

COMMUNITY DIRECTOR UPDATE SEPTEMBER 1, 2025

COMMUNITY REMINDERS

Living near the Potomac River offers beautiful views and access to nature—but it also means a higher likelihood of encountering seasonal pests. Here are some resident-friendly tips to help keep pests at bay this summer:

- **Dump standing water weekly:** Mosquitoes breed in even small amounts of stagnant water. Check flowerpots, buckets, trash cans, and gutters.
- **Seal up your space:** Use weather stripping to seal gaps around windows and doors.
- **Keep food and trash secure:** Store food in sealed containers and take out trash regularly to avoid attracting ants and rodents.
- **Tidy up outdoor areas:** Trim grass and shrubs to reduce hiding spots for ticks and other insects.
- **Use screens and fans:** Repair screens and use fans on patios to deter insects.
- **Choose EPA-approved repellents:** Products containing DEET, picaridin, or lemon eucalyptus oil are proven effective and safe when used as directed.
- **Let us know if you notice anything unusual:** If you notice pest activity or potential entry points around your home, please reach out. Our team is here to help with maintenance and repairs to keep your space pest-free and comfortable.

Grounds Maintenance Reminders

Reminder from the Resident Guidelines:

- Grass should be kept between 2 and 5 inches in height.
- Shrubs must be trimmed to preserve their natural shape and clear windows and doorways.
- Any landscaping changes, including new plantings, require prior approval from the Community Management Office. Please dispose of yard waste like grass clippings, leaves, and branches in yard waste bags from the Bolling Family Housing Leasing Office. This helps keep our community clean and safe. Thank you for your care and engagement!

RESIDENT SURVEYS ★★ ★

"Buddy was very respectful and worked late to get my house's AC back on. Great worker."

"Anthony was wonderful and communicated regularly."

Leasing Office Contact Information

- 📞 (202) 747-6762
- ✉ BollingFamilyHousing@HuntCompanies.com
- 🌐 BollingFamilyHousing.com

TRASH SCHEDULE

Trash: Every Thursday
Bulk Trash: September 4th
and September 18th

MAINTENANCE WORK ORDERS

Business Hours: 8:00 AM - 5:00 PM, Monday through Friday

Emergency Maintenance Line: (202) 987-6000

24 Hours / Day - 7 Days / Week

Our Process & Commitment to Service

- **How will I know if my request was received?**
 - You will receive automatic work order notifications via email, delivered to the primary email address that we have on file, every step of the way! From the time the work order is created, to scheduled, in progress, any required additional work that may be needed, such as vendor work, and upon closure of the work order, work completed.
- **How are Technicians assigned to my work order?**
 - A team of dedicated Maintenance Technicians are assigned to each neighborhood. They will respond to your home, boots at the door, in the order in which the service request is received and/or based upon the Priority of the Maintenance Concern (Emergency, Urgent, or Routine).
- **How will Technicians contact me regarding my work order?**
 - Technicians will call the primary phone number that is on file in our system. Should you need to make any updates to this phone number, please contact your local Resident Services Specialist.
- **What if I am not home or available at the time the Technician arrives at my home?**
 - For Emergency & Urgent maintenance concerns, the Maintenance Technician will attempt to make contact via phone call to the main phone number that is on file. They will proceed with responding to your home to address the reported maintenance concern.
 - For Routine maintenance requests, if we have Permission to Enter granted, the Technician will attempt to contact you via phone call and proceed to your home to address the maintenance concern.
 - Should we not have Permission to Enter, the Technician will attempt to contact you via phone and proceed to your home in an attempt to address the maintenance concern.
 - If you are unavailable or require the technician to return at a more convenient time, please work with your Maintenance Technician to schedule a convenient date and time. Appointments are only made upon Resident Request.
- **Your feedback is valued and extremely important to us!**
 - The following day, after work order completion, you will receive a survey via email or SMS text (if registered for SMS), from surveys@satisfacts.com, delivered to the primary email on file.
 - The link to complete the survey expires after the survey has been completed or after 14 days, whichever comes first.
 - Once complete, your responses are delivered directly to our team!

To Submit a Maintenance Request:

Emergency or Urgent Maintenance can be requested in person by visiting the management office or by calling directly at: 202-987-6000.

Routine Service may be submitted in person, by phone, or through the Hunt Resident Online Portal or Mobile Application.

Work Order Priorities:

EMERGENCY:

A work order that requires the mitigation of a hazard in order to prevent immediate damage to the asset or a threat to life, health, or safety. Target response time is 1 hour.

URGENT:

A work order that requires the mitigation of a condition in order to prevent a risk, that if left unaddressed, could over time, escalate to damage of the asset or a threat to life, health, or safety. Target response time is 4 hours, between 8:00 am and 5:00 pm, 7 days/week.

ROUTINE:

A request for work that is NOT a threat or potential threat to damaging the asset or life, health, safety. Target response time is 5 business days.

**Download the
Hunt Resident
App Today!**



COMMUNITY EVENTS

UPCOMING COMMUNITY EVENTS

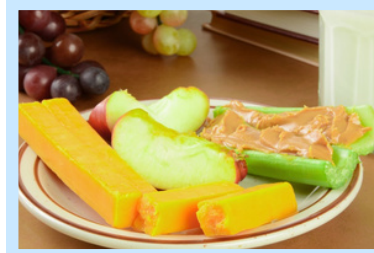
AFTER-SCHOOL SNACKS

Date: Every Thursday following the DCPS calendar

Time: 3:00 PM – 5:00 PM

Location: Leasing Office

Stop by for a tasty snack after school!



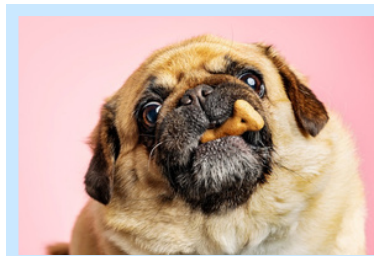
YAPPY PET DAY

Date: Wednesday, September 10th

Time: 3:00 PM – 5:00 PM

Location: Leasing Office

Stop by the office to pick up a tasty treat for your pet!



FALL CRAFT KIT PICK UP

Date: Tuesday, September 16th

Time: 3:00 PM – 5:00 PM

Location: Leasing Office

Pick up a fun craft to complete at home.



MOVIE UNDER THE STARS

Date: Friday, September 26th

Time: Starts at 7:00 PM

Location: Behind the Leasing Office

Come on out and enjoy the live-action Lilo & Stitch movie with your friends and family!



COMMUNITY YARD SALE

Date: Saturday, September 27th

Time: 9:00 AM – 3:00 PM

Location: Bolling Family Housing Community Center

Enjoy the thrill of bargain hunting? Discover unique treasures, score great deals, and connect with your neighbors during our Fall Community Yard Sale!



UPCOMING COMMUNITY EVENTS

OKTOBERFEST

Date: Friday, September 19th

Time: 3:00 PM – 5:00 PM

Location: Slip Inn

2482 Arnold Ave, Washington, DC 20032

Enjoy authentic German fare, live music by the Edelweiss Band, and a prize for the best dressed in dirndls and lederhosen. The first 50 attendees get a FREE stein! Bratwurst plates start at \$13 for members and \$15 for non-members. Prost!



NATIONAL SYMPHONY ORCHESTRA'S FREE LABOR DAY CONCERT

Date: Monday, September 1st

Time: Starts at 8:00 PM

Location: West Lawn of the U.S. Capitol

The National Symphony Orchestra's FREE annual Labor Day weekend concert returns to the West Lawn of the U.S. Capitol!

This year, the NSO performs classics by Duke Ellington, George Gershwin, John Philip Sousa, Wolfgang Amadeus Mozart, and more, led by charismatic conductor Enrico Lopez-Yañez and featuring Grammy-nominated rapper/beatboxer Christylez Bacon. A must-see celebration! This performance is free to attend; no tickets are required. Seating is first-come, first-served



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.

Community Director
Natalie McGrail

✉ Natalie.McGrail@huntcompanies.com

Director of Operations
Kelly Bowmaker

✉ Kelly.Bowmaker@huntcompanies.com

2025

SEPTEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
	Orchestra Concert 01 OFFICE CLOSED Labor Day	02	03	After-School Snacks 04	05	06
07	08	09	Yappy Pet Day 10	Patriot Day 11 After-School Snacks	12	13
14	15	Fall Craft Kit Pick Up 16	17	Air Force Birthday 18 After-School Snacks	Oktoberfest 19 National POW/MIA Recognition Day	20
21	First Day Of Fall 22	23	24	After-School Snacks 25	Movie Under the Stars 26	Community Yard Sale 27
Gold Star Mother's Day 28	29	30				