



## CEO'S MESSAGE



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.



**BRIAN STANN**  
PRESIDENT & CEO, HUNT MILITARY COMMUNITIES

## TENANT SATISFACTION

We want to share a sincere "Thank You!" to those who have taken time to complete the Tenant Satisfaction Survey. So far we have received over **500 responses!**

The Scott Family Housing team strives every day to provide all residents with 5 star service and your feedback tells us where we're excelling and what we can improve to make you qualify of living better.

We highly encourage those who have not completed their survey to share your thoughts before the survey ends on December 13th.

### There are still prizes to be won!

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!



**INSTANT VORTEX AIR FRYER!**

**BLACKSTONE GRILL!**

**\$50/\$100/\$250 AMAZON GIFT CARDS!**

Surveys were sent by  
AirForceHousingSurvey@CELassociates.com  
to the primary email address on file. If you haven't received your survey please email the address above to request the survey be resent.

# EVENTS

December is full of upcoming fun!  
Check them out below:

## LETTERS TO SANTA!

**DECEMBER 01 - 15, 2021 | 8AM - 5PM**

Do you have a letter for Santa? Bring it by a Scott Family Housing clubhouse and let us mail it for you! *\*Be sure to include your name and return address\**

## HOLIDAY CARDS FOR VETERANS!

**DECEMBER 01 - 17, 2021 | 8AM - 5PM**

Support local veterans by spreading cheer through holiday cards! Bring your cards to a SFH clubhouse or stop by the Patriot's Landing clubhouse to hand craft your own card. We'll deliver them for you!



## CLUBHOUSE DECORATION CONTEST!

**DECEMBER 07 - 22, 2021 | 8AM - 5PM**

Visit each clubhouse now through 22 December and help us decide which one has the best decorations! Cast your vote by emailing the name of your favorite clubhouse to [marketingscott@huntcompanies.com](mailto:marketingscott@huntcompanies.com)

## MEET & GREET SANTA!

**DECEMBER 10, 2021 | 3:30PM - 5:00PM**

### PATRIOT'S LANDING CLUBHOUSE

Bundle up and join us at the Patriot's Landing Clubhouse where Santa will be waiting to meet Scott Family Housing's Residents! We'll also have hot cocoa and coffee while supplies last!



# SAVE THE DATES

**DECEMBER 10**  
**SANTA MEET & GREET!**

**DECEMBER 13**  
LAST DAY TO SUBMIT **TENANT SATISFACTION SURVEY!**

**DECEMBER 24**  
**CHRISTMAS EVE**  
*OFFICES CLOSED*

**DECEMBER 31**  
**NEW YEAR'S EVE** *OFFICES CLOSED*



*Happy Holidays  
from Scott Family  
Housing!*

## 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

There's nothing frightful about...

# December's Resident Events!

## Letters to Santa!

December 01 - 15, 2021

Write a letter to Santa and leave it with your neighborhood RSS to mail off to Santa! You may just receive a letter back!

## Meet & Greet with Santa!

December 10, 2021 | 3:00PM - 4:30PM

Patriot's Landing Clubhouse

## Clubhouse Decoration Contest!

December 07 - 22, 2021 | 8:00AM - 5:0PM

We need your help! Stop by each of the clubhouses now through 22 December and let us know which clubhouse has the best decorations! Cast your vote by emailing your favorite clubhouse to [marketingscott@huntcompanies.com](mailto:marketingscott@huntcompanies.com)

**Patriot's Landing Clubhouse | Lincoln's Landing Clubhouse | Shiloh Classics Clubhouse**

4570 George Washington Dr.

1504 Sentry Ct.

2351 Ash Creek Dr.





# Holiday Cards for *Veterans*

**Support local veterans and spread holiday cheer through holiday cards!**

Bring your thoughtful letters to a SFH Clubhouse or stop by the Patriot's Landing Clubhouse to hand craft your own card!

**We'll deliver them for you!**

We thank you in advance for your support!  
Cards are being accepted December 01 - 17, 2021



# LETTERS TO... *Santa!*

DECEMBER 01 - 15, 2021

Do you have a letter for Santa?  
Bring it by a Scott Family Housing  
clubhouse and let us mail it for you!

*\*Be sure to include your name and return address\**



  
**SANTA**  
MEET AND GREET!

**December 10th | 3:30pm - 5:00pm**  
Patriot's Landing Clubhouse

**Bundle up and join us at the  
Patriot's Landing Clubhouse where  
Santa will be waiting to meet  
Scott Family Housing's Residents!**

Hot Cocoa & Coffee will be available while supplies last!



# 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

# DECEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
<b>MEET &amp; GREET WITH SANTA ON DECEMBER 10TH!</b>			<b>TENANT SURVEY DRAWING: \$50 AMAZON GIFT CARD</b> <sup>01</sup>	<b>CHILDREN'S HOLIDAY PARTY @ BASE LIBRARY</b> <sup>02</sup> PET OF THE MONTH STARTS	<b>TENANT SURVEY DRAWING: INSTANT VORTEX PRO AIR FRYER</b> <sup>03</sup>	<sup>04</sup>
<sup>05</sup>	<sup>06</sup>	<sup>07</sup>	<b>TENANT SURVEY DRAWING: \$100 AMAZON GIFT CARD</b> <sup>08</sup>	<sup>09</sup>	<b>TENANT SURVEY DRAWING: BLACKSTONE FLAT TOP GRILL</b> <sup>10</sup> RESIDENT DECORATING CONTEST STARTS	<sup>11</sup>
<b>TENANT SURVEY DRAWING TOMORROW! \$250 AMAZON GIFT CARD</b> <sup>12</sup>	<b>TENANT SURVEY ENDS LAST DAY TO SUBMIT YOUR SURVEY!</b> <sup>13</sup>	<sup>14</sup>	<b>LETTERS TO SANTA LAST DAY TO DROP YOUR LETTER OFF FOR SANTA!</b> <sup>15</sup> <b>BASIC CAR MAINTENANCE CLASS @ ARTS &amp; CRAFTS CENTER</b>	<sup>16</sup>	<b>HOLIDAY CARDS FOR HEROES DEADLINE! HOLIDAY CARDS ARE BEING COLLECTED FOR LOCAL VETERANS</b> <sup>17</sup>	<sup>18</sup>
<sup>19</sup>	<sup>20</sup>	<sup>21</sup>	<sup>22</sup>	<sup>23</sup>	<b>CHRISTMAS EVE OFFICES CLOSED</b> <sup>24</sup>	<sup>25</sup> <i>Christmas Day!</i>
<sup>26</sup>	<sup>27</sup>	HOLIDAY BAKING CONTEST STARTS  BAKING CONTEST ENDS	<sup>28</sup>	<b>CHILDREN'S HOLIDAY PARTY @ BASE LIBRARY</b> <sup>29</sup>	<sup>30</sup>	<sup>31</sup> <b>NEW YEAR'S EVE OFFICES CLOSED</b>
			<sup>29</sup>	<sup>30</sup>	<sup>31</sup> <b>NEW YEAR'S DAY!</b>	

