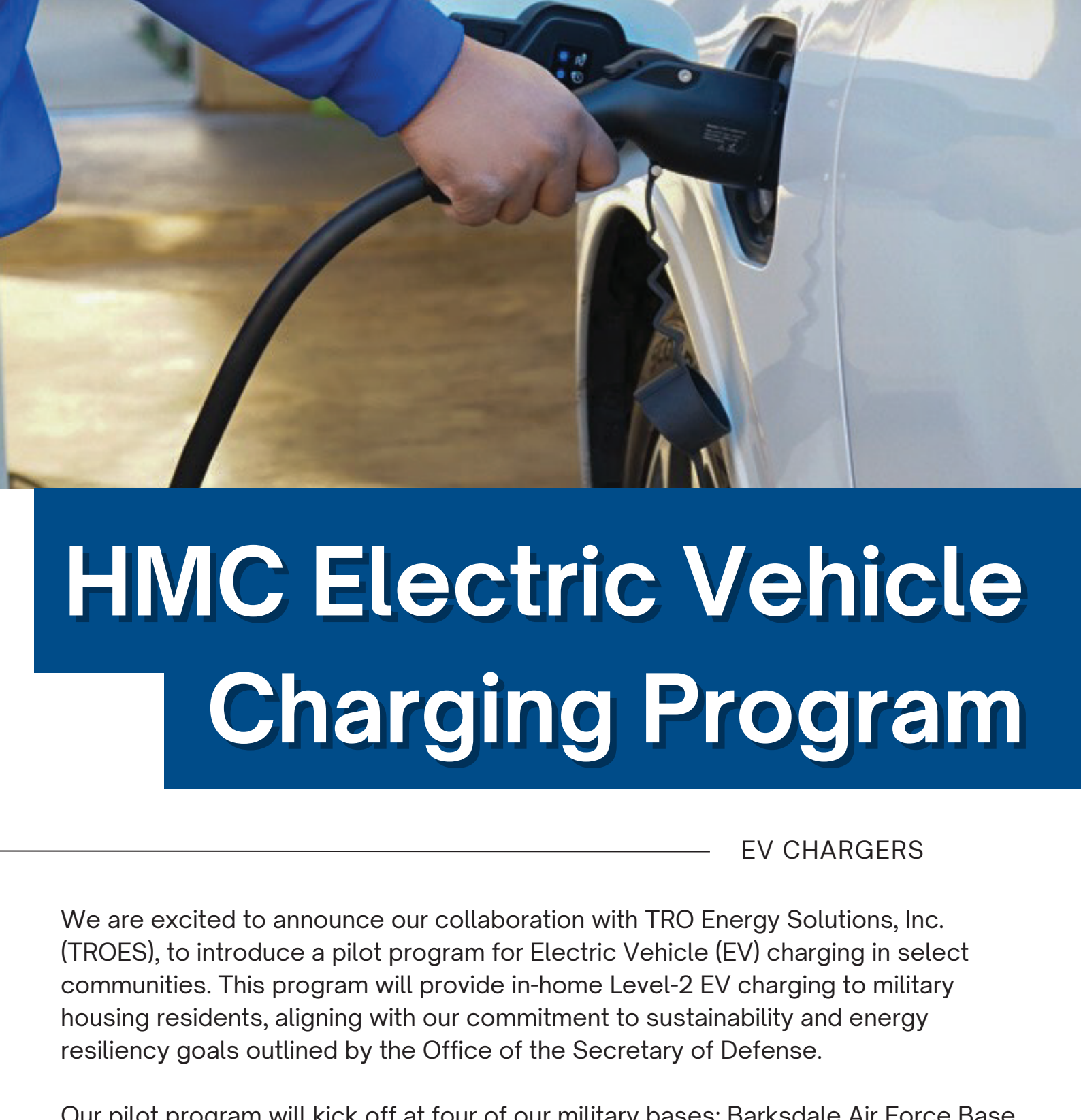


# NEWSLETTER



## HMC Electric Vehicle Charging Program

### EV CHARGERS

We are excited to announce our collaboration with TRO Energy Solutions, Inc. (TROES), to introduce a pilot program for Electric Vehicle (EV) charging in select communities. This program will provide in-home Level-2 EV charging to military housing residents, aligning with our commitment to sustainability and energy resiliency goals outlined by the Office of the Secretary of Defense.

Our pilot program will kick off at four of our military bases: Barksdale Air Force Base (Shreveport, LA), Fort Sam Houston (San Antonio, TX), Joint Base Pearl-Harbor Hickam (Honolulu, HI), and Marine Corps Base Hawaii (Kailua, HI). These locations have been selected to cater to the growing interest in Level-2 fast charging among residents in military housing communities.

This initiative aims to position HMC as one of the pioneering military housing operators in the U.S. to offer a comprehensive residential EV charging solution, demonstrating a forward-thinking approach to sustainability-focused infrastructure.

## COMMUNITY ANNOUNCEMENTS

### Stay Informed & Engaged

#### BINGO NIGHT RETURNS

Mark your calendars! Bingo nights are returning to Bolling Family Housing! Be on the lookout for your neighborhood bingo night invitation for fun and games!

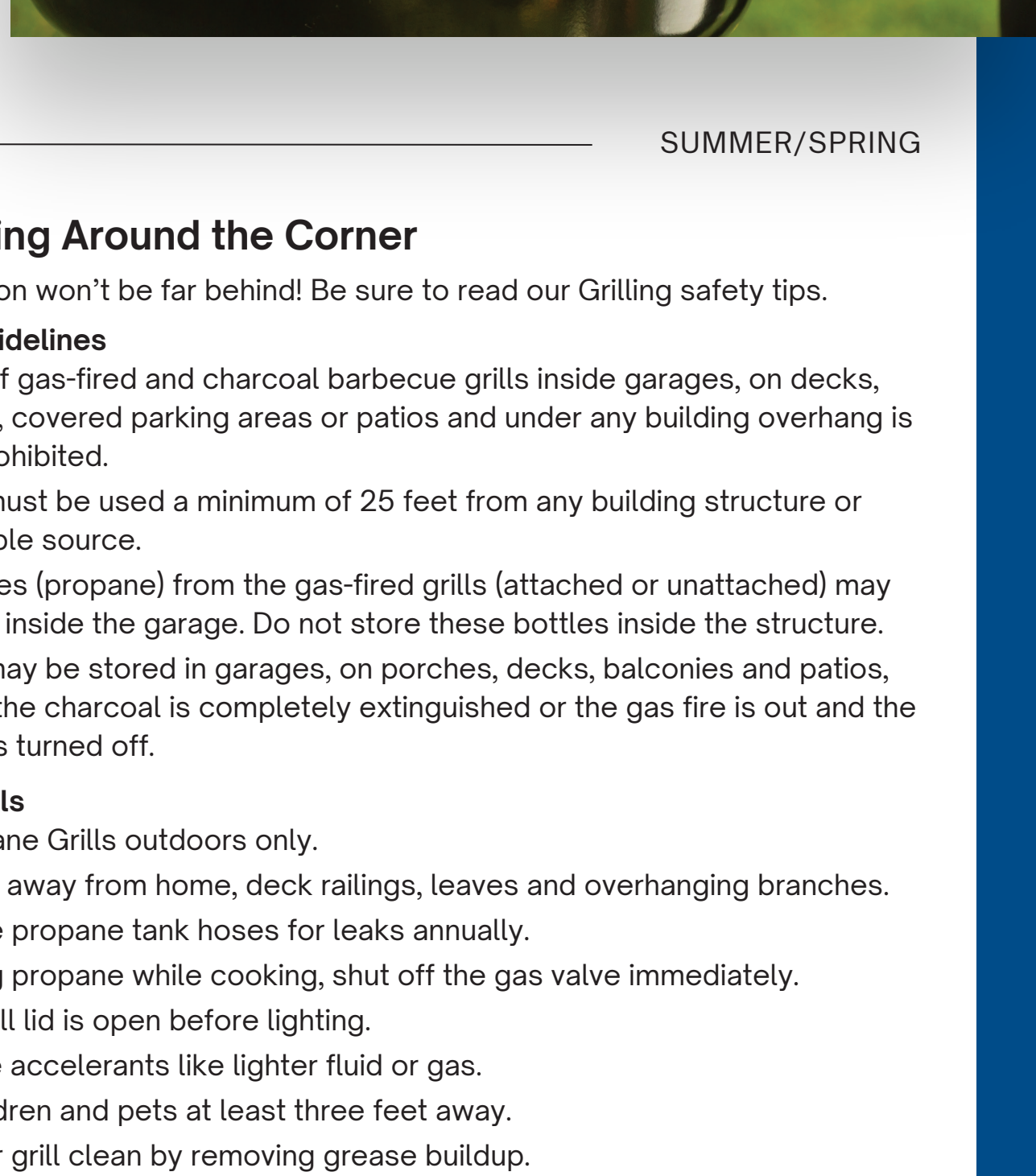
#### COMING SOON: TENANT SATISFACTION SURVEY!

The annual Tenant Satisfaction Surveys will launch on March 4th, 2024 for the Air Force communities. We encourage you to share your thoughts and feedback on your living experience in our community. The survey links will be sent from the Air Force ([AirForceHousingSurvey@celassociates.com](mailto:AirForceHousingSurvey@celassociates.com)) to the primary email address on file. If you have any questions, please contact your local leasing office.

### AIR FORCE TENANT SATISFACTION SURVEY

## COMING SOON!

Survey Launch is Monday, March 4, 2024



### SUMMER/SPRING

#### With Spring Around the Corner

Grilling season won't be far behind! Be sure to read our Grilling safety tips.

##### Resident Guidelines

- The use of gas-fired and charcoal barbecue grills inside garages, on decks, balconies, covered parking areas or patios and under any building overhang is strictly prohibited.
- All grills must be used a minimum of 25 feet from any building structure or combustible source.
- Fuel bottles (propane) from the gas-fired grills (attached or unattached) may be stored inside the garage. Do not store these bottles inside the structure.
- All grills may be stored in garages, on porches, decks, balconies and patios, provided the charcoal is completely extinguished or the gas fire is out and the propane is turned off.

##### Propane Grills

- Use Propane Grills outdoors only.
- Place grill away from home, deck railings, leaves and overhanging branches.
- Check the propane tank hoses for leaks annually.
- If smelling propane while cooking, shut off the gas valve immediately.
- Ensure grill lid is open before lighting.
- Never use accelerants like lighter fluid or gas.
- Keep children and pets at least three feet away.
- Keep your grill clean by removing grease buildup.
- Store cylinders outdoors in an upright (vertical) position.
- Never leave grill unattended.
- Keep a fire extinguisher nearby.

##### Charcoal Grills

- Use charcoal grills only outside, away from home and deck railings, and clear of leaves and branches.
- Keep children and pets at least three feet away from the grill.
- Choose safe charcoal starting methods like chimney starters or electric starters, avoiding starter fluids.
- If using starter fluid, use only charcoal starter fluid, keeping it away from kids and heat sources.
- Electric charcoal starters should be used with outdoor extension cords.
- After grilling, let coals cool completely before disposing of them in a covered metal container at least 10 ft from any building.
- Keep a fire extinguisher nearby.

If a fire or emergency occurs, call 202-433-3333 and provide the dispatcher the nature of the emergency, location of the emergency, your name, and call back number.

## MAINTENANCE CORNER

### SPRING REMINDERS

#### IMPORTANT UPDATES

The below will go into effect on January 1, 2024. Some of the terms may vary from the current, published Hunt Resident Guidelines. For further clarification, below you will find additional details on the operational procedures:

- **Maintenance**
  - All maintenance requests shall continue to be routed through the neighborhood management offices. The prioritization and response times may differ from those in the Community Guidelines. Any change is intended to enhance the service provided to residents.
  - **Definitions of Work Order Priorities:**
    - i. Emergency work is classified as a service request that requires mitigation of a hazard in order to prevent immediate damage to the asset or threat to the life, health or safety of occupant.
    - ii. Urgent work is classified as a service request that requires mitigation of a condition in order to prevent a risk that if left unaddressed could over time escalate to damage to the asset or an immediate threat to the life, health, or safety of the occupant.
    - iii. Routine work is classified as any service request that does not qualify as Emergency, Urgent, or Preventative Maintenance work orders.
  - **Permission To Enter:** Permission to enter is not required for Emergency or Urgent service requests.
  - **Submission of Work Orders:**
    - i. Emergency and Urgent service requests: the Resident may submit by phone or in person.
    - ii. Routine service requests: the Resident may submit via phone, in person, through the online resident portal, or online mobile application.
  - **Loss of Heat:**
    - i. Emergency – Outside Temperature is 55 Degrees or Below at the time of the call.
    - ii. Urgent – Outside Temperature is above 55 Degrees at the time of the call.
  - **Loss of Air Conditioning:**
    - i. Emergency – Outside Temperature is 85 Degrees or above at the time of the call.
    - ii. Urgent – Outside Temperature is below 85 Degrees at the time of the call.
  - **Wildlife/Reptiles:** Those outside of the home, there will be no work order created. The Air Force will provide points of contact and phone numbers to Hunt, at which time, Hunt will notify the Air Force of the concern.
  - **Locked Out occupants:**
    - i. During business hours, you will be asked to come to the office to have a duplicate key issued.
      - **After Hours:** Work Orders will be prioritized as an Emergency.
      - **All tenants with a Lease Date or Renewal after January 1, 2024:** Locked out occupants will incur a service fee for all Lock Outs occurring after business hours. The first lock out, the resident will incur a \$100.00 service fee. Each additional lock out service request following the initial, the fees will increase by \$25.00 accordingly: Schedule First Lock Out \$100.00
- **Business Hours.**
  - Business hours are 8:00 AM – 5:00 PM, Monday through Friday.

For more details feel free to visit the announcement list on our website – link below:

<https://www.bollingfamilyhousing.com/document/operational-update-standardized-air-force-facilities-maintenance-plan-fmp>

## March

#### SHAMROCK HUNT

2 Lucky clovers per neighborhood will be hidden throughout our community, waiting to be found! On March 18th from 9:00 AM - 5:00 PM search high and low, and once you've discovered a clover, race back to the office to claim your prize!

#### PI DAY

Join us at the Leasing Office on March 14th from 3:00 - 5:00 PM to celebrate Pi Day! We will have scrumptious mini pies in place of After School Snacks!

\*While supplies last.

#### AFTER SCHOOL SNACKS

Join us at the Leasing Office for our After School Snacks event every Thursday this March on 3/7, 3/21, and 3/28, from 3:00 to 5:00 PM. Delight in delicious treats and unwind after a day of learning.

\*While supplies last.

## April

#### AFTER SCHOOL SNACKS

Indulge in our weekly After School Snacks every Thursday, aligning with the DCPS school calendar. Sving by between 3:00 and 5:00 PM to grab a delicious treat every Thursday and recharge your energy. Please note that there will be no snacks on April 18th, 2024 due to DCP school closure.

#### PLANT A FLOWER DAY

Embrace the spirit of Earth Day with our "Plant a Flower Day" event on April 22nd from 3:00 to 5:00 PM. Join us as we give away vibrant flowers for residents to plant in their gardens and contribute to the beauty of our community!

\*While supplies last.



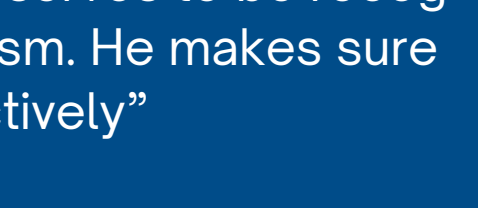
\*Refer to our social media accounts for changes and updates in events.

## Dates to Remember

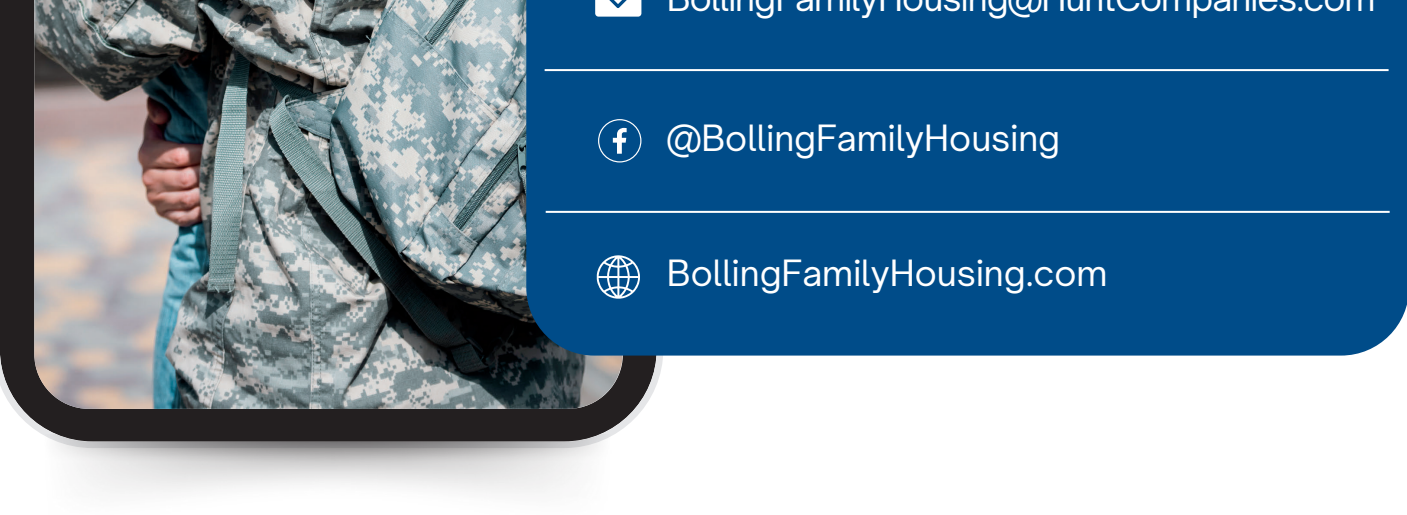
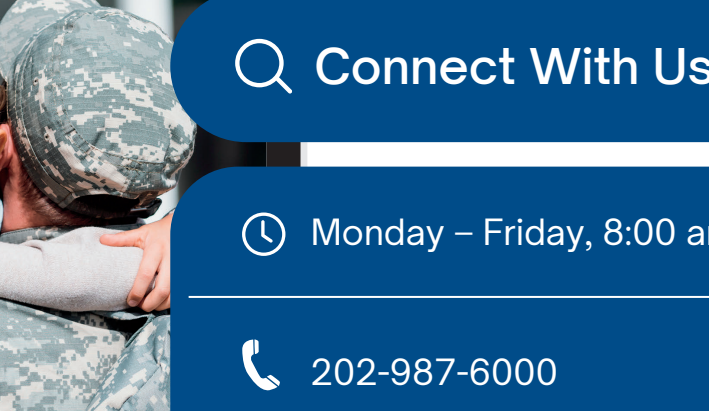
### IMPORTANT DATES

- **Trash & Recycle** – Every Thursday.
- **Bulk** – Every 1st and 3rd Thursday of the Month.
- **Pest Control** – Every Tuesday and Thursday.

## Service SPOTLIGHT



We are proud to highlight the commitment our team has to serving our residents. Share your unique perspective by submitting a review to help enhance your experience in our community.



🔍 Connect With Us

🕒 Monday – Friday, 8:00 am – 5:30 pm

📞 202-987-6000

✉ [BollingFamilyHousing@HuntCompanies.com](mailto:BollingFamilyHousing@HuntCompanies.com)

📱 @BollingFamilyHousing

🌐 [BollingFamilyHousing.com](http://BollingFamilyHousing.com)



# 2024

# MARCH

SUN	MON	TUE	WED	THU	FRI	SAT
				Women's History Month	Rent is Due Employee Appreciation Day <sup>01</sup>	<sup>02</sup>
<sup>03</sup>	<sup>04</sup> Tenant Satisfaction Surveys Start	<sup>05</sup> HMCf Scholarship Program End Pest Control	<sup>06</sup>	<sup>07</sup> After School Snacks Leasing Office 3 - 5 PM Trash/Recycle/ Bulk Pick Up Pest Control	<sup>08</sup> International Women's Day	<sup>09</sup>
<sup>10</sup> Daylight Saving Time Starts	<sup>11</sup>	<sup>12</sup> Pest Control	<sup>13</sup> Canine Veterans Day	<sup>14</sup> Trash/Recycle Pick Up Pest Control	<sup>15</sup> Hunt Little Heroes Content Starts	<sup>16</sup>
<sup>17</sup>	<sup>18</sup> Shamrock Hunt Neighborhood Wide 9 AM - 5 PM	<sup>19</sup> First Day Of Spring Pest Control	<sup>20</sup>	<sup>21</sup> Pet of the Month Contest Starts After School Snacks Leasing Office 3 - 5 PM Trash/Recycle/Bulk Pick Up Pest Control	<sup>22</sup>	<sup>23</sup>
<sup>24</sup>	<sup>25</sup> Medal of Honor Day	<sup>26</sup> Pest Control	<sup>27</sup> Pet of the Month Contest Ends	<sup>28</sup> After School Snacks Leasing Office 3 - 5 PM Trash/Recycle Pick Up Pest Control	<sup>29</sup> National Vietnam War Veterans Day	<sup>30</sup>
<sup>31</sup>						

# 2024

# APRIL

SUN	MON	TUE	WED	THU	FRI	SAT
Month Of The Military Child	01 Rent is Due	02 Pest Control	03	04 After School Snacks Leasing Office 3 - 5 PM Trash/Recycle/Bulk Pick Up Pest Control	05 Gold Star Spouses Day	06
07	08	09 Pest Control	10	11 After School Snacks Leasing Office 3 - 5 PM Trash/Recycle Pick Up Pest Control	12	13
14	15 Purple Up! Day	16 Pest Control	17	18 Tenant Satisfaction Surveys Ends Trash/Recycle/Bulk Pick Up Pest Control	19	20
21	22 Earth Day Plant a Flower Day Leasing Office 3 - 5 PM	23 Pest Control	24	25 After School Snacks Leasing Office 3 - 5 PM Trash/Recycle Pick Up Pest Control	26	27
28	29	30 Hunt Little Heroes Campaign Ends Pest Control				