

COMMUNITY DIRECTOR UPDATE

JUNE 1, 2025



PUTTING THINGS INTO PERSPECTIVE

Did you know that Scott Family Housing manages a total of 1,595 homes spread throughout 6 neighborhoods? As of April 30th, a total of 1544 of these home were occupied - that's a lot of families who call Scott Family Housing "home"! Residents and families range from Active Service Members, Military Retirees, Reservists, and Government Employees.



Totals for April 2025:

- New Move Ins Welcomed: 42
- Current Residents Who Renewed: 77
- Work Orders Completed: 1,450
- Work Order Surveys Received: 108
- Average Survey Score: 4.7 / 5
- New Move In Surveys Received: 11
- Average Survey Score: 4.36 / 5

COMMUNITY ADVISOR BOARD (CAB) REPS WANTED!

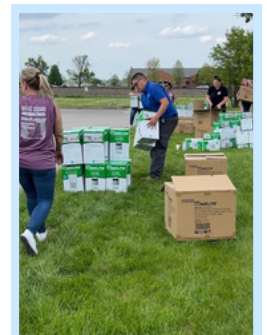
Residents from each neighborhood, the Resident Advocate (Brett "Mac" McCracken), and members of the Scott Family Housing team comprise the Community Advisor Board. CAB meets once a month to discuss various topics of interest. Your task would be to serve as an active liaison between residents and Scott Family Housing, bringing questions and concerns to the table. CAB also meets quarterly with the Wing Commander, which welcomes leadership into resident discussions!

To see if representation is needed in your neighborhood, please reach out to Community Director, Andrea or Resident Advocate, Brett McCracken! Andrea 618-418-4911 / Brett 618-256-3284

FREE AIR PURIFIERS

A partnership between Scott Family Housing and Ameren Illinois brought free PURAIRMAX AIR PURIFIERS for all residents!

Residents who were interested in obtaining a free air purifier were invited to drive by the Lincoln's Landing Office where the Scott Family Housing team delivered the purifiers to cars in a drive-thru style pick up. The team handed out purifiers to over 800 residents!



Didn't make it to pick yours up? Reach out to the team for more information on how to obtain a purifier!

UPCOMING COMMUNITY EVENT

SUMMERTIME SNACK & SPLASH

Date: June 13th, 2025

Time: 11:00AM – 3:00PM

Location: Patriot's Landing Clubhouse

Visit the Patriot's Landing indoor pool for a Summertime Snack & Splash! We'll have refreshments and plenty of pool toys to enjoy!



UPCOMING LOCAL EVENTS

BASE EVENT: CONCERTS AT THE CREEK SUMMER SERIES

Date: June 6th, 2025

Time: 5:30PM

Location: Cardinal Creek Golf Course

Get ready to groove this summer with our sizzling Concerts at the Creek Summer Series! Join us for these awesome summer nights filled with live music, good vibes, and endless memories. Don't miss these free summer events at Cardinal Creek Golf Course!



FULL SUMMER CONCERT INFO HERE!

Not only are we serving up hot tunes, but we have delicious bites and refreshing drinks available for purchase.

For more details, call (618) 256-2385.

BASE EVENT: OUTDOOR RECREATION RESALE & OPEN HOUSE

Date: June 26th, 2025

Time: 11:00AM – 6:00PM

Location: Scott AFB Outdoor Recreation, Building 3176

Get ready for an action-packed day of fun, shopping & equipment at our 2025 Outdoor Recreation Resale & Open House! Score big deals at our NAF Resale! From campers & grills to utility trailers & bouncy castles, we have a great variety of gently used equipment for sale! Smaller items will be marked for immediate sale. Larger items will be sold via sealed bids.



FULL REC EVENT INFO HERE!

While at Outdoor Recreation, explore brand new rental gear, from campers to kayaks! Challenge your friends on our new yard games, or play on our bounce houses. Meet our awesome team and ask any questions you may have! Plus local Food Trucks will be on-site with great eats available to purchase!

Event Highlights:

- NAF Resale: Starts at 11:30 am – Campers, Grills, Utility Trailers, Bouncy Castle, and more.
- Food Trucks: Grindstaff BBQ (11-1pm) & Gulf Shores Restaurant (2:30-4:30pm)
- Open to the Entire Base Community

For more details, call Outdoor Recreation (618) 256-2067.

SURVEY HIGHLIGHTS

See what Scott Family Housing's residents had to say about their completed work orders!

- "Patrick was very helpful and informative. He answered questions I had and was greatly appreciative of that."
- "We appreciate Greg. He was awesome and handle the situation quickly. We liked his attitude and positive energy especially at the late hour we had to call. Thanks for everything!"
- "5 Star service deserves a 5 Star rating!"
- "Thank you for always being so courteous and kind to let us know you will be coming by. We really appreciate it! Scott Hunt is A+++"



UNDERSTANDING THE NOTICE TO VACATE PROCESS

Anticipating an upcoming PCS or looking to purchase a new home off base? Not sure how the move-out process works? We understand that your chapter with us will eventually end, and it will come time for you to move on to your next adventure. When that time comes, we want you to be informed, prepared and confident in what to expect when initiating the move out process.

- All notices must be submitted in writing. Verbal notices are not accepted.
- If you're active duty and anticipate orders, please know that orders are NOT required to submit notice but will be required no later than your final inspection appointment.
- Scott Family Housing requires a minimum of 30-days' notice from residents prior to vacating. Notices can be accepted up to 90 days in advance.
- By fulfilling your required 30-days' notice you avoid paying rent for days that you're not actually residing in the home.
- When picking a move-out date, you should choose the latest possible date you could be in the home. Your final inspection may be moved to an earlier date if needed, but because we pre-lease your home once you submit notice, it may not be possible for you to retain the home past your initial vacating date.
- Appointments are scheduled on a first come first serve basis, with end of month appointments usually being the first to fill up.

TRASH SCHEDULE

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

Georgian	Trash	Recycling
All of Georgian	Thursdays	EW Thursdays

Colonial	Trash	Recycling
All of Colonial	Mondays	EW Mondays

■ EW - Even Week Trash/Recycling Pick up

■ OW - Odd Week Trash/Recycling Pickup

Shiloh East	Trash	Recycling
All of Shiloh East	Mondays	EW Mondays

Shiloh West	Trash	Recycling
All of Shiloh West	Mondays	OW Mondays

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

If you have already contacted our local Management and Housing office team and are not satisfied with the outcome, or if you have words of praise to share, we encourage you to reach out to our senior management.

Community Director

Andrea Huschle

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Director of Operations

Brent Norvik

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2025

JUNE

SUN	MON	TUE	WED	THU	FRI	SAT
01	02	03	04	05	06 D -Day Concerts at the Creek Summer Series!	07
08 National Flag Week	09	10	11	12	13 Summertime Snack & Splash!	14 U.S. Flag Day Army Birthday
15 Father's Day	16	17	18	19	20 First Day Of Summer	21
22	23	24	25	26 Outdoor Recreation Resale & Open House	27 PTSD Awareness Day	28
29	30					