

MAR  
2020

# JOINT BASE CHARLESTON INSIGHTS NEWS & STORIES



## 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



## HUNT 5-STAR SERVICE

### JOINT BASE CHARLESTON STAFF

#### OFFICE STAFF

Sandra Berkos - Community Director  
Janice Ryan - Community Manager  
Danillo Troncoso - Resident Service Specialist  
Madalyn Freitag - Resident Service Specialist  
Tamika Gilliam - Resident Service Specialist

#### MAINTENANCE STAFF

Shawn Elliott - Maintenance Director  
Ariel Rivera - Maintenance Supervisor  
Andrea Ashley - Maintenance Dispatch  
Luke Nesmith - Maintenance Tech  
Milo Sedivy - Maintenance Tech  
Ian Watson - Maintenance Tech  
David Burke - Maintenance Tech  
Kelvin Dowe - Warehouse Tech  
Brandt Bishop - Quality Assurance

### Thank You!

A big thank you to everyone that came out and who participated in the February events: National Bubble Gum Day, Valentine's Day Dance and February CAB Meeting, and the Chili Cook off!

#### JBC Family Housing Management Office

1501 Touhey Blvd. • Charleston AFB, SC 29404

Office: (843) 552-0600 • Fax: (843) 614-6045

Facebook: Joint Base Charleston Family Housing

#### JBC Family Housing Maintenance Office

1597 S O'Neal • Charleston AFB, SC 29404

Office: (843) 552-3358 • 24hr Emergency: 855-831-3499(FIXX)

Facebook: Joint Base Charleston Family Housing



HuntMilitaryCommunities.com



## Yard of the Month

Pull out your garden gloves and get ready! Yard of the Month starts soon! One home from Main Base and one home from Hunley Park will be picked on the last Friday of each month starting in April thru October!

## Spring Landscaping Tips

With spring approaching and yard of the months starting here are a few tips to have a nice yard. Don't forget the first day of spring is March 20 and Yard of the month starts in April!

- Clear debris and litter
- Remove Weeds
- Prune and cut back shrubs and bushes
- Prepare flower beds
- Transplant container-grown plants
- When in doubt, add mulch
- Add some colorful plants

Also visit our Self-Help in the Maintenance office to borrow weed trimmers & lawn mowers.

## FRIENDLY REMINDERS

### March 5

Trash and Recycling

### March 19

Trash and Recycling

### March 8

Daylight Savings Time Begins

### March 26

Trash

### March 12

Trash

## Spring Is Here!



## UPCOMING EVENT

### National Oreo Cookie Day

Come and experience the world of Oreos at the JBC Community Center on March 6, 2020, 10am-3pm, and celebrate National Oreo Cookie Day.

**\*\*Milk will be provided\*\***

### Pinch Protection Kit

Make sure you stop by JBC Family Housing Management office on March 16, 2020 starting at 9am and pick up your pinch proof bags full of goodies and be ready for St. Patrick's Day.

**\*\*While Supplies Last\*\***

### Breakfast On-The-Go

Start your morning off right with FREE breakfast. Drive by our Breakfast On-The-Go location and follow the signs to pick up your bagged breakfast on March 26, 2020 at Hunley Park 3712 B Louisiana Ave., from at 7:00am to 8:00am. On March 27, 2020 pick up your bagged breakfast at the Main Base 1501 Touhey Blvd., from 7:00am to 8:00am.

### Military Child Hero Wall

April is the month of the Military Child, this is a time to recognize military families and their children for the sacrifices they make, the resilience they display and the challenges they overcome. Join us in celebrating the youngest members of our military family as we celebrate the month of the military child. Bring your child in the management office Monday-Friday from 7am-5pm in the month of April and have them sign the Military Child Hero Wall and receive a certificate.

### Easter Goodies

Stop by the management office on April 10, 2020 from 11am-3pm, and see what the Easter Bunny dropped off.

**\*\*While Supplies Last\*\***

**\*All Events are for Hunt Residents Only\***





# FEBRUARY EVENTS

AT JOINT BASE CHARLESTON

