



RANDOLPH
FAMILY HOUSING

HUNT MILITARY COMMUNITIES

COMMUNITY DIRECTOR UPDATE

MARCH 1, 2025

COMMUNITY UPDATES

Did you know you can easily manage your home maintenance requests through the Hunt Resident App and Online Portal? In addition to making payments and accessing important leasing documents, residents can use the portal to submit Routine Maintenance requests anytime.

Please note that the Online Portal/Mobile App should only be used for Routine Maintenance requests. If you have an Emergency or Urgent work order, please contact our office 24/7 at 830-483-9900 for immediate assistance.

Through the app, you can also view your open work orders, check your work order history, and stay informed on maintenance progress. If you have questions about an open work order, please call our office for updates. Submitting duplicate requests for the same issue will result in the new request being canceled and merged with the original.

Our team works diligently to complete all maintenance requests as quickly as possible. If you need further assistance, don't hesitate to reach out to your Resident Service Specialist for more information. Thank you for helping us keep our community running smoothly!

UPCOMING COMMUNITY EVENTS

AFTER SCHOOL SNACKS

Date: Wednesday, March 5th and 19th

Time: 3PM-5PM

Location: Randolph Family Housing Community Center

Stop by to grab an after-school snack!



PI DAY

Date: March 14, 2025

Time: 2PM to 5PM

Location: Randolph Family Housing Community Center

Stop by our office to pick up a Mini Pie and celebrate Pi Day with us! Available while supplies last, so don't miss out on this sweet treat!



Leasing Office Contact Information

(830) 483-9900

randolphleasing@huntcompanies.com

www.randolphfamilyhousing.com

TRASH SCHEDULE

Every Wednesday

UPCOMING COMMUNITY EVENTS (CONT)

ST. PATTY'S SCAVENGER HUNT

Date: March 17, 2025 | 9AM-5PM | Randolph Family Housing Community Center

Shamrocks will be hidden throughout the community, find them and return to the Leasing office for a prize!



SPRING YARD SALE

Date: March 29, 2025 | 9AM-1PM | Randolph Family Housing

Join your neighbors by participating in our community yard sale. Each resident may set up their yard sale in their respective driveway or yard.



MOVIE NIGHT WITH THE CHAPEL

Date: March 21, 2025 | 6PM-9PM | Randolph Family Housing Community Center/ Heritage Park

Join JBSA-Randolph Chapel and Randolph Family Housing for a fun-filled outdoor movie night at Heritage Park, next to our Community Center! We'll be showing Sonic 3 and providing some refreshments while supplies last.



GOOD NEWS STORIES: RESIDENT REVIEWS

"Miguel was extremely helpful and professional -- thank you!"

"Mike is such an incredible Maintenance Professional. Always friendly, cheerful and has a can-fix approach! We appreciate it very much! Problem solved."

"Maintenance was cool and knowledgeable of the issue. Glad he was able to fix it and even explained the reasoning of the issue. As per usual very courteous and professional."

DID YOU KNOW?

- Pest Control Services are available every Tuesday and Friday through Massey Services. Call us at 830-483-9900 to schedule a service.
- Self-Help Program: Need DIY supplies? Stop by the Maintenance Shop for free items like grass seed, light bulbs, toilet parts, touch-up paint, air filters, batteries, and more!

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.

Community Director
Justin Tran

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Director of Operations
Lacey Jordan

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