

MAR
2020

LAUGHLIN INSIGHTS

NEWS & STORIES



Spring is in the Air

Our President's Message



Over the past couple of years, we have been working on developing systems, protocols and customer service standards which we call our 5-Star Service. We aim to provide more than just housing. We are entrusted to create quality communities that meet the needs of our residents and we take that responsibility very seriously. Recently, we completed a year-long effort to define what 5-Star Service means to us and how we measure ourselves against that standard. So I wanted to share with you what 5-Star Service means to us.

1. **APPEALING HOMES** – At HMC, we are committed to providing the highest-quality housing for our military families. We work to ensure our homes foster the well-being of military families. Worry-free living is the standard we endeavor to achieve.
2. **THRIVING COMMUNITIES** – At the heart of every community are the people who live there. HMC is committed to being a supportive and thoughtful resource and provides ongoing activities that create a true sense of belonging.
3. **SERVICE SATISFACTION** – HMC strives for 100% satisfaction in all that we do. We are accountable for understanding the challenges our residents face and delivering exceptional service.
4. **COMMITTED EMPLOYEES** – We are committed to hiring talented and enthusiastic individuals to be part of the HMC team. We recruit people who want to work as part of a strong, unified team and be a part of something bigger than themselves. HMC employees are characterized by their integrity, kindness, selflessness, and are committed to doing the right thing.
5. **RESPONSIBLE STEWARDS** – As a partner with the Department of Defense, we are aligned in our role as long-term stewards of the communities we operate. HMC maintains welcoming communities for our residents and their families, and we are committed to the sustainment of these communities for today and into the future.

These are high aspirations and we will continue to work towards reaching them. We welcome your feedback in helping us to do so. As always, please reach out to your community director. 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 via: The Hunt Promise Helpline: (855) 333-2835.

Best,

John Ehle
President
Hunt Military Communities

As Spring gets underway please remember to water your grass. Watering times are 6am-10am and 6pm to 10pm. Don't forget our Self Help, located across the Community Center offers free lawn care equipment (lawn mowers, weed eaters, shovels, seeders, rakes, and grass seed) check outs. Equipment check outs are available Monday through Friday from 8am to 5pm. Check out times vary per item and are on a first come first serve basis.

Community Drives

Don't forget these are some of the things we are looking for during our site drives, for a full list please review your Resident Guidelines.

Clutter in Carport and/or trash enclosures, toys left in common areas, fenced in yard not mowed/edged, cars parked on the grass/on the same side of the street as the fire hydrant, tarps in carports/roof, watering during non watering times

Contact Information Office

8550 Edwards St, Del Rio, TX 78840

Phone: 830-298-1701 • Fax: 830-298-3572

Facebook: Laughlin Family Housing

Your Laughlin Family Housing Team

Mari Cervantes - Community Director	Alma Balderas - Maintenance Director
Jessica Saul - Community Supervisor	Joe Arizpe - Maintenance Supervisor
Melinda Velasquez - RSS	Gina Genera - Warehouse Tech
Chelsea Moorhead - RSS	Robert Uribe - Maintenance Tech
Gabby Rodriguez - RSS	Ivan Muniz - Maintenance Tech
	Omar Argueda - Maintenance Tech

SAVE THE DATES

March 13th — Office Closed

Office will be closed for a team training from 10:30am to 1:30pm.

March 14th — Air Show

Fiesta of Flight Laughlin AFB, TX Air Show and Space Expo. Free admission, open to the public. Starts at 10:00am.

March 18th — C.A.B Meeting

Community Advisory Board Meeting (Tenant Rep) 12:00 pm to 1:00pm. Please RSVP before Close of Business March 16th.

MARCH

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5	6	7
8	9	10	11	12	13 Office Closed for Training 1030am- 130pm	14 Laughlin AFB Fiesta of Flight
14	16	17 St. Patrick's Day	18 C.A.B Tenant Rep Meeting	19	20	21
22	23	24	25	26	27	28
29	30	31				

Upcoming Calendar of Events

- April 4th - Spring Family Day
- April 12th - Easter
- April 22nd - Bingo Night
- April 14th, 15th, 16th - Community Information Meeting (more info to come)



HuntMilitaryCommunities.com

