

NOV  
2021

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

A handwritten signature in black ink.

**BRIAN STANN**  
CEO, 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](mailto: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**

**NOVEMBER 10** MARINE  
**CORPS BIRTHDAY**

**NOVEMBER 11**  
**VETERAN'S DAY**

**NOVEMBER 25** HAPPY  
**THANKSGIVING**  
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

**HAPPENING NOW!**



**Share Your Feedback**

**Survey Sent Via Email**

OMB Control Number: 0704-0553 OMB Expiration 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.

# 2021

# NOVEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
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	05 EARLY BIRD DRAWING! <b>BISSELL CROSSWAVE</b>	06
07	08 CHIP CHIP HOORAY FOR OUR RESIDENTS!	09 WE ARE SODA-LIGHTED TO HAVE YOU AS RESIDENTS!	10 WE RUFF OUR PAWESOME RESIDENTS! + SURVEY DRAWING! <b>AMAZON FIRE STICK</b>	11 WE NEED S'MORE RESIDENTS LIKE YOU!	12 GRAB & GO PIZZA BASH + SURVEY DRAWINGS! 1. <b>CARDINALS SWAG</b> 2. <b>250 AMAZON GIFT CARD</b>	13
RESIDENT GRATITUDE WEEK						
14	15 COFFEE, COCOA & CARDS! <b>STARGAZING NIGHT @ BASE LIBRARY!</b>	16	17 SURVEY DRAWING! <b>\$50 AMAZON GIFT CARD</b>	18	19 SURVEY DRAWING! <b>ECHO SHOW 8</b>  <b>TURKEY TROT 5K RUN/ WALK @ WARRIOR PARK</b>	20
21	22	23	24 SURVEY DRAWING! <b>\$50 AMAZON GIFT CARD</b>	25 <b>THANKSGIVING</b> OFFICES CLOSED	26 SURVEY DRAWING! <b>JBL WIRELESS HEADPHONES</b>	27
28	29	30				