




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.

719-982-4800 

@AFAFamilyHousing 

@AFAFamilyHousing 

PREPARING YOUR OVEN FOR THE HOLIDAYS

With the long-awaited Thanksgiving feast drawing near, you may want to ensure your oven is ready for the big day. Here are a few maintenance tips:

- **Avoid the Self-Clean Feature!** The self-clean feature causes the oven temperature to rise up to 1,000 degrees. This may cause failure of the thermostat, circuit board, or fuse. If your oven needs a good cleaning, use a non-abrasive cleaner to remove cooked-on food.
- **Clean your oven properly.** Use vinegar steam to clean your oven naturally. Put a bowl of white vinegar in the oven and set the temperature to 270F. After the oven is preheated, turn it off (but don't open the door). Let the vinegar sit for several hours. When you open the oven, you should be able to wipe off the food residue.
- **Testing the temperature.** It is important that your oven runs at just the right temperature when it comes to cooking. The oven temperature should be accurate within 25 degrees of your desired temperature. Use these simple steps to measure your oven temperature:
 1. **Thermometer Test:** For the best results, purchase an oven thermometer to measure the accuracy of your oven. Start by placing the thermometer in the center of the oven and situate it in a place that you can see when the door is closed. Turn the oven to 375 degrees, and then wait for the oven to fully preheat. Once the oven is preheated, read the thermometer. Write the reading on a piece of paper. (Do not open the door!)
 2. **Take More Than One Reading:** Set your kitchen timer for 20 minutes and wait. When the timer goes off, take another reading. Repeat this step two more times so that you have four readings taken in 20-minute intervals.
 3. **Average:** Calculate the average temperature of the four readings. The result should be 350 – 400 degrees. If the temperature is outside of this range, contact our maintenance team at 719-982-4800 or email us at AFAContact@HuntCompanies.com.

COMMUNITY REMINDERS

Trash Removal, Recycle, & Bulk Trash Reminder: Delayed by One Day Due to Thanksgiving

Trash Removal, Recycle, and Bulk Trash pick-up will be delayed one day due to Thanksgiving! If you have bulk trash that you need to be picked up on FRIDAY, November 24th, 2023, please email AFAContact@HuntCompanies.com before 3:00 PM, Wednesday, November 22nd with your address and a list of items you need removed for bulk trash.

Safety Alerts & Reminders

Don't forget to replace your air filter at least monthly. We recommend the 1st of every month. This will help keep your heater working properly this winter season. If you need a replacement air filter at no charge, visit the Community Management Office during business hours to pick up a FREE air filter.

Be sure to test your smoke detectors and carbon monoxide sensors twice a month. We recommend doing this every payday, so you do not forget.



EMPLOYEE SPOTLIGHT

Jessica Jones

Jessica Jones is a COM Manager here at Air Force Academy Family Housing. Jessica is deathly afraid of chickens! Jessica is also a member of the 50 States Marathon Club - an organization that sets a goal for each member running a marathon in each of the 50 states. When asked what she loves about her job, Jessica said, "I love providing a great home to military families as I am a military spouse myself."



PET OF THE MONTH

Bekah Esquivel-Sanchez's pup Scoobie

2023

NOVEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
<p>If you have bulk trash that you need to be picked up, email AFAContact@HuntCompanies.com before 3:00 PM the Wednesday prior to pick up with your address and list of items you need to be removed for bulk trash.</p> <p>If you have bulk trash that you need to be picked up on FRIDAY (11/24), email AFAContact@HuntCompanies.com before 3:00 PM Wednesday (11/22) with your address and list of items you need to be removed for bulk trash.</p>			<p>01</p> <p>Rent is Due Change Your Air Filter! Winter Wonderland Holiday Recipe Exchange Starts</p>	<p>02</p> <p>Trash/Bulk Pick-up</p>	<p>03</p> <p>Pet of the Month Starts Facebook</p>	<p>04</p>
<p>05</p> <p>Daylight Saving Time Ends</p>	<p>06</p> <p>Tuesday Turkey Giveaways Entry Facebook</p>	<p>07</p> <p>Election Day Tuesday Turkey Giveaways</p>	<p>08</p>	<p>09</p> <p>Pet of the Month Ends Facebook Trash/Bulk/Recycle Pick-up</p>	<p>10</p> <p>Marine Corps Birthday OFFICE CLOSED</p>	<p>11</p> <p>Veterans Day</p>
<p>12</p>	<p>13</p> <p>Tuesday Turkey Giveaways Entry Facebook</p>	<p>14</p> <p>Tuesday Turkey Giveaways</p>	<p>15</p> <p>Check Your Smoke Detectors & Carbon Monoxide Sensors</p>	<p>16</p> <p>Trash/Bulk Pick-up</p>	<p>17</p>	<p>18</p>
<p>19</p>	<p>20</p>	<p>21</p>	<p>22</p>	<p>23</p> <p>Thanksgiving OFFICE CLOSED</p>	<p>24</p> <p>Trash/Bulk/Recycle Pick-up</p>	<p>25</p>
<p>26</p>	<p>27</p> <p>Winter Wonderland Holiday Recipe Exchange Starts</p>	<p>28</p> <p>#GivingTuesday</p>	<p>29</p>	<p>30</p> <p>Trash/Bulk Pick-up Check Your Smoke Detectors & Carbon Monoxide Sensors</p>		

IMPORTANT COMMUNITY EVENTS

Tuesday Turkey Giveaways

Who wants a FREE TURKEY? If you want to be eligible for a FREE TURKEY, make sure to visit our Facebook page and watch and "LIKE" our weekly safety video by Monday, November 6th and Monday, November 13th. We will then distribute turkeys to eligible participants the following Tuesdays for those residents that "LIKED" our weekly safety video.

*Must be a current resident of Air Force Academy Military Communities for entry into the Tuesday Turkey Giveaways. While Supplies Last.

Thanksgiving Closure

Our offices will be closed Thursday, November 23rd, 2023. If you have a maintenance related emergency, contact 719.982.4800, option #1 to be connected with our on-call maintenance technician.

MAINTENANCE CORNER

Winterizing Tips

Even if you're not ready for winter, you can easily make your home ready. Below are some helpful tips to help protect your home.

- Check the furnace to make sure it is operational!
- Change your air filter monthly to keep your furnace working properly throughout the winter season. You can get a FREE air filter by visiting the Community Management Office during normal business hours.
- Set your thermostat to auto and heat to at least 65 degrees during the winter season. Please remember to leave the heat on if you will be away from the home for an extended time!
- Remove watering hoses from outdoor hose bibs to avoid indoor pipes from freezing and flooding your home
- Notify the Community Management Office if you're going on vacation for an extended length of time.
- Any registers in unused spare rooms should be left open in order to keep the room warm and prevent interior water lines from freezing.
- Remember to keep your garage roll-up doors closed when not in use to prevent the freezing of interior pipes or belongings.
- Do not warm up your vehicle inside your garage, this can create high levels of carbon monoxide in your garage and your home.
- Make sure heat registers or baseboard heaters are not obstructed.
- Open cabinets during extended periods of below-freezing temperatures so that the warm air can reach pipes along exterior walls that are often exposed to the most extreme temperatures.
- Turn on faucets so that they drip in occupied homes during extended periods of below-freezing temperatures. Dripping faucets can help prevent freeze-ups.

CONTACT INFORMATION

Office Number: 719-982-4800

Email: AFAContact@HuntCompanies.com

Facebook: @AFAFamilyHousing

Website: AirforceAcademyHousing.com

Office Hours: Monday, Tuesday, Thursday, & Friday - 8:00 AM – 5:00 PM
Wednesday - 9:00 AM – 5:00 PM



NOVEMBER IS NATIONAL VETERANS AND MILITARY FAMILIES MONTH



THANKSGIVING - NOVEMBER 23RD



MARINE CORPS BIRTHDAY - NOVEMBER 11TH



NOVEMBER IS AVIATION HISTORY MONTH