

COMMUNITY DIRECTOR UPDATE NOVEMBER 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.

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 ★★★★★

"When the maintenance workers discovered the problem with the dishwasher, it was around 4:20 PM. They could have easily drawn the diagnostic process out so they didn't have to repair anything that day, but thankfully, that's not what they did. While one man went to get us a new dishwasher, the other man stayed behind and removed the dishwasher. When he returned with the dishwasher, they worked efficiently to get it installed and running properly before leaving. I really appreciate that they fixed it that day and we didn't have to wait another day!"

"Tech was very responsive and polite. Worked diligently until the requests were completed."

"Christian was absolutely wonderful! He responded promptly and professionally, explaining everything."

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!



KIDS CRAFT ACTIVITIES

Date: Thursday, November 13th

Time: 2:00 PM – 5:00 PM

Location: Randolph Family Housing Community Center
Celebrate the season with fun fall crafts! Join us in person for creative activities or pick up a craft kit to enjoy at home.



FALL SCAVENGER HUNT

Date: Wednesday, November 26th

Time: 12:00 PM – 4:00 PM

Location: Randolph Family Housing Community Center
Mini pumpkins will be hidden throughout the community. Find one and return it to the Leasing Office for a prize!



UPCOMING LOCAL EVENTS

MONTH OF THE MILITARY FAMILY BOWLING SPECIAL

Date: Sunday, November 9th and Sunday, November 16th

Time: 1:00 PM – 4:00 PM

Location: JBSA Fort Sam Houston Bowling Center

Join JBSA as we honor our military families. Active-duty military members and their families can enjoy one free hour of bowling, including shoe rental.

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

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NOVEMBER

2025

SUN	MON	TUE	WED	THU	FRI	SAT
						01
02 Daylight Saving Time Ends	03	04	05 After-School Snacks	06	07	08
09 Military Bowling Night	10 Marine Corps Birthday	11 Veterans Day OFFICE CLOSED	12 After-School Snacks	13 Kids Craft Activities	14	15
16 Military Bowling Night	17	18	19 After-School Snacks	20	21	22
23	24	25	26 After-School Snacks Fall Scavenger Hunt	27 Thanksgiving OFFICE CLOSED	28	29
30						