SCOTT INSIGHTS

News & Stories





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 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 STANNCEO, HUNT MILITARY COMMUNITIES

TENANT SATISFACTION

OCTOBER 29TH - DECEMBER 13TH

It's that time of year again! The annual Tenant Satisfaction Survey is now live and we want to hear from you! Your honest feedback lets
Scott Family Housing know what areas we can improve on. This quick survey will be delivered to the primary email on file from AirForceHousingSurvey@CELassociates.com Completing this brief survey and showing your "Thank You" page to a SFH representative will enter you into the drawings for a chance to win one of multiple prizes being offered!

BISSELL CROSSWAVE - JBL WIRELESS HEADPHONES AMAZON FIRE STICK - ECHO SHOW - STL CARDINALS SWAG - INSTANT VORTEX - BLACKSTONE GRILL \$50/\$100/\$250 AMAZON GIFT CARDS



THE FIRST PRIZE
DRAWING IS FRIDAY
NOVEMBER 5TH FOR A
BISSELL CROSSWAVE!

Check out November's Calendar below to find out when we're drawing for each awesome prize!





RESIDENT GRATITUDE

WEEK NOV 08 - 12

Gratitude Week is taking place at the Patriot's Landing Office! All neighborhoods are welcome! While supplies last!

CHIP-CHIP HOORAY FOR OUR RESIDENTS!

NOVEMBER 08, 2021 | 9AM - 5PM

Stop by the Patriot's clubhouse and grab a cookie! There's a variety to choose from, including chocolate chip!

WE ARE SODA-LIGHTED TO HAVE YOU AS RESIDENTS!

NOVEMBER 09, 2021 | 9AM - 5PM

Come by for a snack! Mini sodas and chips are available!

WE RUFF OUR PAWSOME RESIDENTS!

NOVEMBER 10, 2021 | 9AM - 5PM

Bring your furry family member in for a goody bag of treats!

WE NEED S'MORE RESIDENTS LIKE **YOU!** NOVEMBER 11, 2021 | 9AM - 5PM

S'more skits are available! Did you know you can make them in the air fryer?!

GRAB & GO PIZZA BASH

NOVEMBER 12, 2021 | 4:30PM - 6:30PM YOUR NEIGHBORHOOD CLUBHOUSE

Stop by your neighborhood clubhouse for pizza on us! While you're there, be sure to show us confirmation of your completed survey! We're drawing for STL Cardinals Baseball Swag & a \$250.00 Amazon Gift Card!

SAVE THE DATES

NOVEMBER 2021

TENANT SATISFACTION SURVEY IS HAPPENING NOW!

NOVEMBER 07 DAYLIGHT SAVINGS

Thankso

NOVEMBER 10 MARINE CORPS BIRTHDAY

NOVEMBER 11 VETERAN'S DAY

NOVEMBER 25 HAPPY

OFFICES CLOSED



DID YOU KNOW... our menu

options have changed! Are you calling to request the status of your open work order? There's an option for that! When dialing Scott Family Housing's main phone line, hit option #6 to reach a member of the maintenance team, who are happy to provide an update on your work order! Please have your name, address and work order number ready.

REACH US AT: 618-746-4911 **Emergency After-Hours opt 1** Patriot's Landing: opt 3 Lincoln's Landing: opt 4 Shiloh Classics: opt 5

Work Order Status: opt 6

All offices are available Monday - Friday 8:00AM- 5:00PM





Tenant Satisfaction Survey



DMS Control Number: 9704-9553 DMB Expension Date: 31 March 22

The Tenant Satisfaction Survey is HAPPENING NOW!

Please take a moment to share your feedback on how we can help create a more exceptional living experience for you and your family! We appreciate ALL feedback! Those who provide confirmation of a completed survey will be entered to win one of many upcoming prizes!

Entering is easy!

- 1. Complete the brief survey.
- 2. Screenshot the "Thank You" page.
- 3. Stop by your neighborhood clubhouse or email the "Thank You" page to your RSS' and be entered into the drawings!

EARLY BIRD DRAWING HAPPENING THIS FRIDAY, 05 NOVEMBER, FOR A **BISSELL CROSSWAVE**!



BISSELL CROSSWAVE - JBL WIRELESS HEADPHONES - AMAZON FIRE STICK - ECHO SHOW 8
STL CARDINALS SWAG - INSTANT VORTEX - BLACKSTONE GRILL - \$50/\$100/\$250 AMAZON GIFT CARDS











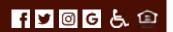




WALL OF THANKS

WHAT ARE YOU THANKFUL FOR?
Stop by the Patriot's Landing
office throughout the month of
November and help us fill the
Wall of Thanks by telling us
what you're thankful for!







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.





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Stop by the Patriot's Landing clubhouse this month and add to our wall of Thanks! What are you thankful for?	01	02	03	04	EARLY BIRD DRAWING! BISSELL CROSSWAVE	06
07	CHIP CHIP HOORAY FOR OUR RESIDENTS!	WE ARE SODA-LIGHTED TO HAVE YOU AS RESIDENTS!	WE RUFF OUR 10 PAWESOME RESIDENTS! + SURVEY DRAWING! AMAZON FIRE STICK TITUDE WEEK	WE NEED S'MORE RESIDENTS LIKE YOU!	GRAB & GO PIZZA BASH + SURVEY DRAWINGS! 1. CARDINALS SWAG 2. 250 AMAZON GIFT CARD	13
14	COFFEE, COCOA & CARDS! STARGAZING NIGHT @ BASE LIBRARY!	16	SURVEY DRAWING! \$50 AMAZON GIFT CARD	18	SURVEY DRAWING! ECHO SHOW 8 TURKEY TROT 5K RUN/ WALK @ WARRIOR PARK	20
21	22	23	SURVEY DRAWING! \$50 AMAZON GIFT CARD	THANKSGIVING OFFICES CLOSED	SURVEY DRAWING! JBL WIRELESS HEADPHONES	27
28	29	30				

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