

October 2019

# Scott Family Housing Newsletter



## Our President's Message



We are coming up on CEL season, and I want to encourage all of our residents to participate and here's why... The annual CEL Survey is an important instrument for Hunt to understand what we are doing well and what we need to work to improve. The CEL survey is available to all military housing residents throughout the country. It is controlled and administered by an independent, third-party who reports the results simultaneously to us and the Department of Defense. Across the Hunt portfolio of communities, we have an average of over 50% of our residents who respond. This response rate is statistically high, but we want to continue to encourage our residents to respond in as large numbers as possible, so we get an accurate view of what is occurring within the communities.

Our goal is 100% satisfaction. When we fall short, we want to know so we can fix any problems before they become bigger issues. We also want to know which of our communities have high satisfaction rates so we can share best practices.

We want to hear from you, and this is one of several tools we use to facilitate that. I look forward to what you have to say.

Best,

John Ehle  
President  
Hunt Military Communities

## Pet Rock Day!



Pet Rock Day is always a hit with the kiddos of Scott Family Housing! Thank you to all who stopped by to celebrate this silly day with us!



## Scott Family Housing teams with Col. Heathman for a Community Information Meeting (CIM)



Scott Family Housing joined Col. Heathman at the Scott Event Center for the first Community Information Meeting (CIM).

Here, important topics were discussed, and the floor was opened up to residents to voice their questions and concerns. Some of the items covered were the results of the Senate Health and Safety Walks, common resident concerns, upcoming housing events, and new housing initiatives!



#### Office Hours

##### **Patriot's Landing:**

Monday - Friday 8:00am - 6:00pm

##### **Shiloh Classics:**

Monday - Friday 8:30am - 5:30pm

##### **Lincoln's Landing:**

Monday - Friday 8:30am - 5:30pm

## *Staff*

Community Director  
Community Manager  
Community Supervisor/Finance  
Maintenance Director  
Maintenance Manager  
Maintenance Supervisor

Deanna Haas  
Andrea Huschle  
Diana Burris  
Jared Trautt  
Jody Motes  
Robert (Jr) Walleck

Shiloh Classics  
Shiloh Classics  
Patriot's Landing  
Patriot's Landing  
Patriot's Landing  
Patriot's Landing  
Lincoln's Landing  
Lincoln's Landing  
Lincoln's Landing

Resident Services Specialist- Samantha Snyder  
Resident Services Specialist- Katie McLaughlin  
Resident Services Specialist- Summer Woodruff  
Resident Services Specialist- Amber Harrison  
Resident Services Specialist- Veronica Burgeson  
Resident Services Specialist- Vanessa Marshall  
Resident Services Specialist- Kim Hansen  
Resident Services Specialist- Amy Cook  
Resident Services Specialist- Lisa Evans

Patriot's Landing  
Patriot's Landing  
Patriot's Landing

Leasing Specialist -  
Leasing Specialist -  
Leasing Specialist -

Laurie Hoffman  
Ariel Arnett  
Amanda Johnson

#### **Community Center Hours**

##### **Shiloh Classics:**

Monday - Friday 8:30am-8:00pm  
Saturday - Sunday 10:00am- 6:00pm

##### **\*Patriot's Landing:**

Monday - Friday 8:00am - 8:00pm  
Saturday - Sunday 10:00am - 6:00pm

##### **\*Lincolns Landing:**

Monday- Friday 8:30am - 8:00pm  
Saturday - Sunday 10:00am- 6:00pm

# October 2019

## SAVE THE DATES

### **CEL Resident Survey-**

We want to hear from you! Residents are encouraged to participate in our annual resident survey. By completing the survey you not only tell us where we're excelling or which areas need work, but you'll also be entered to win prizes throughout October, including a **MONTHS FREE RENT!**

### **October Bash -**

Scott Family Housing's annual October Bash is **Friday, October 4th** from 4:00pm-7:00pm! Join us for food and drinks, music, bounce houses, and more! We hope to see you there!

### **Pizza Bash -**

Our annual Pizza bash is **Friday, October 11th** from 5:00pm-7:00pm! Stop by the Patriot's Landing Clubhouse for pizza, beverages, and desserts! Bring in your CEL Confirmation page and be entered for the Pizza Bash attendance prizes!

### **Halloween -**

"Trick-or-Treat" on by your neighborhood clubhouse in your best costumes! Candy provided while supplies last!



#### **Be Entered to Win a \$50 Gift Card!**

Are you a new resident to Scott Family Housing? Have you recently had a work order completed? If so, keep an eye out for a survey from [survey@satisfacts.com](mailto:survey@satisfacts.com)! This survey will be sent to the primary email address provided and once completed, you will be entered to win a \$50 Gift Card! Don't miss out on these monthly drawings!



## Scott Family Housing Contact Information:

618-746-4911

Emergency Work Orders: Opt 1  
Patriot's Landing Office: Opt 3

Leasing Specialists: Opt 2  
Lincoln's Landing Office: Opt 4

Shiloh Classics Office: Opt 5

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