

DEC
2021

RANDOLPH INSIGHTS
NEWS & STORIES



HAPPY HOLIDAYS!

Our CEO's Message



Dear Residents,

Our team has taken time to reflect on all that has occurred in 2021. Although this past year was still not back to normal, we did take time to step back and assess ways we can better serve our residents. This past year we provided many programs to serve our families with children such as Hunt Little Heroes,

Operation Homefront's Back to School Backpack Brigade, and our Patriot essay and video contest. We also conducted a food drive to help our military families and local community who may be addressing food insecurity concerns. These are just a few of the many programs, contests, and support services we were honored to provide our residents. Most importantly, we listened to your feedback from the CEL and Satisfacts surveys and took time to address areas you expressed as needing additional attention. We have prioritized several areas of our company to improve our service delivery and operating processes to create a better resident experience for your families.

I sincerely wish you and your family happiness, good health, and time together with the ones you love most during the holidays. Thank you for your service and sacrifice for our great nation. We are grateful for you.

All the best,
Brian Stann

Hunt Military Communities
President & Chief Executive Officer



HuntMilitaryCommunities.com



Friendly Reminders

Please keep our Installation great. Our Hunt staff and command, as well as MHO, are implementing weekly property drives. 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.

We have started our Community Events. If you have any ideas you would like to share, please email lauren.herman@hntcompanies.com. We would love to hear from you.

For any maintenance concerns please reach out to Community Director Lauren Herman at lauren.herman@huntcompanies.com.

Upcoming Events

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

December 2nd, 10th, 14th and 20th - Free Wrapping Paper at the Community Center

December 8th - Gingerbread Search in the Community

December 22nd - Christmas Cookie Grab and Go Event at the Community Center

Last Day of the Tenant Survey is December 13th!

*****Our office will be closed
Christmas Eve December 24th!*****

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
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



IS GOING “PAY” PERLESS!

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

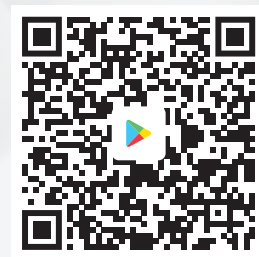
HMC is now accepting online payment options only. Residents may utilize the following online payment services:

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

Benefits of Paying Online

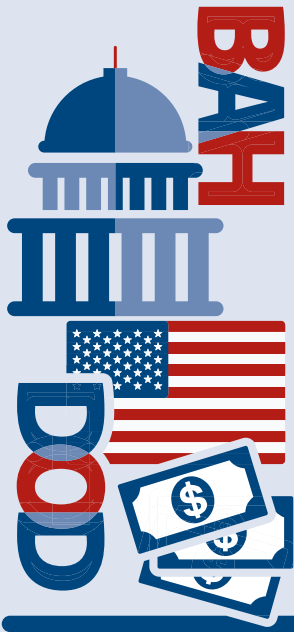
- ✓ Eliminates the Need to Drop Off Payments
- ✓ Secure Payments Can Be Made Right from Your Phone or Device
- ✓ Payments are Posted to Your Account Immediately
- ✓ Email Receipts are Sent Directly to Your Inbox
- ✓ Never Forget a Payment Again, Set Up Recurring Account Payments
- ✓ Pay Without Fees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

WHERE DOES YOUR BAH WITH HUNT MILITARY COMMUNITIES GO?

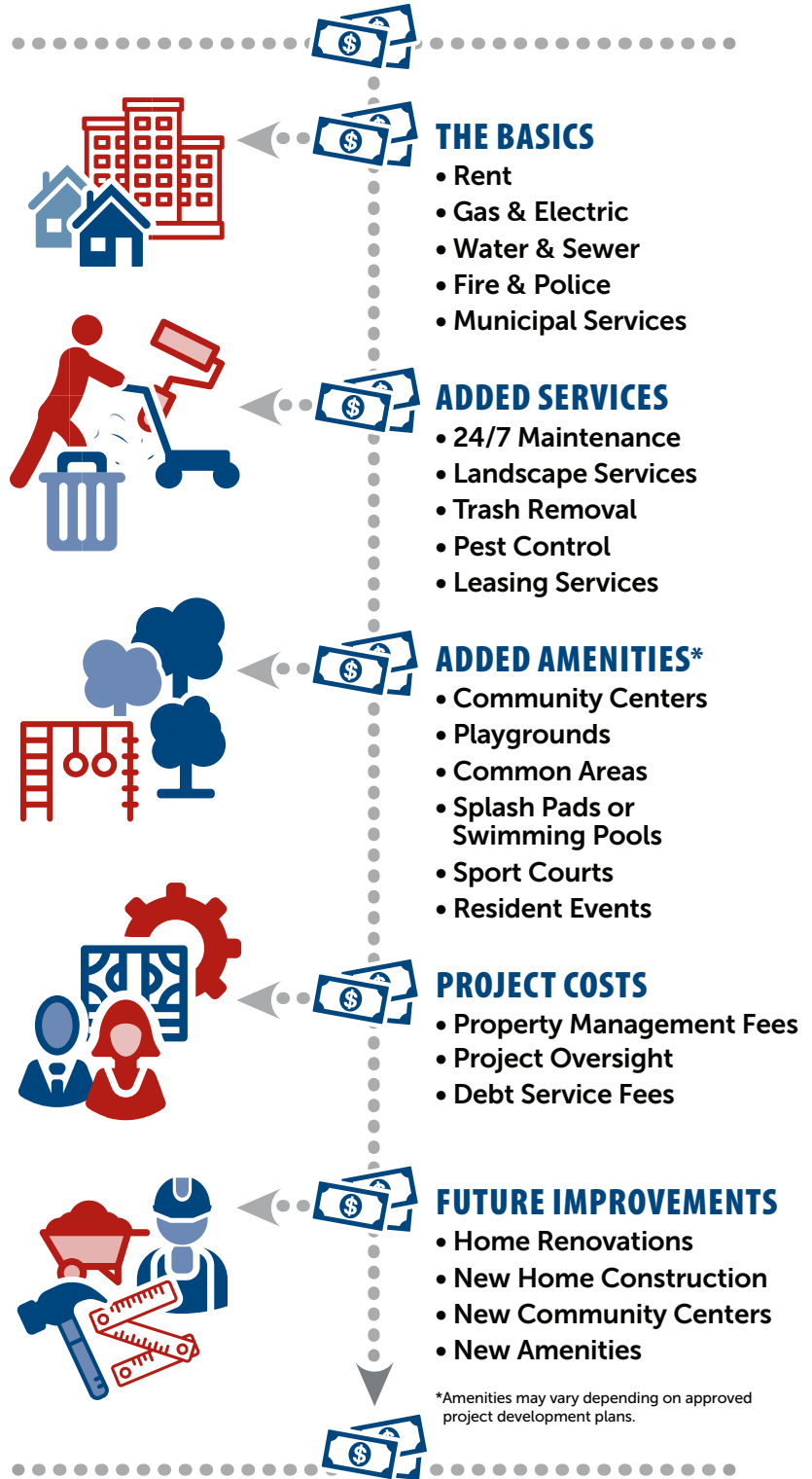


Your Basic Allowance for Housing (BAH) is the stipend the Department of Defense allocates for you to pay for the majority of rent and utilities.

HuntMilitaryCommunities.com



Your BAH with Hunt Military Communities Includes:



BAH funds are reinvested back into the project for current and future service members' needs.