

# COMMUNITY DIRECTOR UPDATE JANUARY 1, 2026



## **COMMUNITY NEWS**

The office will be closed on Monday, January 19th, for the MLK holiday. We will reopen at 8:00 AM on Tuesday, January 20th. If you have an emergency maintenance-related issue, please call (202) 987-6000.

### **Holiday Decorations**

As a reminder, all holiday decorations must be removed by January 10th, in accordance with community guidelines. For a copy of the community guidelines, go to [www.BollingFamilyHousing.com](http://www.BollingFamilyHousing.com).

### **Snow Removal Plan**

Bolling Family Housing is prepared to tackle the winter season with our 2025–2026 Snow Removal Plan, designed to keep the community safe and accessible. Snow removal will begin with primary roads in Billy Mitchell Estates and then continue through the community's primary and secondary roads. Plowing will commence once snow accumulation reaches 3 inches and will continue until the snowfall ends. To improve visibility and reduce freezing risks, snow will be strategically relocated throughout the community.

Special attention will be given to fire hydrants and storm drains to ensure emergency access and proper drainage during the season. Residents are reminded to clear their individual sidewalks and garage pads, except for those living in Billy Mitchell Estates. Shovels and ice melt are available for check-out at the self-help center, though supplies may be limited. Maintenance services will remain on call during inclement weather to respond to emergencies and urgent needs. Together, these efforts ensure Bolling Family Housing remains safe, accessible, and well-prepared for winter conditions.

## **MAINTENANCE TIPS**

### **Friendly Reminder**




Please remove hoses from outside faucets. If left during cold months, the water could freeze in the hose, causing the pipes inside the home to burst. Please note that if this happens, it is considered resident damage.

### **Smoke Alarms**

Smoke alarms that are properly installed and maintained play a vital role in reducing fire deaths and injuries. To ensure your smoke alarms are working properly throughout the year, the National Fire Protection Association recommends that families test their smoke alarms at least monthly by pushing the test button located on the face of the alarm. If you have any questions about testing the smoke alarms in your home, please contact maintenance at (202) 987-6000.



## **Leasing Office Contact Information**

-  (202) 747-6762
-  [BollingFamilyHousing@HuntCompanies.com](mailto:BollingFamilyHousing@HuntCompanies.com)
-  [BollingFamilyHousing.com](http://BollingFamilyHousing.com)

## **TRASH SCHEDULE**

**Trash and Recycling:** Thursdays  
**Bulk Pick-up:** January 2nd and 15th.

# UPDATES, REVIEWS, LOCAL EVENTS

## COMMUNITY UPDATES

We're excited to share progress on our window replacement project, one of the most requested upgrades by our residents. This significant investment reflects our commitment to enhancing resident comfort, improving energy efficiency, and the overall appearance of our community. The project is on track to be completed in January 2026, and we've included a side-by-side photo of before-and-after so you can see the transformation in action!

### BEFORE



### AFTER



This is just the beginning! Our team is planning even more enhancements in 2026, including continued roof replacements, additional window upgrades, HVAC system replacements, and more! These improvements are part of our long-term strategy to ensure your home remains modern, efficient, and welcoming. Thank you for your patience and support as we implement these exciting changes!

## RESIDENT REVIEWS

Your feedback matters and it shows! Every comment and survey helps us shape the resident experience, from our latest capital improvement projects to the exceptional service and care provided by our team members and technicians. Below, you'll find just a few examples of the positive feedback we've received from residents about their overall experience.

- ★ "30 min response time for an emergency work order made us very relieved. Brandon was great with our immediate request. We are so thankful that maintenance and the work order line recognized the urgency of our request and helped us. Margret was also fantastic, reaching out the next day to make sure everything was okay."
- ★ "Tyrone did a great job and fixed the problem with the door."
- ★ "For any issue we have had with our home, the team has been out within 24 hours to fix it. Boon just installed our new dishwasher and did a wonderful job."

We truly appreciate your input and encourage you to keep sharing!

## UPCOMING LOCAL EVENTS

### 11TH FSS FUN RUN & WALK

**Date:** Friday, January 9th

**Time:** 7:00 AM

**Location:** Aerobic Center, 200 McChord St, Building P-38

Run starts at 7:00 AM. Dates and starting times are subject to change for any reason, including weather. For more information, please contact the fitness center at (202) 284-3034.



# COMMUNITY EVENTS

## UPCOMING COMMUNITY EVENTS

### AFTERSCHOOL SNACKS

**Date:** Every Thursday afternoon beginning Thursday, January 8th

**Time:** 3:00 PM – 5:00 PM

**Location:** Leasing Office

Hungry after school? Come by the Community Center for an after-school snack!



### WINTER CRAFT KITS & CUPCAKES

**Date:** Tuesday, January 13th

**Time:** 3:00 PM – 5:00 PM

**Location:** Bolling Community Center

Let's get crafty. Join us to create a winter-themed craft and enjoy some time with your neighbors. We will have a sweet treat waiting for you!



### NATIONAL CHEESE DAY NACHO BAR

**Date:** Tuesday, January 20th

**Time:** 4:00 PM – 6:00 PM

**Location:** Bolling Community Center

Stop by the Community Center to build some nachos with all your favorite delicious toppings.

\*While supplies last.



### CHILI & CORNBREAD NIGHT

**Date:** Tuesday, January 27th

**Time:** 5:00 PM – 7:00 PM

**Location:** Bolling Community Center

Stop by the Community Center to warm up with a bowl of chili with some delicious cornbread.

\*While supplies last.



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**

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**Director of Operations**  
**Kelly Bowmaker**

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2026

# JANUARY

SUN	MON	TUE	WED	THU	FRI	SAT
				01 New Year's Day OFFICE CLOSED	02	03
04	05	06	07	08 Afterschool Snacks	09 11th FSS Fun Run & Walk	10
11	12	13 Winter Craft Kits & Cupcakes	14	15	16	17
18	19 Martin Luther King Day OFFICE CLOSED	20 National Cheese Day Nacho Bar	21	22	23	24
25	26	27 Chili & Cornbread Night	28	29	30	31