



BIG ANNOUNCEMENT

Hunt Military Communities is pleased to launch a new phone system to serve our residents better and manage the workflow of our team members. Our residents have reported challenges contacting their local offices, and our team members have noted a higher-than-normal call volume. Since customer service and continuous improvement are paramount to our company culture, finding a replacement for our phone system became a priority.

The new phone system allows the Hunt Military Communities site teams to manage all calls through Service Cloud Voice. This system ensures site teams can gather contact information if a call drops. If a team member is away from their desk, the caller will automatically be routed to another team member to avoid missed calls. The best part is that no phone numbers will change, so you don't have to do anything. Just make sure to keep our number saved in your phone!

HMC is working to strengthen the resident experience; the first step is making communication with you seamless. We appreciate you as a part of our community, and look forward to your feedback about the new phone system.

IMPORTANT EVENTS

Vendor Fair!

Back by popular demand! Join Scott Family Housing as they host the second vendor fair of the year on November 17th from 1 - 7 PM at the Patriot's Landing Clubhouse! Previous vendors included artists, crafters, independent consultants, bakers, woodworkers, and more! Come out to support local small businesses. Interested in being a vendor? Send your name, address, phone number, and a description of your business to Scott@HuntCompanies.com or call 618.418.4911 for more information on reserving your spot. The deadline is November 10th, 2023.

Cosmic Bowling

Skip the shopping and the football, and Go Bowling! Come out for R4R Black Friday Extreme Cosmic Bowling at the Stars & Strikes Bowling Center on November 24 at 11 AM! Enjoy 2 sessions of Unlimited Bowling! We have extreme cosmic glow necklaces and door prizes! Free bowling, \$3 shoe rentals.

IMPORTANT REMINDERS

Trash/Recycle

Review the attached Waste Management schedule for your neighborhood's pick-up days.

Bulk Trash Pick-Up

Bulk trash is offered on the same day as normal trash pick-up. Appliances and electronics are not approved items for bulk pick-up and will not be removed. The Waste Management schedule is also attached. Any cloth furniture (ie. couches, mattresses) must be wrapped in plastic, otherwise the item will not be picked up.

Pest Control

Offered every Tuesday and Thursday. A work order is required for service, and same-day service is not guaranteed.

Self-Help Items

Need a replacement bulb or a new filter? Stop by your neighborhood clubhouse for self-help items! A full list of items can be found in the attached flyer.

COMMUNITY INFORMATION

Roadway Project – Patriot's Landing

The Concrete and Asphalt Project is underway! We've wrapped up the roadways in Shiloh East and are now working through the Patriot's Landing neighborhood! Please utilize driveways as much as possible and be cautious and courteous of road crews and construction zones as they work as quickly as possible to restore roadways.

CONTACT INFORMATION

Office Hours: 8 AM – 5 PM

Office Number: 618-418-4911

Email: Scott@HuntCompanies.com

Facebook: [ScottFamilyHousing](#)

Website: [ScottFamilyHousing.com](#)

COMMUNITY THANK YOU

Thank you to those who participated in our Halloween Décor Contest! Scott Family housing really enjoyed observing all of the spooky fun throughout the neighborhoods!



EMPLOYEE SPOTLIGHT

Hailee Craycraft

Hailee Craycraft is a Leasing Specialist here at Scott Family Housing. Hailee is a military spouse. Prior to coming to Scott AFB, she lived in Okinawa, Japan, and Aviano, Italy. When asked what she loves about her job, Hailee said, "The people! I love the people I work with and being able to help residents."

FUN STATS

Families that call SFH "Home": 1535

New Move-Ins Welcomed: 40

Resident Leases Renewed: 95

Work Orders Completed: 1206

SatisFacts Surveys Received: 135

Average SatisFacts Score: 4.67/5

MAINTENANCE BRAG BOARD

Impressed by the service you've received? Did a member of Scott Family Housing go above and beyond to assist you? We want to hear about it! Send your feedback to MarketingScott@HuntCompanies.com and your comment could make it on the "Brag Board"!

"Got it done quickly and they were nice!"

"The issue was resolved, and we are thankful!"

"Roger Nolan is a great, kind, courteous professional. Helped fix and issue by going above and beyond - came to fix one issue, I mentioned another, and he came by the next day and fixed that too even staying late in the day."

"Very quick service done right."

"Great customer service. Great repair man. Thank you."

2023



2023

JANUARY

Mo Tu We Th Fr Sa Su

W4 EW							1
W1 OW	2	3	4	5	6	7	8
W2 EW	9	10	11	12	13	14	15
W3 OW	16	17	18	19	20	21	22
W4 EW	23	24	25	26	27	28	29
N/A OW	30	31					

FEBRUARY

Mo Tu We Th Fr Sa Su

N/A OW			1	2	3	4	5
W1 EW	6	7	8	9	10	11	12
W2 OW	13	14	15	16	17	18	19
W3 EW	20	21	22	23	24	25	26
W4 OW	27	28					

MARCH

Mo Tu We Th Fr Sa Su

W4 OW			1	2	3	4	5
W1 EW	6	7	8	9	10	11	12
W2 OW	13	14	15	16	17	18	19
W3 EW	20	21	22	23	24	25	26
W4 OW	27	28	29	30	31		

APRIL

Mo Tu We Th Fr Sa Su

W4 OW						1	2
W1 EW	3	4	5	6	7	8	9
W2 OW	10	11	12	13	14	15	16
W3 EW	17	18	19	20	21	22	23
W4 OW	24	25	26	27	28	29	30

MAY

Mo Tu We Th Fr Sa Su

W1 EW	1	2	3	4	5	6	7
W2 OW	8	9	10	11	12	13	14
W3 EW	15	16	17	18	19	20	21
W4 OW	22	23	24	25	26	27	28
N/A EW	29	30	31				

JUNE

Mo Tu We Th Fr Sa Su

N/A EW				1	2	3	4
W1 OW	5	6	7	8	9	10	11
W2 EW	12	13	14	15	16	17	18
W3 OW	19	20	21	22	23	24	25
W4 EW	26	27	28	29	30		

JULY

Mo Tu We Th Fr Sa Su

W4 EW						1	2
W1 OW	3	4	5	6	7	8	9
W2 EW	10	11	12	13	14	15	16
W3 OW	17	18	19	20	21	22	23
W4 EW	24	25	26	27	28	29	30
N/A OW	31						

AUGUST

Mo Tu We Th Fr Sa Su

W1 OW		1	2	3	4	5	6
W2 EW	7	8	9	10	11	12	13
W3 OW	14	15	16	17	18	19	20
W4 EW	21	22	23	24	25	26	27
N/A OW	28	29	30	31			

SEPTEMBER

Mo Tu We Th Fr Sa Su

N/A OW					1	2	3
W1 EW	4	5	6	7	8	9	10
W2 OW	11	12	13	14	15	16	17
W3 EW	18	19	20	21	22	23	24
W4 OW	25	26	27	28	29	30	

OCTOBER

Mo Tu We Th Fr Sa Su

W4 OW							1
W1 EW	2	3	4	5	6	7	8
W2 OW	9	10	11	12	13	14	15
W3 EW	16	17	18	19	20	21	22
W4 OW	23	24	25	26	27	28	29
W5 EW	30	31					

NOVEMBER

Mo Tu We Th Fr Sa Su

N/A EW			1	2	3	4	5
W1 OW	6	7	8	9	10	11	12
W2 EW	13	14	15	16	17	18	19
W3 OW	20	21	22	23	24	25	26
W4 EW	27	28	29	30			

DECEMBER

Mo Tu We Th Fr Sa Su

W4 EW					1	2	3
W1 OW	4	5	6	7	8	9	10
W2 EW	11	12	13	14	15	16	17
W3 OW	18	19	20	21	22	23	24
W4 EW	25	26	27	28	29	30	31

EW - Even Week Recycling Pick-Up | OW - Odd Week Recycling Pick-Up

Patriot's Landing	Trash	Recycling
4400's, Gates, Hancock	Tuesdays	OW Tuesdays
4600's	Tuesdays	EW Tuesdays
4800's & Knox	Fridays	EW Fridays
4500's & 4700's	Fridays	OW Fridays

Shiloh East	Trash	Recycling
All of Shiloh East	Mondays	EW Mondays

Shiloh West	Trash	Recycling
All of Shiloh West	Mondays	OW Mondays

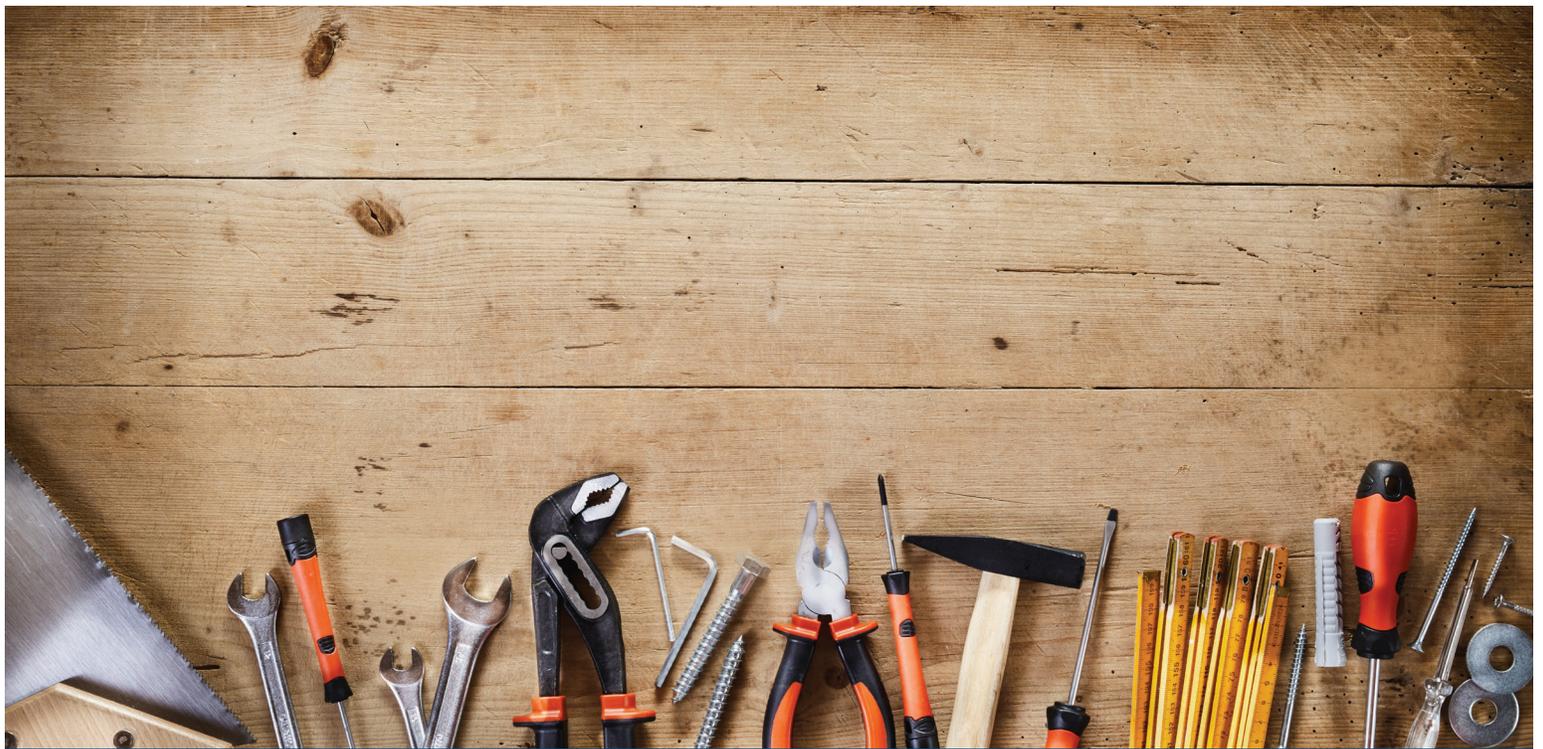
Georgian	Trash	Recycling
All of Georgian	Thursdays	EW Thursdays

Lincoln's Landing	Trash	Recycling
Boeing, Globemaster, Jayhawk, Shadow, Thunderbolt (4405 & Up), Tweet, Texan, Phoenix	Thursdays	EW Thursdays
Kirtland, Sentry, Nighthawk, Dyess, Earhart, Huey, MacDill, Raptor, Thunderbolt (4393 & Down), Hercules	Thursdays	OW Thursdays

Colonial	Trash	Recycling
All of Colonial	Mondays	EW Mondays

Yellow Highlight Indicates Holiday

*Trash may be delayed by one during observed holidays.



Maintenance Self-Help Desk

Need items for maintaining or fixing minor issues in your home?

Our Self-Help Desk has you covered! For your convenience, the following items are available free of charge at our maintenance Self-Help Desk.

Items Available

- **Batteries** - For thermostats, garage door openers, smoke & CO detectors
- **Light bulbs** - vanity, appliance, traditional 60w, fluorescent, chandelier, & ceiling fan bulbs
- **Mouse Traps**
- **Doorstops**
- **Light switch & outlet covers**
- **Air Filters** - For neighborhoods that have access (**please check your filter size**)
- **Touch-up Paint**
- **Sink & tub stoppers**
- **Grass Seed** - small amount for spot treatment

All items subject to availability

Where: *Your neighborhood Community Center*

2023

NOVEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
			01 Rent is Due	02 Pest Control Services	03 Pet of the Month Starts Facebook	04
05 Daylight Saving Time Ends	06	07 Election Day Pest Control Services	08	09 Pet of the Month Ends Facebook Pest Control Services	10 Marine Corps Birthday Vendor Fair Register Deadline	11 Veterans Day
12	13	14 Pest Control Services	15	16 Pest Control Services	17 Vendor Fair Patriot's Landing Clubhouse 1 - 7PM	18
19	20	21 Pest Control Services	22	23 Thanksgiving OFFICE CLOSED	24 Cosmic Bowling Stars & Strikes Bowling Center 11 AM	25
26	27	28 #GivingTuesday Pest Control Services	29	30 Pest Control Services		