

# COMMUNITY DIRECTOR UPDATE

## MARCH 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](mailto: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](mailto:RandolphLeasing@HuntCompanies.com)
-  [RandolphFamilyHousing.com](http://RandolphFamilyHousing.com)

### **TRASH SCHEDULE**

Every Wednesday

## **DID YOU KNOW?**

### **Pest Control Services**

Pest control services are available on Tuesday and Friday each week from Massey Services. Please submit a work order request for any pest control needs ,and we will get you scheduled.

### **Self-Help Center**

Free items such as grass seed, specialty light bulbs, toilet flush handles, toilet flappers, touch-up paint, air filters, batteries, and more are available in the Maintenance Shop through the Self-Help program for DIY residents. Please visit our Maintenance Shop between 9:00 AM and 4:00 PM for Self-Help items.

## **RESIDENT SURVEYS**

- ★ "Mike was super-fast at coming to the house. He was very courteous and got the job done quickly."
- ★ "Creed was responsive, courteous, and professional. He explained everything thoroughly. He fixed the clog and drain issue immediately."
- ★ "Gabriel did a great job responding and helping us out!"

## **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!



### **ST. PATTY'S DAY SCAVENGER HUNT**

**Date:** Tuesday, March 17th

**Time:** 12:00 PM - 4:00 PM

**Location:** Randolph Family Housing Area

Green shamrocks will be hidden throughout the community. Find them and return to the Leasing Office for a prize!



### **COMMUNITY YARD SALE**

**Date:** Saturday, March 28th

**Time:** 9:00 AM - 1:00 PM

**Location:** Randolph Family Housing Community

Please join your neighbors in participating in our community yard sale. Each resident may set up their yard sale in their respective driveway or yard.



# LOCAL EVENT & MAINTENANCE TIPS

## UPCOMING LOCAL EVENT

### SAN ANTONIO ST. PATRICK'S DAY PARADES & FESTIVAL

**Date:** Saturday, March 14th and Sunday, March 15th

**Time:** 1:00 PM

**Location:** San Antonio River Walk and Downtown

Celebrate St. Patrick's Day as the San Antonio River Walk transforms into a sea of green. Enjoy the annual river-dyeing tradition, live music, family activities, food and drink vendors, and festive entertainment at La Villita. The weekend also features the Emerald Run 5K, the crowning of River Walk Royalty, and the adorable Lucky Dog Fashion Show. A beloved San Antonio tradition since 1969, this two-day celebration brings Irish spirit to the heart of downtown.

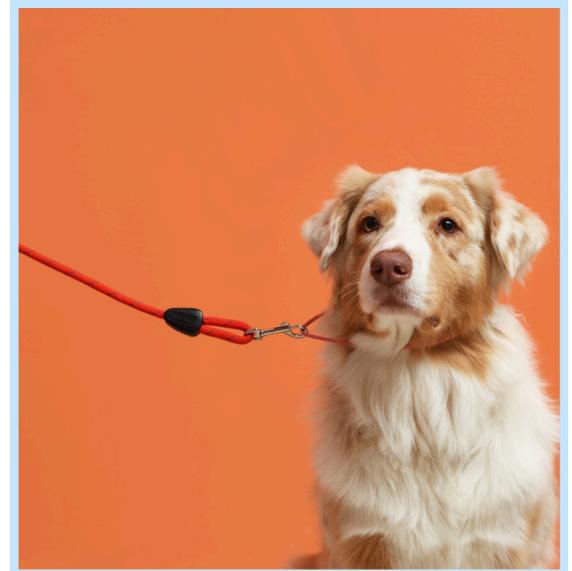
<https://www.thesanantonioriverwalk.com/events/st-patricks-river-parade-celebrations/>



## MAINTENANCE TIPS

### Hunt Military Communities Pet Policy

- Pet owners must provide a verification of immunization along with the pet registration.
- No more than two (2) pets per household are allowed.
- The resident is responsible for keeping the grounds clean and sanitary. All yards and common areas must be kept clean of pet droppings.
- Pets must be "on leash" at all times when outside the fenced area of the housing unit.
- Pets shall not be tethered outside the home. Pets must be in the home or behind an approved fenced area in the backyard if unattended. Avoid leaving pet food outside for prolonged periods, as it will attract vermin and pests.
- Resident shall ensure that the pet does not, at any time, disturb any other resident of the community, nor damage any property located in the community.



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](mailto:Justin.Tran@HuntCompanies.com)

**Director of Operations**  
**Ann Kimball**

✉ [Ann.Kimball@HuntCompanies.com](mailto:Ann.Kimball@HuntCompanies.com)

2026

# MARCH

SUN	MON	TUE	WED	THU	FRI	SAT
01	02	03	04 After School Snacks	05	06	07
08 Daylight Saving Time Starts	09	10	11 After School Snacks	12	13 Canine Veterans Day	14 San Antonio St. Patrick's Day Parades & Festival
15 San Antonio St. Patrick's Day Parades & Festival	16	17 St. Patty's Day Scavenger Hunt	18 After School Snacks	19	20 First Day Of Spring	21
22	23	24	25 After School Snacks Medal of Honor Day	26	27	28 Community Yard Sale
29 National Vietnam War Veterans Day	30	31				