

COMMUNITY DIRECTOR UPDATE DECEMBER 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.

Please notify the office if you are going on vacation for longer than 7 days, or anytime you will be gone during freezing temperatures. This helps our team be prepared in case of any cold weather related emergencies.

MAINTENANCE TIPS

As freezing temperatures approach in San Antonio, please review the following recommended actions from Randolph Family Housing to help keep your home safe and warm:

- Open cabinets during extended periods of below-freezing temperatures so that the warm air can reach pipes along exterior walls that are often exposed to the most extreme temperatures.
- Remove all hoses from hose bibs.
- Open faucets to allow both the cold and hot water to drip. This allows the water to flow continuously and helps prevent pipes from freezing.
- Never turn your heat off or lower than 65° F to help prevent frozen pipes. Especially if you are on vacation or away from your home.
- Make sure heat registers or baseboard heaters are not obstructed. Any registers in unused spare rooms should be left open in order to keep the room warm.

RESIDENT SURVEYS ★★★★★

“Extremely pleased with the promptness problem was addressed. The technician was very polite, explained what he was going to do to fix the problem, completed resolving the problem, and had me look and see if all was okay before leaving. Reassured us to make sure and let them know if we had any more issues.”

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!



HOT COCOA BAR & HOLIDAY COOKIE DECORATING

Date: Wednesday, December 17th

Time: 2:00 PM – 5:00 PM

Location: Randolph Family Housing Community Center
Celebrate the season with us! Warm up with a delicious cup of cocoa and get creative decorating holiday cookies. Bring your festive spirit and enjoy a cozy afternoon with neighbors and friends.



LETTERS TO SANTA

Date: Monday, December 1st – Wednesday, December 17th

Time: 8:00 AM – 5:00 PM

Location: North Pole Mailbox at the Community Center
Come by our office to fill out a letter to Santa and place it in the North Pole Mailbox!



UPCOMING LOCAL EVENTS

JBSA RANDOLPH HOLIDAY TREE LIGHTING

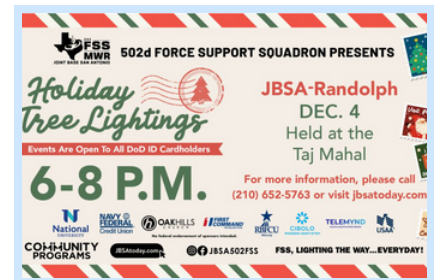
Date: Thursday, December 4th

Time: 6:00 PM – 8:00 PM

Location: "Taj Mahal" BLDG 100

It's beginning to look a lot like Christmas!

Join us for a magical evening filled with holiday cheer. Bring the whole family to enjoy cookies, hot chocolate, festive crafts, and joyful memories as we light up the JBSA Christmas trees. Don't forget to keep an eye out, Santa will be making a special appearance to spread holiday cheer!



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

DECEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
	01 Letters to Santa Starts	02 #GivingTuesday	03 After-School Snacks	04 JBSA Randolph Holiday Tree Lighting	05	06
07 National Pearl Harbor Remembrance Day	08	09	10 After-School Snacks	11	12	13 National Guard Birthday Wreaths Across America
14	15	16	17 After-School Snacks Cocoa Bar & Holiday Cookie Decorating Letters to Santa Ends	18	19	20 Space Force Birthday
21	22	23	24 After-School Snacks	25 OFFICE CLOSED	26	27
28	29	30	31 After-School Snacks New Year's Eve			