

NOV  
2021

# RANDOLPH INSIGHTS NEWS & STORIES



## HAPPY THANKSGIVING!

### Our CEO's Message



Dear HMC Residents,

The Tenant Satisfaction Survey has just been launched and hopefully by now you have received your email with a link to the survey. This survey is very important and the questions are crafted to help us understand areas of opportunity to improve your living

experience while also gaining feedback on the areas you are enjoying so we can invest more focus on those.

Our commitment to 5-Star Service is rooted in our belief that our residents deserve our very best. You are our priority, and our purpose. I respectfully request you to complete your survey, it will take less than five minutes. Your feedback is valued.

On November 11th we will honor our many veteran residents who unselfishly answered the call and served our great nation in the name of duty, honor, and country. We could not be more grateful or proud of their sacrifices. I also want to wish you and your family a Thanksgiving filled with gratitude and peace. As always, thank you for allowing us to serve you.

Brian Stann

CEO  
Hunt Military Communities

### 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](http://randolphfamilyhousing.com).

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).

### Resident Satisfaction Survey

Our Resident Survey is here! Please look at your email and give us back your feedback!

### Resident Gratitude Week: Nov 8th- 12th

November 8th - Pumpkin search in the community

November 9th - Treat on the Go

November 10th - Candy Corn Jar

November 11th - Thank you to our Veterans

November 12th - Home Front Support

**LOOK AT OUR CALENDAR FOR MORE EVENTS!**

### Office Closed

Our office will be closed Thanksgiving Day, November 25th.

### 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](http://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



[HuntMilitaryCommunities.com](http://HuntMilitaryCommunities.com)





# IS GOING “PAY” PERLESS!

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

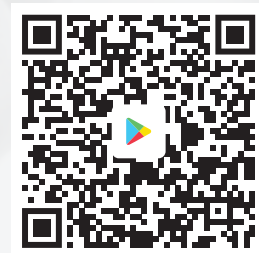
HMC is now accepting online payment options only. Residents may utilize the following online payment services:

**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.