

COMMUNITY DIRECTOR UPDATE NOVEMBER 1, 2025

COMMUNITY UPDATES

We value your feedback!

All comments from the Annual Tenant Satisfaction Surveys are reviewed and taken into consideration when planning upcoming projects and improvements. This year, Scott Family Housing was able to resurface 7 tennis courts throughout the community – converting 3 of them to Pickleball Courts!



Scott Family Housing proudly manages **1,595 homes** across six neighborhoods, with **1,518 homes occupied** as of September 30th. A vibrant community of families, including Active Service Members, Military Retirees, Reservists, and Government Employees, call Scott Family Housing “home.”

Totals for September 2025:

- New Move-Ins Welcomed: **40**
- Work Order Surveys Received: **98**
- New Move-In Surveys Received: **9**
- Work Orders Completed: **1,106**
- Current Residents Who Renewed: **73**
- Avg. Survey Score: **4.85/5**
- Avg. Survey Score: **4.38/5**

SURVEY HIGHLIGHTS

See what Scott Family Housing’s residents had to say following their work orders!

- ★ “Rick was amazing. He was able to fix both our dishwasher and fridge within 24 hours. He was so personable and professional. Great service!”
- ★ “Requesting for maintenance was easy compared to a few other bases. One of the best housing communities so far. Thank you for your service.”
- ★ “John was quick and helpful regarding our garage door issue. Even though it was something small which could have been handled over the phone, he was very polite and reassuring.”

Office Contact Information

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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			

MAINTENANCE TIPS

As a resident, your role in maintaining the neighborhood's appearance is essential:

- **Yard Care:** Maintain flower beds, tree rings, fence lines, and mow back fenced-in yards.
- **Pet Etiquette:** Clean up after pets, keep them leashed, and never leave them unattended outdoors.
- **Vehicles:** Trailers, boats, and campers are allowed 24 hours before and after use.
- **Flags & Signs:** Only U.S. flags and those approved per DoD guidelines are permitted.
- **Outdoor Items:** Store outdoor items and toys when not in use; pools must be emptied after each use.

UPCOMING COMMUNITY EVENTS

WHAT ARE YOU THANKFUL FOR?

Date: Saturday, November 1st – Friday, November 21st

Location: Patriots Landing Clubhouse

Tell us what you're thankful for, pin it to the bulletin board located at Patriot's Landing, and be entered to win! **NINE random winners** will receive a gift card, and **one GRAND PRIZE** winner will receive a gift card & a turkey, just in time for Thanksgiving! Limit of one winner per home.



CRAFTY WITH KARI

Date: Thursday, November 13th

Time: Starts at 6:00 PM

Location: Scott Event Center

Restrictions: Limited to those with base access
Attention, Pinterest enthusiasts & DIY'ers! Create your own citrus towels! Class includes supplies to make two towels and a non-alcoholic beverage.



VENDOR FAIR

Date: Friday, November 21st

Time: 1:00 PM – 7:00 PM

Location: Lincoln's Landing Clubhouse

Kick off the holiday season with local treasures! Whether you're shopping for the holidays or just browsing, this is your chance to support small businesses and find something special.



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

NOVEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
						01 First Day What are you Thankful For
02 Daylight Saving Time Ends	03	04	05	06	07	08
09	10 Marine Corps Birthday	11 Veterans Day OFFICE CLOSED	12	13 Crafty with Kari	14	15
16	17	18	19	20	21 Last Day What are you Thankful For Vendor Fair	22
23	24	25	26	27 Thanksgiving OFFICE CLOSED	28	29
30						