

COMMUNITY DIRECTOR UPDATE JANUARY 1, 2026



COMMUNITY UPDATES

Winter Weather Tips – use these tips when temperatures drop below 32 degrees:

- **Disconnect Garden Hoses:** All hoses should be disconnected from the outside spigots until spring. Connected hoses during freezing temperatures could result in busted pipes and resident expenses. Exterior faucets should NOT be dripping. If a leak is discovered, call housing immediately.
- **Never Turn Your Heat Off:** Keep the heat on at 65°F or higher, especially if you'll be away for more than 24 hours.
- **Submit a Notice of Absence:** Reach out to your neighborhood RSS if you will be away from home for several days.
- **Let Your Faucets Drip:** Turn on a slow drip in the kitchen and bathrooms to prevent frozen pipes.
- **Leave Cabinets Open:** Opening the cabinets in the kitchen and bathrooms allow warm air to reach the pipes along the exterior walls.
- **Open Front Coat Closet** (Patriot's Landing only): Patriot's Landing residents should open their front coat closet to allow heat to reach the main water line.

Did you know that Scott Family Housing manages a total of 1,595 homes spread throughout 6 neighborhoods? As of **November 30th**, a total 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 November 2025:

- New Move-Ins Welcomed: **32**
- Work Order Surveys Received: **90**
- New Move-In Surveys Received: **8**
- Work Orders Completed: **833**
- Current Residents Who Renewed: **40**
- Avg. Survey Score: **4.70/5**
- Avg. Survey Score: **4.72/5**

RESIDENT REVIEWS

- ★ "Rick, the technician, was quick to respond and resolve our emergency work order. I appreciated his professional and friendly support."
- ★ "Frank did a great job. He came prepared with the parts and a very friendly attitude."
- ★ "Maintenance professional was very courteous, considerate, and competent. My request was an emergency due to the temperature, but it was also almost 2300 hrs and Patrick came with a good attitude."
- ★ "Kielan was phenomenal. Very professional!"
- ★ "Every time we have a work order, we have had nothing but wonderful experiences, and this was no different. Zayon was so fast (he called me within an hour of submitting a non-emergency work order), came to the house, and had it resolved quickly. He was polite, friendly, and professional. 10/10."

Office Contact Information

- 📞 (618) 418-4911
- ✉️ ScottLeasing@HuntCompanies.com
- 🌐 ScottFamilyHousing.com

MAINTENANCE TIPS

Keeping the Neighborhood Beautiful

- **Flower Beds & Yards:** Residents must maintain flower beds, tree rings, fence lines, and mow/trim backyards. Grass should not be taller than outside the fence.
- **Trash/Recycling:** Set out your containers after 6:00 PM the night before pickup and return them by 6:00 PM the next day.
- **Pets:** Keep grounds clean; pets must be leashed outside fenced yards and never left unattended.
- **Outdoor Items:** Store bikes, toys, equipment, pools, and fire pits in the backyard or garage when not in use. Pools must be emptied after use.
- **Trash & Debris:** Dispose of all waste in proper receptacles.
- **Recreational Vehicles:** Trailers, boats, campers allowed 24 hours before and after use.
- **Flags & Signs:** U.S. flags permitted; all others require housing approval per DoD guidelines.



SELF HELP DESK

Need a replacement bulb or a new filter? Stop by the Patriot's Landing clubhouse for self-help items!

A full list of items can be found in the attached flyer.

- Batteries: for thermostats, garage door openers, smoke & CO detectors
- Light Bulbs: every type of light bulb that may be needed for your home's fixtures.
- Mouse Traps
- Door Stops
- Light Switch & Outlet Covers
- Air Filters: for the neighborhoods with access to your closet
- Touch Up Paint
- Grass Seed



UPCOMING COMMUNITY EVENTS

Please expect service to be delayed by one day due to the New Year's Day Holiday, on **Thursday, January 1st.**

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

Georgian	Trash	Recycling
All of Georgian	Thursdays	EW Thursdays

Colonial	Trash	Recycling
All of Colonial	Mondays	EW Mondays

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

UPCOMING COMMUNITY EVENT

WINTER WONDERLAND

Date: January 1st – January 26th

Location: Scott@HuntCompanies.com

Show us your idea of “Winter Wonderland”! Whether it’s how you decorate your home, a wintery scene you painted on a canvas, your favorite DIY snowflakes, etc., whatever it is, we want to see it! Send your entry to Scott@HuntCompanies.com no later than close of business on January 26th to be entered to win! The team’s overall favorite will receive a prize!



UPCOMING LOCAL EVENTS

MOBILE DMV

Date: Thursday, January 29th

Time: 10:00 AM – 2:00 PM

Location: Scott Event Center

The Illinois Department of Motor Vehicles (DMV) Mobile Unit will be at SAFB to provide basic vehicle services for on-base customers. Anyone in need of driver’s license renewals, ID cards, vehicle registration, Real ID, and road tests can use this convenient service.



ICE SKATING AT THE LOADING DOCK

Date: January 1st – February 22nd

Location: The Loading Dock, Grafton, Illinois

Open now through the end of February, The Loading Dock in Grafton, Illinois, offers an indoor skating rink for open skating and private events. This venue sits as a stopping point along the famous Great River Road – a stretch that takes you along the Mississippi River from Alton all the way to Grafton. It offers beautiful views of the River and bluffs that follow alongside it.



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

JANUARY

2026

SUN	MON	TUE	WED	THU	FRI	SAT
				Winter Wonderland Contest Begins New Year's Day OFFICE CLOSED	Ice Skating at the Loading Dock Begins	
04	05	06	07	08	09	10
11	12	13	14	15	16	17
18	Martin Luther King Day OFFICE CLOSED	20	21	22	23	24
25	Winter Wonderland Contest Ends	27	28	Mobile DMV	30	31