

COMMUNITY DIRECTOR UPDATE SEPTEMBER 1, 2025

COMMUNITY REMINDERS

Hunt Resident App and Online Portal

Did you know that in addition to making payments and accessing important leasing documents, you can use the app and portal to submit routine maintenance requests?

- **Important Reminder:** The Online Portal and Mobile App should only be used for routine work orders. For emergency or urgent maintenance requests, please contact our office directly at (830) 483-9900—available 24/7.
- **Track Maintenance Requests:** You can view your open work orders and the history of completed requests directly in the app.
- **Avoid Duplicate Requests:** If you submit a new work order for an issue that's already open, the new request will be canceled and merged with the existing ticket.

We're committed to completing your work orders as quickly as possible. If you have questions about an open or recently completed request, please call our office or connect with your Resident Service Specialist for updates and additional information.

Did You Know?

- **Pest control** services are available on Tuesday and Friday each week from Massey Services. Call if you have any pest control needs at (830) 483-9900, and we will get you scheduled.
- **Self-Help:** The Maintenance Shop offers free items such as grass seed, specialty light bulbs, toilet flush handles, toilet flappers, touch-up paint, air filters, batteries, and more! Visit our Maintenance Shop between 9:00 AM and 4:00 PM for self-help items.

RESIDENT SURVEYS ★★★★★

"Mr. Mike is an awesome technician. He called me before he came over, took the time to fully analyze the issue, and he fixed it on the spot!"

"Super friendly and responsive staff addressed a series of issues quickly while providing quality over-the-top support to a family who needed it."

Office Contact Information

- 📞 (830) 483-9900
- ✉️ RandolphLeasing@HuntCompanies.com
- 🌐 RandolphFamilyHousing.com

TRASH SCHEDULE

Every Wednesday

COMMUNITY EVENTS

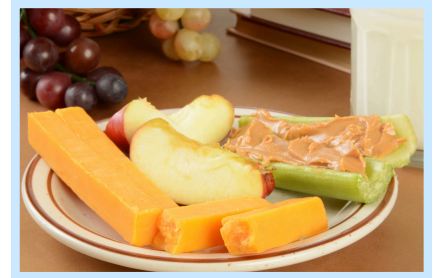
UPCOMING COMMUNITY EVENTS

AFTER-SCHOOL SNACKS

Date: Every Wednesday

Time: 3:00 PM – 5:00 PM

Location: Randolph Family Housing Community Center
Stop by to grab a tasty snack!



AIR FORCE BIRTHDAY CELEBRATION

Date: Thursday, September 18th

Time: 2:00 PM – 5:00 PM

Location: Randolph Family Housing Community Center
Celebrate the 78th Anniversary of the U.S. Air Force with a treat.



NATIONAL COFFEE DAY

Date: Monday, September 29th

Time: 2:00 PM – 5:00 PM

Location: Randolph Family Housing Community Center
Pick up a Starbucks Frappuccino on us!



UPCOMING LOCAL EVENTS

PRINCE AND PRINCESS TEA PARTY – JBSA RANDOLPH

Date: Saturday, September 13th

Time: 11:00 AM – 1:00 PM

Join us for a fun tea party with music, games, crafts, and visits from Cinderella, Snow White, Sleeping Beauty, and Belle! Kids can dress as their favorite prince or princess and earn tickets for trinkets at the General Store. Reservations start September 2; call (210) 658-7445 or email jbsarandolphclubs@gmail.com. Limited seating. **Cost: \$15 for members, \$17 for non-members.**

OKTOBERFEST – JBSA FT. SAM

Date: Saturday, September 27th

Time: 5:00 PM – 9:00 PM

Location: ARSOUTH parking lot on JBSA Ft. Sam Houston

Come out to enjoy an evening of live music, festive food, interactive inflatables, youth crafts/games and tons of FUN for the whole family. Visit JBStoday.com for details.

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

✉ justin.tran@huntcompanies.com

Director of Operations
Ann Kimball

✉ Ann.Kimball@HuntCompanies.com

2025

SEPTEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
	01 Labor Day OFFICE CLOSED	02	03 After-School Snacks	04	05	06
07	08	09	10 After-School Snacks	11 Patriot Day	12	13 Prince and Princess Tea Party
14	15	16	17 After-School Snacks	18 Air Force Birthday Air Force Birthday Celebration	19 National POW/MIA Recognition Day	20
21	22 First Day Of Fall	23	24 After-School Snacks	25	26	27 Oktoberfest
28 Gold Star Mother's Day	29 National Coffee Day	30				