

COMMUNITY DIRECTOR UPDATE JANUARY 1, 2026



COMMUNITY UPDATES

Hunt Resident App and Online Portal

Residents can use the Hunt Resident App and Online Portal for the following:

- **Payments & Leasing Documents:** Make payments and access important leasing documents.
- **Routine Maintenance Requests:** Submit routine maintenance requests through the app or portal.

Emergency or Urgent Work Orders

If you have an Emergency or Urgent work order, do not use the app or portal. Instead, call our office at **(830) 483-9900**, available 24 hours a day.

Tracking Work Orders

View open work orders and completed work order history in the app. For questions about an open work order, call our office for updates. If you submit a new work order for an issue that already has an open request, the new order will be canceled and merged with the existing ticket.

Need Help?

We work diligently to complete your work orders. For any questions about an open or recently completed work order, please call our office or reach out to your Resident Service Specialist.

TEAM UPDATES

Ana Watson, Resident Service Specialist

Meet Ana! Originally from the island of Guam, Ana comes from a proud military family, both her mother and husband served in the Army. She recently transferred from Fort Sam Family Housing and loves spending her free time with her children. Ana's passion is sharing the hafa adai spirit and making residents feel welcome and at home at Randolph Family Housing, because she understands what it's like to be away from home.

RESIDENT SURVEYS ★★★★★

- "Joe was once again amazing and quick to answer the work order!"
- "Thank you for your quick response and professional care and demeanor."
- "Thank you for fixing this promptly as we had guests over for Thanksgiving and it was very much appreciated!"



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 an after school snack!

NATIONAL CHEESE DAY NACHO BAR

Date: Tuesday, January 20th

Time: 3:00 PM – 5:00 PM

Location: Randolph Family Housing Community Center

Build your own nachos to celebrate National Cheese Day.

UPCOMING LOCAL EVENTS

RIVER WALK WINTER ARTISAN SHOW

Date: Friday, January 9th – Sunday, January 11th

Time: Friday & Saturday: 11:00 AM – 11:00 PM, Sunday: 11:00 AM – 8:00 PM

Location: San Antonio River Walk

Experience the beauty of the San Antonio River Walk at the Artisan Show by shopping over 40 handmade artisan booths, including pottery, textiles, jewelry, woodwork, paintings, beadwork, and more. Located at the River Walk Extension (close to the San Antonio Chamber of Commerce Building and the Shops at Rivercenter), San Antonio River Walk Artisan Shows are always free to attend! More info [here](#).

MAINTENANCE TIPS

Winterize Your Home

When temperatures drop to 32°F or below, follow these steps to help prevent frozen pipes:

- **Disconnect Garden Hoses:** Remove hoses from outdoor spigots and store until spring to avoid freezing and bursting pipes.
- **Keep Heat On:** Set your thermostat to at least 65°F, even if you're away for more than 24 hours.
- **Open Registers in Unused Rooms:** Keep vents open in spare rooms to maintain warmth and protect interior water lines.
- **Clear Heater Obstructions:** Ensure heat registers and baseboard heaters are unobstructed.
- **Let Faucets Drip:** Allow hot and cold water to drip in kitchen and bathroom faucets to keep water flowing.
- **Open Cabinets:** During extended freezing periods, open kitchen and bathroom cabinets so warm air can reach pipes along exterior walls.

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



2026

JANUARY

SUN	MON	TUE	WED	THU	FRI	SAT
				01 New Year's Day OFFICE CLOSED	02	03
04	05	06	07 After School Snacks	08	09 River Walk Winter Artisan Show Begins	10
11 River Walk Winter Artisan Show Ends	12	13	14 After School Snacks	15	16	17
18	19 Martin Luther King Day OFFICE CLOSED	20 National Cheese Day Nacho Bar	21 After School Snacks	22	23	24
25	26	27	28 After School Snacks	29	30	31