

**AUG  
2022**

# RANDOLPH INSIGHTS **NEWS & STORIES**



## IT'S BACK TO SCHOOL TIME!



### Our CEO's Message



Dear HMC Residents,

I recently passed my one year anniversary since joining Hunt Military Communities as the new CEO. I have traveled to most of our communities and have met with many of our residents. The experiences and feedback have allowed us to make

important strategic decisions and priorities to improve our service delivery and resident experience across the country. We are excited to continually pursue improvements necessary to serve you better and sustain our military communities.

Last August, I committed to reviewing best practices and refining services and programs. Since then we have completed resident focus groups in almost all of our communities. The feedback has helped us to identify specific areas that are most important to you such as improving communication, focus on consistency in customer service, and enhanced community events to bring our residents together. Resident focus groups will be something we doing continuously across the country so we can get direct feedback from you on our service delivery and communities. Thank you to everyone who participated, and we always value your feedback.

Semper Fidelis,  
Brian Stann

Hunt Military Communities  
President & Chief Executive Officer

### Friendly Reminders

Please keep our installation great. Our Hunt staff is now being joined by 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 at [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 Robert Ryman at [robert.ryman@huntcompanies.com](mailto:robert.ryman@huntcompanies.com) or our Community Director Lauren Herman at [lauren.herman@huntcompanies.com](mailto:lauren.herman@huntcompanies.com).

### Employee Spotlight

#### Danelle Megeath

Danelle has been with Randolph for 4 years. As a veteran, military spouse, and mother, she is very much a part of our military community. She loves spending time with family in her downtime. A fun fact about Danelle is she is an awesome interior decorator.



### Upcoming Events

**August 5th, 12th, 19th, and 26th:** Pick up Popsicles at Community Center

**August 8th:** DIY Wind Chime at Community Center

**August 17th:** Pick Yard of the Month Winner

**August 24th:** DIY Stepping Stones at Community Center

### Contact Information

**Office:** 830-483-9900 • **Fax Number:** 210.659.9040 • **Emergency Work Orders:** 830-483-9900

**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)

