his boat.



Thomas Owens has been with LRFH for 5 years and is currently a Maintenance Tech II.



Routine Maintenance Requests through the Hunt Resident App or Online Portal

> Service Requests submitted through the Portal or App, are ONLY for Routine Maintenance Requests.

- These are Maintenance requests that are **not** a potential threat to life, health, or safety. Examples Include:
 - o Air Filters
 - o Blind Repair
 - o Cabinet Repair
 - o Flags/Flag Poles/Flag Holder
 - o Flooring Repair
 - o Light Bulbs over 10ft
 - o Mailbox Repair
 - o Routine Pest Control Requests
 - o Toilet Seat Repairs

> For Urgent or Emergency Maintenance

Please call your Maintenance Service Request Line, 24 Hours a day to reach our team directly.

****DO NOT Submit These Requests Through the Online Portal or Mobile Application****

- Urgent or Emergency Maintenance may be defined as, but not limited to:
 - o Appliances that are Inoperable
 - o Clogged Toilets
 - o Door Security
 - o Gas Concerns
 - o HVAC Not Heating or Cooling Your Home
 - o Leaks/Water Intrusions
 - o Lock Outs/Key Issues
 - o Mold Concerns
 - o No Power
 - o No Water
 - o Smoke Detector/CO Detector Chirping or Inoperable
 - o Water Heater Concerns
 - o Any other work order that is a potential life, health, or safety concern

Work Order Submission Process:

- Open your Hunt Resident application or log into the online portal to submit a Routine Maintenance Service Request
- Work Orders are time stamped and immediately logged in the property management software
- Residents receive email work order status notifications throughout the process of their request through to completion from cdr@yardi.com
- Resident receives automated online survey and phone call to ensure satisfaction from surveys@satisfacts.com upon work order completion



HuntMilitaryCommunities.com



Yard of the Month Winners

HOT! HOT !HOT!

Who turned on the heater? This summer's heat wave is breaking records that have stood for decades.

The month of August has traditionally been the hottest month in the state of Arkansas, and this year is not looking to be any different. You can keep cool by the pool or join us for our Pool is Poppin Popsicles on Fridays from 3-4pm.

Our outstanding maintenance team has come up with some simple ways to keep your house cool through the dog days of summer. First suggestion is to get a fan. It does not have to be anything fancy a simple box fan will do. Place it in the hallway and it will allow air to move around the house.

Second suggestion is to keep your exterior doors closed. If the door is left open it not only let all the cold air out of your home, it allows all the hot air outside to come in. It doesn't take any time at all for a home to warm up with 102 degree air rushing in.

Third and fourth suggestions are good for the heat of summer and freezing cold of winter. Set your thermostat and leave it alone. Constantly adjusting the thermostat forces your unit to overwork itself and it will inevitably break down.

Keeping a clean filter in your unit is the best thing you can do to keep your unit running. Change your air conditioner filter once a month. Anytime you need a new one, you can put a work order in on our resident portal app and a new one will be delivered to your front door.

Even though its hot outside, you can keep your home cool by following a few simple suggestions. Enjoy the rest of your summer and even though its hot outside, its cool at LRFH!

Watch out for kids walking and riding their bikes to school and prepare for increased traffic throughout housing area August 17 because its back to school time. The Harris road will re-open for school traffic when classes resume making it easier to get to and from school.

Good Luck to all you students out there and have a great year!



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