

COMMUNITY DIRECTOR UPDATE OCTOBER 1, 2025



COMMUNITY NEWS

Scott Family Housing proudly manages **1,595 homes** across six neighborhoods, with **1,522 homes occupied** as of August 31st. That's a vibrant community of families, including Active Service Members, Military Retirees, Reservists, and Government Employees, who call Scott Family Housing "home."

Totals for August 2025:

- New Move-Ins Welcomed: **61**
- Work Order Surveys Received: **127**
- New Move-In Surveys Received: **18**
- Work Orders Completed: **1,379**
- Current Residents Who Renewed: **38**
- Avg. Survey Score: **4.68/5**
- Avg. Survey Score: **4.62/5**

Survey Highlights ★★★★★

See what the Scott Family Housing Residents had to say!

"Staff was excellent and very helpful, problem was resolved quickly. Thx so much!"

"Prompt, courteous, professional. I liked that he expanded and elaborated on the work being conducted."

"Excellent service overall: timely, courteous, and competent. In addition to handling the necessary repairs, I love and appreciate the time maintenance personnel take to answer questions and teach how tenants may best operate and care for the respective appliance. Thank you for caring and continued improvements in maintenance support."

Tips for Keeping the Neighborhood Beautiful

- **Front Flower Beds & Backyards:** Residents are responsible for ensuring the flower beds are well kept, along with any tree rings and fence lines. They are also responsible for mowing and trimming the backyard. The lawn should not be taller than the grass outside the fence.
- **Pet Responsibilities:** Residents must keep the grounds clean. Pets should never be left unattended or outside for long periods and must be leashed when not in a fenced yard.
- **Bikes, Toys, Lawn Care Equipment, Pools, Fire Pits:** When not in use, these items should be moved to the backyard or garage. Pools **MUST** be emptied after use.
- **Recreational Vehicles:** Trailers, boats, and campers are authorized 24 hours before and after use.
- **Flags and Signage:** Residents may display the United States flag. Any other flags or signs must adhere to DoD's Flag Guidance and require housing approval.

Office Contact Information



(618) 418-4911



ScottLeasing@HuntCompanies.com



ScottFamilyHousing.com

COMMUNITY UPDATES

SELF-HELP CENTER

Need a replacement bulb or a new filter? Stop by the Patriots Landing Clubhouse for Self-Help items!

- **Batteries:** For thermostats, garage door openers, smoke & CO detectors.
- **Light bulbs:** We have every type of light bulb that may be needed for your home's fixtures.
- **Air filters:** For neighborhoods with access to your closet.
- **Mouse traps** • **Door stops** • **Light switch & outlet covers** • **Touch-up paint** • **Grass seed**

TRASH AND RECYCLING SCHEDULE

We're committed to keeping our community clean, green, and running smoothly.

To help us all do our part, here's a quick overview of our trash and recycling services:

- **Recycling Services:** Accepted items include paper, cardboard, plastic containers, glass bottles, and metal cans. Please rinse items and avoid placing plastic bags or non-recyclables in the bin.
- **Trash Collection:** Containers may be put out for pick-up after 6:00 PM the evening before collection and must be removed by 6:00 PM the following day.

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

Patriot's Landing	Trash	Recycling	Shiloh East	Trash	Recycling
4400's Gates, Hancock	Tuesdays	OW Tuesdays	All of Shiloh East	Mondays	EW Mondays
4600's	Tuesdays	EW Tuesdays			
4800's & Knox	Fridays	EW Fridays	Shiloh West	Trash	Recycling
4500's & 4700's	Fridays	OW Fridays	All of Shiloh West	Mondays	OW Mondays
Georgian	Trash	Recycling	Lincoln's Landing	Trash	Recycling
All of Georgian	Thursdays	EW Thursdays	Boeing, Globemaster, Jayhawk, Shadow, Thunderbolt (4405 & Up), Tweet, Texan, Phoenix	Thursdays	EW Thursdays
Colonial	Trash	Recycling	Kirtland, Sentry, Nighthawk, Dyess, Earhart, Huey, MacDill, Raptor, Thunderbolt (4393 & Down), Hercules	Thursdays	OW Thursdays
All of Colonial	Mondays	EW Mondays			

COMMUNITY EVENTS

UPCOMING COMMUNITY EVENTS

PUMPKIN CARVING CONTEST

Date: Wednesday, October 1st – Monday, October 27th

Location: Virtual FB contest @ScottFamilyHousing

Enter to win by sharing a picture of your pumpkin on the designated Facebook post no later than 12:00 PM on Monday, October 27th! Limit of one winner per home.



HALLOWEEN DECORATING CONTEST

Date: Wednesday, October 1st – Thursday, October 30th

Location: Virtual contest

Enter your home into the contest by sharing a photo of your Halloween décor to our team at Scott@HuntCompanies.com.



BASE EVENT: YOUTH FISHING DERBY

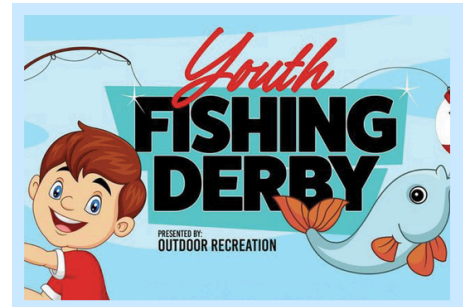
Date: Saturday, October 18th

Time: Starts at 10:00 AM

Location: Scott Lake

Restrictions: Limited to 50 participants. Register by Saturday, October 4th, by calling Outdoor Recreation at (618) 256-2067.

For those with base access. Bring the kids for a day of fishing, fun and friendly competition! Prizes for multiple categories and ages. Free event for kids, ages 3-16. No fishing gear, no problem! We can provide fishing poles and supplies, or bring your own!



BASE EVENT: NEEWOLLAH BALL

Date: Friday, October 24th

Time: Starts at 5:00 PM

Location: Scott Event Center

It's strange, it's spooky, it's showtime! Step into the weird and whimsical at our Beetlejuice-inspired Neewollah Ball! What's Neewollah? Well, it's Halloween backwards, of course! We have a hauntingly fun evening full of good times for the whole family.



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

MEET YOUR **SCOTT FAMILY HOUSING TEAM**

Each staff member for Scott Family Housing has an area of expertise - Ever wonder who you should reach out to? See below to put a face to the name!



Andrea Huschle
Community Director



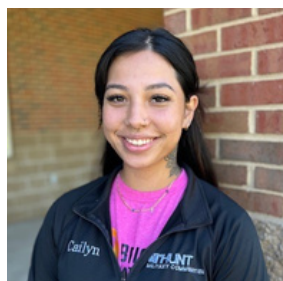
Ariel Arnett
Community Manager



Alisse Whitelaw
Community Manager



Mikki Loeffler
Resident Services:
Lincoln's Landing



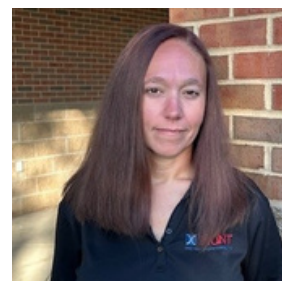
Cailyn Ferreira
Resident Services:
Shiloh & Classics



Jessie Kemp
Resident Services:
Shiloh & Classics



Aubrey Orlando
Resident Services:
Patriot's Landing



Brittany Miller
Resident Services:
Patriot's Landing



Summer Woodruff
Leasing Services



Hailee Craycraft
Leasing Services



Ruth Cantero-Khetsun
Resident Services Trainee



Lexie Brooks
Resident Services Trainee

2025

OCTOBER

SUN	MON	TUE	WED	THU	FRI	SAT
			01	02	03	04
05	06	07	08	09 National Depression Screening Day	10	11
12	13 Navy Birthday	14	15	16	17	18 Youth Fishing Derby
19	20	21	22	23	24 Neewollah Ball	25
26 Deployed Day	27 Navy Day Last Day for Virtual Pumpkin Carving Contest	28	29	30 Last Day for Virtual Halloween Decorating Contest	31	