

# HAPPY ST. PATRICK'S DAY

## 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



## Thank You For Attending

Keesler Family Housing would like to thank all of our Residents for attending the Valentines Day Dance. We had a great time. Thank you to Rob from Davey Tree our contracting company for donating the food to the dance. As always, Thank you to the USO volunteers for helping during the dance! It was a lot of fun!! Thank you all who came out to enjoy the fun!



### Management Office

300 Patrick Drive • Biloxi, MS 39531  
Phone: 228-374-5336

### Maintenance Office

100 Annex Drive • Biloxi, MS 39531  
Phone: 855-452-3499

# HAPPENING AROUND THE TOWN

## March 7th

### Canned Food Drive

On Saturday at Biloxi Bay Bridge, on the Ocean Springs Side. It is from 8:00am - 10:00am and the group walk is 8:30 am.

## March 14th

### St Patrick's Day Parade & 5K Run

The Gulf Coast Annual Hibernia St Patrick's Day Parade & 5K Run is happening in Downtown Biloxi. Derby Run starts at 9 am, and the Parade starts at 2pm. It is Free to participate in the CYP 13th Annual Walking on the Water Bridge walk. Call 251-895-8029 for more information.

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## Helpful Maintenance Tips to Follow

Change the air filters in your home once a month. The maintenance department provides air filter replacements free of charge. Promptly notify the maintenance department about any air conditioning or heating problems you encounter. Heating and cooling temperature settings and dependent on your region and vary greatly. Therefore, to understand your temperature range, please contact your maintenance department. Leave ceiling fans on low to keep air circulating throughout the home. This will control the amount of humidity inside the home and can prevent water intrusion in the form of bursts pipes. If you have concerns with your home regarding moisture related issues, please contact us. Thank you so much for choosing to live in Keesler Family Housing.

## Friendly Reminders

Keep your yard free of trash, debris, toys, and pet waste. Maintain your flowerbed by weeding and watering regularly. Keep existing plants trimmed and consider adding a little color each year by planting some annuals.

# SAVE THE DATES

## March 17th

Sandhill Landing Housing Office - From 2:00pm to 4:00pm, come by the housing office for a St Patrick's Day Treat!

## March 18th

Community Advisory Board Meeting - It will be at 10:00am in the Bayridge Community Room.

## March 24th

Breakfast-On-The-Go - From 7:30am to 9:00am at Entrance of West Falcon Neighborhood.

## March 26th

Focus Story & Craft - In the Bayridge Community Room at 9:30am.

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## Yard of the Month

Spring is near and we will be picking Yard of the Month of each Neighborhood beginning in March. Could you have the next yard of the month? What does it take to win? Curb appeal, flower enhancements, cleanliness, decorations, colorfulness, neatness, and overall appearance.

### Do You Have the Next Yard of the Month?

