

COMMUNITY DIRECTOR UPDATE OCTOBER 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 ★★★★★

"Gabriel always does a fantastic job with anything that he does. Excellent at his job."

"Miguel responded timely and provided good service making sure that my emergency plumbing issue is addressed."

"The team alerted me of an issue I didn't know I had. Appreciate their working with me to get it fixed."

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!



BINGO NIGHT

Date: Wednesday, October 15th

Time: 4:00 PM – 6:00 PM

Location: Randolph Family Housing Community Center
Join us and your neighbors for Bingo Night! Refreshments will be provided along with prizes for the winners.



NATIONAL CHOCOLATE DAY

Date: Tuesday, October 28th

Time: 2:00 PM – 5:00 PM

Location: Randolph Family Housing Community Center
Join us in celebrating National Chocolate Day. Visit our Community Center to sample assorted gourmet chocolates.
While supplies last



UPCOMING LOCAL EVENTS

JBSA FALL FEST

Date: Saturday, October 18th

Time: 9:30 AM – 1:30 PM

Location: JBSA Lackland

Celebrate Fall with family fun, including a pumpkin patch, petting zoo, food trucks, shopping market, music, crafts, games, and more.

JBSA RANDOLPH TRUNK OR TREAT

Date: Friday, October 31st

Time: 6:00 PM – 8:00 PM

Location: In the circle around the Parr Club

JBSA Randolph Youth Center will be hosting a Trunk or Treat this year to celebrate Halloween.

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
Ann Kimball

✉ Ann.Kimball@HuntCompanies.com

2025

OCTOBER

SUN	MON	TUE	WED	THU	FRI	SAT
			01 After-School Snacks	02	03	04
05	06	07	08 After-School Snacks	09 National Depression Screening Day	10	11
12	13 Navy Birthday	14	15 After-School Snacks Bingo Night	16	17	18 JBSA Fall Fest
19	20	21	22 After-School Snacks	23	24	25
26 Deployed Day	27 Navy Day	28 National Chocolate Day	29 After-School Snacks	30	31 JBSA Randolph Trunk or Treat	