

AUG  
2021

# RANDOLPH INSIGHTS NEWS & STORIES



## IT IS TIME TO GO BACK TO SCHOOL

### Our CEO's Message



Dear HMC Residents,

I am honored and humbled to be a part of the Hunt Military Communities' family. As the new CEO, I look forward to continuing with the company vision of providing 5-Star Service and excellence in housing. As a former Marine, I understand first-hand the challenges service members and their families face when moving to a new community and the importance of providing quality housing.

Over the next several months, I will be visiting many of our HMC communities with the intention of meeting residents, touring homes, and looking for ways to make your living experience the very best it can be. I will tirelessly search for ways Hunt Military Communities can improve our service delivery and homes to enrich the lives of our residents. Our nation's military service members became my heroes after two combat tours in the Marine Corps, and I greatly look forward to serving our military families. As always, we want your feedback, and our Hunt Promise Helpline (<https://www.huntmilitarycommunities.com/contact-us>) provides an easy way for you to share your feedback or address concerns that have not been appropriately tended to at the site level. Transparency and open communication will help HMC to provide you great service.

Brian Stann

Hunt Military Communities



[HuntMilitaryCommunities.com](https://www.HuntMilitaryCommunities.com)



### Meet Darrell Cleveland

Darrell is one of our Maintenance Supervisors here at Randolph. Darrell recently relocated from one of our sister properties in Hawaii. He comes with many years of experience in maintenance. He is very happy to be stateside so he can spend all his time with his family.



### August Events

**Back to School Treat** - August 12th at the outside Community Center 3:30pm - 4:30pm.

**On-the-Go Craft** - August 18th at the Community Center 2:00pm- 4:00pm.

**Ice Pops** - August 18th at the Community Center 2:00pm- 4:00pm.

### Friendly Reminders

Please keep our instillation great. Our Hunt staff is now being joined with both our command as well as MHO in implementing weekly property drives to make sure residents are following all resident guidelines. Please remember to pick up after yourselves including newspapers, pet waste, yard toys etc. If you are unaware of the resident guidelines. Please reach out to your community office for a digital copy or visit [randolphfamilyhousing.com](https://randolphfamilyhousing.com)

We have hired a new pest control company that started July 1st. Our pest control company will be fogging the housing areas for mosquitos.

We have started our Community Events. If you have any ideas you would like to share, please email [lauren.herman@huntcompanies.com](mailto:lauren.herman@huntcompanies.com). We would love to hear from you.

For any maintenance concerns please reach out to our Maintenance Director Patrick Scott at [patrick.scott@huntcompanies.com](mailto:patrick.scott@huntcompanies.com) or our Community Director Lauren Herman at [lauren.herman@huntcompanies.com](mailto:lauren.herman@huntcompanies.com).

### Contact Information

Office: 210.659.9061 - Fax Number: 210.659.9040 - Emergency Work Orders: 210.659.9061  
Address: 205 New B Street, Universal City, Texas 78148 - Website: [randolphfamilyhousing.com](https://randolphfamilyhousing.com)  
Office Hours: Monday - Friday 8:00 am to 5:00 pm

### Emergency Numbers

Security Forces (Police Emergencies): 210.652.5700 - RAFB Fire Department (Fire / Gas Leak / Damage): 210.652.7616  
RAFB Electrical Systems (Electrical Outage): 210.652.7616 - RAFB Utility Systems (Water Damage): 210.652.5595  
JBSA-Randolph Command Information Line: 210.652.7469

EFFECTIVE SEPTEMBER 1<sup>st</sup>



## IS GOING “PAY” PERLESS!

The Safe, Secure, and Seamless way to make payments.

Starting **September 1<sup>st</sup>** HMC will be accepting online payment options only. Residents may utilize the following online payment services:

**Hunt Resident App**  • **Hunt Resident Portal** • **WIPS Walk In Payment System**

## Benefits of Paying Online

- ✓ Eliminates the Need to Drop Off Payments
- ✓ Secure Payments Can Be Made Right from Your Phone or Device
- ✓ Payments are Posted to Your Account Immediately
- ✓ Email Receipts are Sent Directly to Your Inbox
- ✓ Never Forget a Payment Again, Set Up Recurring Account Payments
- ✓ Pay Without Fees for Direct Bank Account Payments

Scan the QR code with your phone to download the **Hunt Resident App** 



Please contact our office if you need assistance setting up online payments via the Hunt Resident App/Portal or WIPS.