



ROBINS

HUNT MILITARY COMMUNITY

NOV '23
NEWSLETTER




BIG ANNOUNCEMENT

Hunt Military Communities is pleased to launch a new phone system to serve our residents better and manage the workflow of our team members. Our residents have reported challenges contacting their local offices, and our team members have noted a higher-than-normal call volume. Since customer service and continuous improvement are paramount to our company culture, finding a replacement for our phone system became a priority.

The new phone system allows the Hunt Military Communities site teams to manage all calls through Service Cloud Voice. This system ensures site teams can gather contact information if a call drops. If a team member is away from their desk, the caller will automatically be routed to another team member to avoid missed calls. The best part is that no phone numbers will change, so you don't have to do anything. Just make sure to keep our number saved in your phone!

HMC is working to strengthen the resident experience; the first step is making communication with you seamless. We appreciate you as a part of our community, and look forward to your feedback about the new phone system.

478-310-2788 

@RobinsFamilyHousing 

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HVAC SYSTEM TIPS

Thermostat

The thermostat signals for the system to heat or cool your house. Thermostats are typically installed 4-feet above the floor to get an average of temperatures in that area.

Thermostats do not control the temperature of the air coming out of the supply vents. Thermostats only control the on/off functions and signal to shut the system down once the satisfied temperature has been met.

There are 2 primary switches on the system – Mode (cool/off/heat) and Fan (on/auto). It is recommended that you always leave fan on “auto.”

Fan “on” mode only moves air around the house but does not condition the air.

Fan “auto” ensures that air is conditioned before it is delivered.

Overall System

There are several things that can be done to maximize the functionality of your HVAC system.

- Frequent filter changes – higher user load or pet load may increase required frequency.
- Never run A/C while windows or doors are open.
- Maintain exclusion zones around HVAC equipment. Don't store items around the indoor or outdoor units and keep grass maintained around outdoor unit.
- Keep pets away from the outdoor unit. Chewing insulation or wires, or urinating on an outdoor unit can cause permanent damage.
- HVAC systems remove humidity from the air and allow for the condensation to exit the system into a drain. Damages to this drain line can result in water not arriving at its' intended destination and leaking onto floors. Please report any visible water observed.

MAINTENANCE TIPS

- Check filters - Make sure they are in good condition and don't need to be replaced.
- Check Air Flow - Ensure all vents are blowing at the correct temperatures, they are open, and that the duct work is in good condition with no obstructions.
- Make sure the A/C and Heat systems are working properly and that nothing needs to be replaced. Contact the Maintenance Team if you think there is a problem.
- Thermostat - Make sure the settings are correct and the resident knows how to program it. In the summer, there will be a 20-degree difference from outside. In the winter, there will be a 35–40-degree difference.
- Seals - Make sure all windows, doors, and crawl spaces are sealed. Contact our Maintenance Team if you think there is a problem.

UPCOMING CLOSURES

Office will be closed on November 23rd in Observance of Thanksgiving. We will reopen on Friday, November 24th during normal business hours.

Trash pickup will be Friday, November 24th.

IMPORTANT EVENTS

Hand Turkey Contest Starts

We will be hosting a Hand Turkey Contest on Facebook between November 14th to the 21st. Comment a photo of your hand turkey on the Facebook Post to enter.

Veteran's Day Activity for our youngest residents!

Help Robins Family Housing complete the Thank You banner for our Veteran's by adding your tissue craft to it. Join us at the Welcome Center November 1st until November 10th, 11:00 AM – 5:00 PM daily to participate. Open to only on-base Robins Family Housing Residents. While supplies last.

Robins Family Housing Community Chili Cook off!

Showcase your best chili recipe for a chance to win a slow cooker! Join us November 10th, from 4:00 PM to 6:00 PM at the Welcome Center to participate. Open to only on-base Robins Family Housing Residents.



NOVEMBER IS NATIONAL VETERANS AND MILITARY FAMILIES MONTH



THANKSGIVING - NOVEMBER 23RD

2023

NOVEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
			01 Rent is Due Veteran's Day Activity Starts Welcome Center 11 am - 5 PM Tidewater Landscaping New Crestview	02	03 Pet of the Month Starts Facebook Tidewater Landscaping Forest Park	04
05 Daylight Saving Time Ends	06 Tidewater Landscaping Turner Park	07 Election Day Pest Control Tidewater Landscaping Turner Park	08 Tidewater Landscaping New Crestview	09 Pet of the Month Ends Facebook Trash Pick Up Pest Control Tidewater Landscaping New Crestview	10 Chili Cook Off! Welcome Center 4 - 6 PM Veteran's Day Activity Ends Welcome Center 11 AM - 5 PM Marine Corps Birthday Tidewater Landscaping Forest Park	11 Veterans Day
12	13 Tidewater Landscaping Turner Park	14 Hand Turkey Contest Starts Facebook Pest Control Tidewater Landscaping Turner Park	15 Tidewater Landscaping New Crestview	16 Trash Pick Up Pest Control Tidewater Landscaping New Crestview	17 Tidewater Landscaping Forest Park	18
19	20 Tidewater Landscaping Turner Park	21 Hand Turkey Contest Ends Facebook Pest Control Tidewater Landscaping Turner Park	22 Tidewater Landscaping New Crestview	23 Thanksgiving OFFICE CLOSED	24 Trash Pick Up Tidewater Landscaping Forest Park	25
26	27 Tidewater Landscaping Turner Park	28 #GivingTuesday Pest Control Tidewater Landscaping Turner Park	29 Tidewater Landscaping New Crestview	30 Trash Pick Up Pest Control Tidewater Landscaping New Crestview		