

COMMUNITY DIRECTOR UPDATE

FEBRUARY 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.

Randolph Resident Council Overview

The Randolph Resident Council empowers Randolph Family Housing residents to have a real voice in their community. Supported by 502d Air Base Wing leadership and Resident Advocate Ms. Cathy Wiley, the council unites residents with HMC, the 802d CES Military Housing Office, and AFCEC to address concerns and collaborate on meaningful improvements.

This is your chance to be heard, share ideas, and help shape your neighborhood's future. If you're passionate about making Randolph Family Housing the best it can be, we'd love for you to join the conversation and the council.

To learn more or join the council, contact

Ms. Wiley at Cathy.Wiley@us.af.mil.

GET INVOLVED TODAY!

Top Issues:

- Improving community landscaping.
- Expanding communication to include spouses.
- Addressing traffic flow and safety concerns.

Office Contact Information

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

TRASH SCHEDULE

Every Wednesday

COMMUNITY NEWS

DID YOU KNOW?

Pest Control Services

Massey Services provides pest control on Tuesdays and Fridays. If you need assistance, simply submit a work order request, and we'll schedule your service promptly.

Self-Help Center

Our Self-Help Center, located at the Maintenance Shop, offers free items such as grass seed, specialty light bulbs, toilet handles and flappers, touch-up paint, air filters, batteries, and more. Stop by between 9:00 AM and 4:00 PM to pick up what you need and keep your home in great shape.

RESIDENT SURVEYS

- ★ "Mike did a great job with our work order. He is always courteous, on time, knowledgeable, and fulfills his promises. I wish we could request him to complete all of our work orders!"
- ★ "Joe was excellent! Thank you for the prompt response and resolution to our issue!"
- ★ "Amazing, timely, and expeditious as always, with professional and quality work."

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!



SUPER BOWL PREDICTION

Date: Monday, February 2nd – Friday, February 6th

Time: 9:00 AM – 5:00 PM

Location: Randolph Family Housing Community Center

Stop by The Community Center and make your prediction for this year's Super Bowl. The person with the closest score and the winner prediction will win a prize!

The winner will be notified on Monday, February 9th.



BE OUR VALENTINE

Date: Friday, February 13th

Time: 10:00 AM – 5:00 PM

Location: Randolph Family Housing Community Center

Stop by and pick up some Valentine's Day chocolates, our sweet treat to you! Available while supplies last



COMMUNITY NEWS & LOCAL EVENTS

UPCOMING LOCAL EVENTS

UNIVERSAL CITY, SNOWFEST AND CARNIVAL

Date: Saturday, February 21st

Time: 1:00 PM – 8:00 PM

Location: Universal City Park, 305 North Boulevard

This year marks the 16th annual Snowfest, and it's shaping up to be the largest yet, offering family-friendly fun, entertainment, and activities for all ages.



What to Expect

Residents can look forward to a full day of winter-themed excitement, including:

- Snow play and slides.
- Unlimited carnival rides and inflatable attractions.
- Skating rink, mechanical bull, and games offering fun for teens, kids, and adults.
- Food vendors, including returning favorites and new additions.
- Shopping vendors with a wide range of local products and gifts.
- Mascot dance-off and strolling entertainers.

For additional information and tickets, visit: universalcitytexas.gov/694/Snowfest.

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

FEBRUARY

SUN	MON	TUE	WED	THU	FRI	SAT
01	02 Super Bowl Prediction Challenge Starts Groundhog Day	03	04 After School Snacks USO Birthday	05	06 Super Bowl Prediction Challenge Ends	07
08 The Big Game	09	10	11 After School Snacks	12	13 Be Our Valentine	14
15	16 Presidents' Day	17	18 After School Snacks	19	20	21 Universal City Snowfest and Carnival
22	23	24	25 After School Snacks	26	27	28