



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.

256-400-5940 

@RedstoneFamilyHousing 

@RedstoneFamilyHousing 

COMMUNITY ANNOUNCEMENTS

Friendly Reminder: Pet Policy

Pets are privately owned, domesticated animals living in a home. Acceptable pets include dogs, cats, and birds. No more than two pets per household are allowed. Certain breeds of pets have been restricted and will not be accepted. These breeds include Pit Bull (American Staffordshire Bull Terrier or English Staffordshire Bull Terrier), Rottweiler, Doberman Pinscher, Chow Chows, and Wolf hybrids. The current list of restricted breeds can also be found in REDSTONE FAMILY HOUSING Pet Policy. All pet agreements prior to this revision will be grandfathered to accommodate prior residents.

All pets must be registered at the Veterinarian Treatment Facility within five working days of occupying a house or acquiring a pet. Pet owners must provide verification of appropriate immunization along with the pet registration to REDSTONE FAMILY HOUSING.

Resident must sign a separate Pet Addendum. Please refer to the Pet Addendum for associated fees and deposits. Any pet damages to the home will be applied and collected separately.

Pets must be on a leash at all times when outside the fenced area of a home. Pets cannot be tied or staked outside of the home. Residents who walk their pets must carry a plastic bag or other appropriate container to retrieve and dispose of any droppings.

If the resident or any guest violates any term of the pet policy, the resident will be subject to the remedies provided in the Lease.

Copies of REDSTONE FAMILY HOUSING official pet policy are available at REDSTONE FAMILY HOUSING management offices..

Farmer's Market

University Pickers here in Huntsville, AL donates proceeds from the market to the Merrimack Hall Performing Arts Center. There are over 150 vendor booths in the store and some of the local vendors set up tents and tables both inside and outside the store at these markets. They sell items such as rare and vintage antiques, local produce, furniture, homemade soaps, jewelry, décor, etc. And they have a local food truck set up at every market that varies and changes at each market. It's the second Saturday of every month from 9:00 AM – 3:00 PM, rain or shine. The next one is on November 11th, 2023, and the address of the store is 3405 Triana Blvd SW, Huntsville, AL, 35805. See attached coupon for a 10% discount! Must bring in a copy of the newsletter as proof to receive the 10% discount on one item over \$50 and not marked ND (No Discount). Discount will be applied at the checkout counter.

COMMUNITY IMPROVEMENTS

As the seasons change so does the landscaping! Keep a lookout this month for our brand new landscaping company throughout the neighborhood as they will start to improve our property to look even more beautiful than ever before.



EMPLOYEE SPOTLIGHT

Charles (Jojo) Miller

Charles (Jojo) Miller is a COM Coordinator here at Redstone Family Housing. He is a big kid at heart and likes to work hard and play hard. He loves to volunteer in his own community and enjoys spending time with kiddos as a sports coach and mentor. When asked what he loves about his job, Charles said, "I love seeing the satisfaction on the resident's faces whenever my customer service and hard work is appreciated."

IMPORTANT COMMUNITY EVENTS

Pet of the Month Contest (Facebook Contest)

Starting November 3rd, we are asking for residents to post a picture of their pet in the comments below our Facebook post. We will choose a contestant at random to win a cat or dog themed gift basket prize from us on November 10th. If you would like to participate but don't use Facebook, please email your picture to David.Ugarte@HuntCompanies.com and we will post your picture on your behalf.

Hand Turkey Contest (Facebook Contest)

Starting November 14th, we are asking for residents to post a picture of their hand traced out on a sheet of paper and decorated and/or colored to look like a turkey in the comments below on our Facebook post. We will choose a contestant at random to win a \$25 gift card prize from us on November 22nd. If you would like to participate but don't use Facebook, please email your picture to David.Ugarte@HuntCompanies.com and we will post your picture on your behalf.

Thanksgiving Dine-in or Dash-out Potluck (In Person Event)

It's a time to be thankful and a time to come together as a family housing community. Come on down to the Housing Office on Wednesday, November 15th from 11:00 AM – 1:00 PM; we will be having a Thanksgiving-themed potluck. We will be providing a scrumptious holiday ham with a yummy glaze, sliced pineapples and a delectably delicious fried turkey. Thirsty for more? No need to worry about a dry mouth here, as we will also be providing some mouthwatering drinks for everyone to either dine at our family style tables or take to-go. We will have plenty of space at our dining room tables in our lobby for anyone who would like to dine with your favorite housing staff and community. We will also have plenty of plates as well as to-go boxes available for anyone that would like to fix their plate and take it home. We have already started collecting a list of different side dishes and desserts that our staff and residents are bringing. If you would like to sign up in advance to bring something for the potluck, please reach out to our Resident Service Supervisor David Ugarte at David.Ugarte@HuntCompanies.com or just call the housing office at 256-400-5940 and ask for David. Please note that it is not required to bring a dish in order to participate in this event but is more than welcome. If you are bringing a dish or dessert, please be mindful that we will need your dish or dessert to be dropped off at the housing office on the day of the event between the hours of 10:00 AM – 11:00 AM. We hope to see as many residents and their families out to this lovely event for food and fellowship.

*Only residents of this community may participate in this event.

Small Business Saturday Contest (Facebook Contest)

Starting November 25th until November 26th by 11:59 PM, we are asking residents to comment what their favorite small local business is and why in the comments below on our Facebook post. A picture of the business' logo is not required but encouraged. We will choose a contestant at random to win a gift basket filled with lots of goodies from multiple local businesses from us on November 27th. Good Luck everyone and may the odds be ever in your favor!

Pictures with Santa (In House Event)

Join us November 27th from 3 - 5 PM we will have our office lobby all decked out for the holidays early and have Santa Claus here to take photos with all the good little boys and girls just in time for the holidays. Feel free to stop by and get your photo taken with Santa on our big comfy couch for FREE. Be sure to grab a candy cane on your way out! *This event is only open to residents of this community only.

Book Club (In Person Event)

Two of our Community Advisory Board members will be hosting a book club meeting on Wednesday, November 29th, 2023, from 3:30 PM - 4:30 PM in our conference room at the housing office. (302 Hughes Drive) Feel free to bring any light snacks or nonalcoholic drinks to join in the conversation. If you are interested in signing up to join in advance, please email David.Ugarte@HuntCompanies.com as space is very limited. Keep an eye out via email for the title of the book to read to prepare for the next meeting.

MAINTENANCE CORNER

Self-Help Shop

We offer a self-help program at our maintenance shop located at 1103 Mountain Drive. This is off Goss Road past the baseball fields and right beside the Fox Army Health Center up on the hill. You can borrow lawn mowers (For 24 hours ONLY), get grass seeds (For patch grass jobs ONLY), vent filters, touch-up paint (Please bring a personal container for fill-up), and specialty light bulbs. Vanity light bulbs and 60-watt light bulbs are not provided. All other items must use a work order to be replaced or repaired. The self-help shop is only open between the hours of 3:00 PM – 4:00 PM, Monday through Friday. Please DO NOT enter the self-help shop without an employee's approval. If you do arrive outside of the time specified above, we will not be able to give out any requested items.

Annual Preventative Maintenance

With the weather getting colder out there, be sure to test out your heating unit and make sure your air filters are changed for the new season. We will begin our annual preventative maintenance this month with our maintenance department which entails changing out air filters, checking on HVAC unit conditions, testing smoke alarms and CO Detectors, checking for structural damage, and pest control throughout the homes. Please note that a technician will not enter a home if there is a loose pet or a child younger than 18 years old in the home without a supervising adult. For more information, feel free to contact us at the Housing Office phone number of 256-400-5940.

2023

NOVEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
			01 Trash Pick Up	02 Recycling Pick Up Pest Control	03 Pet of the Month Starts Facebook	04
05 Daylight Saving Time Ends	06	07 Election Day Pest Control	08 Trash Pick Up	09 Pet of the Month Ends Facebook Pest Control	10 Marine Corps Birthday	11 Veterans Day
12	13	14 Hand Turkey Contest Starts Pest Control	15 Thanksgiving Dine-in or Dash-out Potluck Housing Office 11 AM - 1 PM Trash Pick Up	16 Pest Control	17	18
19	20	21 Hand Turkey Contest Ends Pest Control	22 Trash Pick Up	23 Thanksgiving OFFICE CLOSED	24	25 Small Business Saturday Contest Starts
26 Small Business Saturday Contest Ends	27	28 #GivingTuesday Pest Control	29 Book Club Housing Office 3:30 - 4:30 PM Trash Pick Up	30 Pest Control		