

AUG  
2021

MOODY INSIGHTS

NEWS & STORIES



**Moody Family Housing**  
3131 Coney St. Moody AFB, GA 31699  
Phone: 229-333-0539  
Fax: 229-333-0502  
Facebook: Moody Family Housing

## Our President's Message



Dear HMC Residents,

I am honored and humbled to be a part of the Hunt Military Communities' family. As the new CEO, I look forward to continuing with the company vision of providing 5-Star Service and excellence in housing. As a former Marine, I understand first-hand the challenges service members and their families face when moving

to a new community and the importance of providing quality housing.

Over the next several months, I will be visiting many of our HMC communities with the intention of meeting residents, touring homes, and looking for ways to make your living experience the very best it can be. I will tirelessly search for ways Hunt Military Communities can improve our service delivery and homes to enrich the lives of our residents. Our nation's military service members became my heroes after two combat tours in the Marine Corps, and I greatly look forward to serving our military families. As always, we want your feedback, and our Hunt Promise Helpline (<https://www.huntmilitarycommunities.com/contact-us>) provides an easy way for you to share your feedback or address concerns that have not been appropriately tended to at the site level. Transparency and open communication will help HMC to provide you great service.

A handwritten signature in black ink, appearing to read "B. Stann".

Brian Stann  
CEO  
Hunt Military Communities



[HuntMilitaryCommunities.com](https://www.HuntMilitaryCommunities.com)



## Backpack Brigade

On 16 August 2021, we will be hosting our annual Backpack Brigade!

**RESIDENTS THAT HAVE  
REGISTERED TO RECEIVE A  
BACKPACK -**

Please stop by the housing office between 1PM & 3PM to claim your backpack! If you have any questions, please feel free to contact us at 229-333-0539.



# COMMUNITY REMINDERS

We thank you for your continued patience and dedication in following the COVID-19 guidance and protocols over the past year. We recognize it has been a very challenging time for all and appreciate all that you do in helping to keep our communities safe.

- While business is being conducted virtually as much as possible, we are available in the office, **Monday – Friday 8AM – 5PM**. To make an appointment to come to the office, please call us at **(229) 333-0539**.
- **All URGENT and EMERGENCY Maintenance requests need to be called in!** Placing an Urgent or Emergency request through the website or Resident Portal App is automatically prioritized as ROUTINE. **You can call anytime, 24/7 at 229-333-0539.**
- **Balances Due:** All balances due must be paid in full within 30 days (with the exception of Payment Plans; please follow according to arrangement). Payments can be made via your Resident Portal App,.
- **Please continue Mowing and Edging your fenced yards!** Residents with fenced backyards are responsible for mowing the fenced area, as well as edging/trimming along fence line.
- **Preventative Maintenance has resumed!** Preventative Maintenance (PM) has resumed and will continue until all homes have been completed. Quiet Pines will be completed first.

**Please contact our office at 229-333-0539 with any questions.**

## ASTRO PEST CONTROL SERVICE

Astro Pest Control has resumed their regular pest control schedule! This month, they will be treating **INDOORS**. Magnolia Grove is scheduled for 11 August 2021, and Quiet Pines is scheduled for 12 August 2021.

If you require treatment in-between the scheduled dates, please contact our office at 229-333-0539.

**Call back for treatment is every Wednesday for both communities!**

# MOODY FAMILY HOUSING EVENTS for AUGUST

**Facebook Events** - To stay up to date with any virtual events occurring, please be sure to follow our page at <https://www.facebook.com/MoodyFamilyHousing2012>

**1 August** - Air Force Day

**2 August** - Cool Off with Coloring Contest begins!

Check out our Facebook page for more information. **7**

**August** - Purple Heart Day

**9 August** - National Book Lovers Day! Post a picture of you reading your favorite book on our Facebook page!

**10 August** - National S'More Day!

**12 August** - Cool Off with Coloring Contest Ends.

**13 August** - Pet of the Month Begins! Check out our Facebook page for more information.

**16 August** - Backpack Brigade! Please stop by our office between 1PM-3PM to pick up your backpack.

**You must have registered in order to receive your backpack!** - Tell a Joke Day! Tell us your favorite joke on our Facebook Page!

**19 August** - Pet of the Month Ends. In honor of National S'More Day (10 August), we will randomly select two lucky winners (one from each community) to win a gift basket with all the ingredients to make your very own S'Mores!

**20 August** - Yard of the Month Begins! Check out our Facebook Page with information on how to participate.

**23 August** - National Sponge Cake Day! We will randomly select two lucky winners (one from each community) to win a gift basket with all the ingredients to make your very own sponge cake!

**25 August** - National Banana Split Day! More information to come for this event!

**26 August** - Yard of the Month Ends.

**31 August** - National Trail Mix Day!



## 3. GENERAL INFORMATION

### 3.4 Maintenance

All maintenance requests should be routed through the neighborhood management offices. Contact information for the neighborhood management offices is available on the back cover of this document, which is also located on the **MOODY FAMILY HOUSING** website or can be obtained from any **MOODY FAMILY HOUSING** office. Residents may enter maintenance requests by telephone **229-333-0539**, through the **MOODY FAMILY HOUSING** website or in person at the neighborhood management offices. **MOODY FAMILY HOUSING** provides 24-hour emergency and urgent maintenance service. After normal office hours, Residents may call **229-333-0539** to place any maintenance request (including emergency needs) or leave messages for the office staff for the next business day.

Emergency work orders take priority over all other work orders because they require immediate action. **MOODY FAMILY HOUSING** personnel will respond promptly, either by telephone or in person, to confirm the classification of emergency maintenance requests and establish priorities for addressing multiple emergencies. A service request number will be issued for tracking purposes. The following situations are examples of the classification of requests, but are not limited to these situations only.

- **Emergency Maintenance Requests**

Service calls will be classified as an emergency for any conditions that may constitute an immediate threat to life, mission, security or community. Emergencies will be handled immediately.

Some examples of emergency situations include:

- Loss of Heating (when exterior temperature is below 60 degrees)
- Loss of Air Conditioning (when exterior temperature is above 80 degrees)
- Sewage Back-up
- Roof Leaks
- Power Outage
- Electrical Hazards which may cause fire or shock
- Broken or Non-Working Exterior Doors, Locks, Windows
- Locked Out of Home
- Broken Water Line
- Flooding

# Resident Guideline Reminders of the Month - August 2021 (Continued)

- Cold or Hot Water - None
- Overflowing Drain or Commode
- Non-Functioning Toilet when only one exists in the Home
- Refrigerator won't hold cold temperature
- Kitchen Range – all burners inoperative
- Critical Circuits Out (appliances)
- Inoperative Smoke or CO2 Detector
- Standing Water Removal and Clean-Up
- Fire and Natural Gas Leaks should be reported to 911 immediately and then reported to the management office.

- **Urgent Maintenance Requests**

Service calls will be classified as urgent when the work does not immediately endanger life or property but would soon inconvenience and/or affect the health or well-being of individuals. These requests will be responded to within four (4) hours after receipt of the request.

Some examples of urgent situations include:

- Range/Oven Failures
- Refrigerator Leaking
- Water Heater Failure
- Plumbing Leaks
- Low Water Pressure
- Sink Stoppage
- Tub Stoppage (only one in the house)
- Garage Door Jammed or Inoperable;
- Defective Outlets or Switches (Kitchen)

- **Routine Maintenance Requests**

Service calls will be classified as routine maintenance requests when the work does not meet the category of emergency or urgent. Routine service calls are typically handled during normal working hours. Appointments requested after normal business hours for routine service requests will be handled on a case-by-case basis.

Some examples of routine maintenance include:

- Dishwasher not working properly
- Light Inoperative
- Dripping Faucet
- Door Seal Torn
- Shelf Broken
- Window Cracked
- Lock Sticks
- Screen Torn

# Resident Guideline Reminders of the Month - August 2021 (Continued)

- HVAC not cooling enough
- Garbage Disposal Inoperative

Residents are encouraged to contact their management office if there are any questions concerning any maintenance issues.

Residents are encouraged to complete a maintenance survey each time that maintenance is performed.

## 3.5 Maintenance Request Procedures

Residents are encouraged to submit maintenance requests via the website, [www.moody-family-housing.com](http://www.moody-family-housing.com). In addition, the Resident has the option of either calling 229-333-0539 to submit maintenance requests, or hand-delivering requests to the maintenance or neighborhood housing office. By submitting a maintenance request, the Resident is giving MOODY FAMILY HOUSING permission to enter the home to complete the request during regular business hours, unless the Resident specifically requests, at the time the maintenance request is submitted, to be present in the home while the work is being performed (or if Resident requests that a representative of Resident be present).

If the Resident specifically requests to be present during the completion of maintenance request work, MOODY FAMILY HOUSING staff will schedule an AM or PM appointment with a two (2) hour window, on an acceptable day to complete the service. If the Resident is not home during the scheduled two (2) hour window appointment, the maintenance request will be cancelled, the Resident will need to submit another maintenance request, and the Resident is subject to the false trip charge as described below. For emergency related items, permission to enter from the Resident is not needed to complete work in the home.

Prior to entering a home, a maintenance technician will politely knock on the front door or use the doorbell, if applicable. If unaccompanied minors are present in the home, the maintenance technician will not enter the home to perform any repairs or inspections. When a maintenance technician is inside of a home, he/she will hang a tag on the entry door that states "MAINTENANCE TECHNICIAN INSIDE". When performing repairs in a home, a maintenance technician will never (i) smoke or chew tobacco, (ii) turn on a radio, stereo or TV, (iii) help themselves to food or drink, or (iv) use the resident's bathroom.



