

COMMUNITY DIRECTOR UPDATE

JULY 1, 2025

COMMUNITY NEWS

PUTTING THINGS INTO PERSPECTIVE

Did you know that Scott Family Housing manages a total of 1,595 homes spread throughout 6 neighborhoods? As of May 31st, a total of 1515 of these homes 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 May 2025:

- New Move-Ins Welcomed: 44
- Current Residents Who Renewed: 65
- Work Orders Completed: 1,323
- Work Order Surveys Received: 96
- Average Survey Score: 4.88 / 5
- New Move-In Surveys Received: 6
- Average Survey Score: 4.73 / 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). The 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. The 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 the Community Director, Andrea, or Resident Advocate, Brett McCracken!

Andrea 618-418-4911 / Brett 618-256-3284

SURVEY HIGHLIGHTS ★★★★★

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

- "As always, the technician is polite, friendly, and knowledgeable."
- "Technician was awesome! He exhibited a great deal of customs and courtesies as well as a high level of competence."
- "Greg is extremely polite, professional and personable. He has been to my house several times now and he always does great work. Cannot say enough good things about him."
- "Terry communicated well, professional and concise."
- "The gentleman that came to fix our oven was very polite and worked efficiently. We were surprised how quick the repair was from time of submitting it to it being done!"

TIPS: KEEPING THE NEIGHBORHOOD BEAUTIFUL

- **Front Flower Beds & Backyards** – Residents are responsible for ensuring flower beds are well kept, along with any tree rings and fence lines. Mowing and trimming the backyard is also the resident's responsibility. A good rule of thumb: your lawn should not be taller than the grass outside of your fenced-in yard.
- **Trash/Recycling/Yard Waste Cans** – containers may be set out for pick-up no earlier than 1800 on the evening prior to the scheduled pick-up day and must be removed from the curb and returned to the storage area after pick-up, no later than 1800 the next day.
- **Pet Responsibilities** – Please keep our grounds clean and sanitary. Pets must always be on a leash when outside fenced yards and should never be left unattended or outside for extended periods.
- **Toys and Outdoor Items** – Bikes, toys, lawn equipment, pools, fire pits, and similar items should be stored in the backyard or garage when not in use. Pools must be emptied after each use.
- **Trash and Debris** – should always be disposed of in the appropriate receptacle.
- **Recreational Vehicles** – trailers, boats, campers, and similar vehicles are allowed on the property 24 hours before and after use.
- **Flags & Signage** – Residents are permitted to fly a United States flag. Any other flags or signs must follow the DoD's Flag guidance. Residents desiring to fly any other flag must obtain approval from housing.

UPCOMING COMMUNITY EVENT

S'MORES KITS GIVE AWAY!

Date: Beginning July 21st

Time: 8:00am to 4:00pm, while supplies last

Location: Patriot's Landing

What is summertime without S'mores?! Stop by Patriot's Landing clubhouse for your S'mores kit. No fire? No problem! We'll have a recipe card for a fireless s'more



UPCOMING LOCAL EVENTS

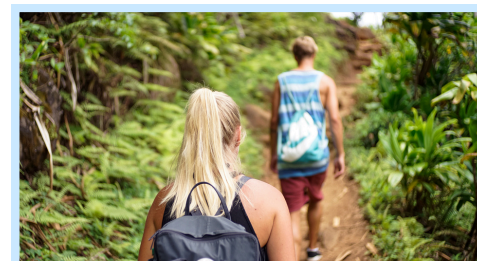
BASE EVENT: ROCK BRIDGE HIKE

Date: July 12th, 2025

Time: 6:45am to 9:15pm

Location: Rock Ridge – Columbia, MO

Experience a full day of hiking and breathtaking views at Rock Ridge Memorial State Park in Columbia, MO.



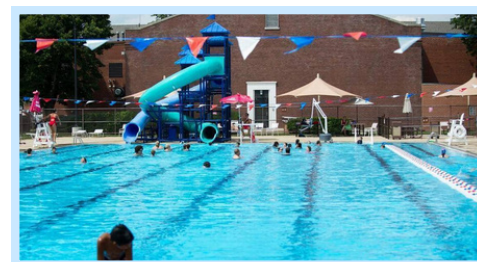
BASE EVENT: SCOTT AFB'S OUTDOOR POOL IS NOW OPEN!

Date: Wednesday-Sunday

Time: 1:00PM – 6:00PM

Location: Scott AFB Pool

Grab your friends and family for some fun in the sun at the base pool!



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	Monday's	EW Monday's

- EW - Even Week Trash/Recycling Pick up
■ OW - Odd Week Trash/Recycling Pickup

Shiloh East	Trash	Recycling
All of Shiloh East	Monday's	EW Monday's

Shiloh West	Trash	Recycling
All of Shiloh West	Monday's	OW Monday's

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
✉ andrea.huschle@huntcompanies.com

Director of Operations
Brent Norvik
✉ brent.norvik@huntcompanies.com

2025

JULY

SUN	MON	TUE	WED	THU	FRI	SAT
		01 Scott AFB Pool is Now Open!	02	03	04 Independence Day OFFICE CLOSED	05
06	07	08	09	10	11	12 Rock Bridge Hike
13	14	15	16	17	18	19
20	21 S'mores Kits Give Away!	22	23	24	25 National Hire a Veteran Day	26
29	30	31 Army Chaplain Corps Anniversary	30	31		