

# NEWSLETTER



## HMC Electric Vehicle Charging Program

### EV CHARGERS

We are excited to announce our collaboration with TRO Energy Solutions, Inc. (TROES), to introduce a pilot program for Electric Vehicle (EV) charging in select communities. This program will provide in-home Level-2 EV charging to military housing residents, aligning with our commitment to sustainability and energy resiliency goals outlined by the Office of the Secretary of Defense.

Our pilot program will kick off at four of our military bases: Barksdale Air Force Base (Shreveport, LA), Fort Sam Houston (San Antonio, TX), Joint Base Pearl-Harbor Hickam (Honolulu, HI), and Marine Corps Base Hawaii (Kailua, HI). These locations have been selected to cater to the growing interest in Level-2 fast charging among residents in military housing communities.

This initiative aims to position HMC as one of the pioneering military housing operators in the U.S. to offer a comprehensive residential EV charging solution, demonstrating a forward-thinking approach to sustainability-focused infrastructure.

## COMMUNITY ANNOUNCEMENTS

### Tenant Satisfaction Survey

The annual Tenant Satisfaction Surveys will launch on March 4th, 2024 for our Air Force communities. We encourage you to share your thoughts and feedback on your living experience in our community. The survey links will be sent from the Air Force ([AirForceHousingSurvey@celassociates.com](mailto:AirForceHousingSurvey@celassociates.com)) to the primary email address on file. If you have any questions, please contact your local leasing office.

### AIR FORCE TENANT SATISFACTION SURVEY

## COMING SOON!

Survey Launch is Monday, March 4, 2024

## MAINTENANCE CORNER

### HOME CARE GUIDE

#### MAINTENANCE NEED TO KNOW LIST

Service Call Line: (478) 310 - 2788 #2

- In the event of a major water leak:
  - For houses with a garage, locate the white plastic access panel inside the garage near the roll-up door, about two feet above the floor, and turn off the water valve there.
  - For all other residences, find the water valve in the front yard near the front porch, inside the green valve box cover, and turn it off.
- If the toilet overflows/leaks, shut off the water valve near the floor on the left side.
- If the toilet is clogged, try plunging first. If unsuccessful, call the service line. Toilets in these houses can't handle large amounts of waste and paper. Continual flushing helps prevent clogs.
- If the garbage disposal malfunctions, press the reset button at the unit's base. Avoid overloading garbage disposals with excessive waste. Use the waste basket for disposing of leftovers, peels, etc.
- If the garbage disposal hums, switch it off immediately. It's likely jammed. Contact the service line for assistance.
- To silence a beeping smoke alarm, swap the 9-volt battery at the back by twisting it clockwise to detach it from the base. Then, align the marks and twist counter-clockwise to reinstall.
- Metal baking pans stored in the stove's bottom drawer can cause ignitor issues, leading to burner failure. If your oven isn't working, check this and call the service line for help.
- Avoid putting aluminum foil in the oven to catch drippings as it can obstruct proper venting and impair the oven's functionality.
- Avoid using any stove components during the self-clean cycle to prevent overheating and potential damage.
- Outdoor faucets in these homes are freeze-proof, but hoses must be removed during freezing weather to prevent potential flooding caused by frozen and burst pipes.
- If kitchen, bathroom, or exterior outlets aren't working, find the GFCI outlet with a reset button and reset it. If it still doesn't work, call for service.
- Please check A/C filters monthly and replace as necessary. They're inside the metal louvered panel in the hallway. Filters are available for pickup at our office.
- If A/C doesn't cool, check and replace the filter if dirty. Clogged filters hinder airflow, reducing cooling efficiency. If the problem persists, turn the thermostat off and call service line.
- If locked out, avoid damaging the door or window. Call our 24/7 service line for assistance. No charge during business hours (8am-5pm, Mon-Fri); \$35 fee afterward. Window replacement is \$65.
- Whole house attic fans require open windows for operation to pull air into the house. Failure to do so may result in damage.
- Most light fixtures in these houses are designed for 60-watt bulbs. Using a higher wattage bulb can make the wires brittle from heat and damage the fixture.



## March

### PRE-PCS SEASON YARD SALE SATURDAY!

Join us at our community-wide yard sale on March 23rd, from 9:00 AM to 1:00 PM. Explore treasures galore at multiple locations including Forest Park, Turner Park, Crestview Neighborhood, and the field behind the housing office.

#### Neighborhood(s) Participation:

What better way to lighten your load or discover new treasures than participating in a community-wide yard sale! Garage sales can be a great way to get rid of unwanted belongings, make extra money, create space in your home, and socialize with customers.

For residents who prefer the convenience of one-stop shopping, the Robins Family Housing Office Field is a great option. Our team will also be on-site to provide beverages and light snacks to keep your energy up. The first step is to talk among your neighbors to see who would be interested in participating in the neighborhood garage sale. It is important that we get enough houses to participate in the sale so that prospective buyers deem it worthy of checking out.



\*Refer to our social media accounts for changes and updates in events.

## COMMUNITY EVENTS

## Dates to Remember

### IMPORTANT DATES

- **Trash** – Every Thursday
- **Pest Control** – Every Tuesday and Thursday
- **Bulk Trash** – Scheduled with GFL Environmental at 478-328-1080.

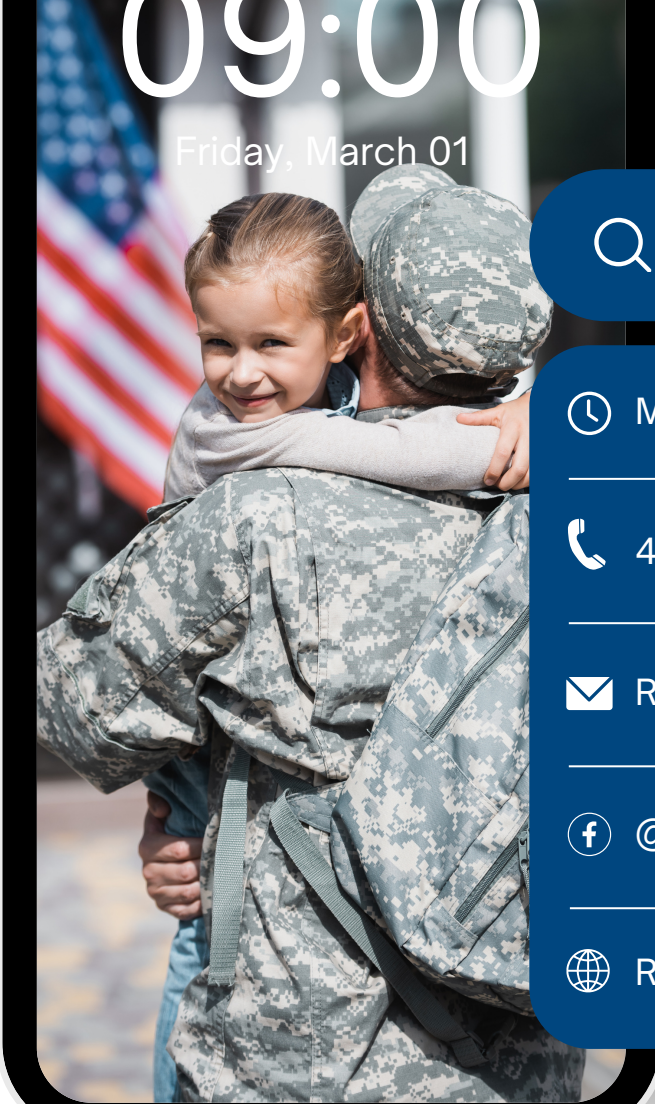
## Service SPOTLIGHT



We are proud to highlight the commitment our team has to serving our residents. Share your unique perspective by submitting a review to help enhance your experience in our community.



Share Your Thoughts



🔍 Connect With Us



🕒 Monday through Friday, 8:00AM - 5:00PM

📞 478-310-2788

✉️ [RobinsLeasing@HuntCompanies.com](mailto:RobinsLeasing@HuntCompanies.com)

📱 @RobinsFamilyHousing

🌐 [RobinsFamilyHousing.com](http://RobinsFamilyHousing.com)



# 2024

# MARCH

SUN	MON	TUE	WED	THU	FRI	SAT
				Women's History Month	Rent is Due <b>01</b> Employee Appreciation Day Hunt Little Heroes Content Starts	<b>02</b>
<b>03</b>	<b>04</b> Tenant Satisfaction Survey	<b>05</b> HMCF Scholarship Program End Pest Control	<b>06</b>	<b>07</b> Trash Pick Up/Pest Control	<b>08</b> International Women's Day	<b>09</b>
<b>10</b> Daylight Saving Time Starts	<b>11</b>	<b>12</b> Pest Control	<b>13</b>	<b>14</b> Trash Pick Up/Pest Control	<b>15</b>	<b>16</b>
<b>17</b>	<b>18</b>	<b>19</b> First Day Of Spring Pest Control	<b>20</b>	<b>21</b> Trash Pick Up/Pest Control	<b>22</b>	<b>23</b> Yard Sale Multiple Locations 9 AM - 1 PM
<b>24</b>	<b>25</b> Medal of Honor Day	<b>26</b> Pest Control	<b>27</b>	<b>28</b> Trash Pick Up/Pest Control	<b>29</b> National Vietnam War Veterans Day	<b>30</b>
<b>31</b>						