

MAR
20

BOLLING INSIGHTS NEWS & STORIES



Happy St. Patrick's Day 3/17/20

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

12 months of Fire Safety ~ March

Fur babies need our help too in the event of a fire. Knowing where your pet may hide when they are scared could assist you in finding them quicker when it is time to get out. Have your carrier or leash easily accessible so that you can grab them on your way out, this is for their safety during what could be a very hectic time.

Welcome Center

8660 Angell St., SW, Washington, DC, 20032

Phone: 202-562-2631 • Fax: 202-562-2721

Monday - Friday 8:00am - 5:30pm

bollingfamilyhousing@huntcompanies.com

www.bollingfamilyhousing.com

Facebook: [Bolling Family Housing](#)

STAFF LIST

Justin Tran - Community Director

Linda Godlove - Community Manager

Tyrone Logan - Maintenance Manager

Roger Burley - Maintenance Manager

Andrew Devine - QA/QC Manager

Hooe Area: Ty Brittingham

Rickenbacker / Westover Area: Erika Brooks

New Hickam/Duncan/Doolittle: Carolina Ortiz-Dittler

SAVE THE DATES

March 5th

Facebook Bingo - Follow our post on Facebook, where we will post all of the numbers for this game. We will play until someone has BINGO or 4:00pm whichever comes first.

March 6th

First Friday Breakfast 7:30 - 9:00am; Welcome Center Kitchen

Every Thursday

After School Snacks - 3:30 - 5:00pm; Welcome Center



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MARCH

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5 Facebook Bingo After School Snacks	6 First Friday Breakfast	7
8	9	10	11	12 After School Snacks	13	14
14	16	17 St. Patrick's Day	18	19 After School Snacks	20	21
22	23	24	25	26 After School Snacks	27	28
29	30	31				

Craft at Home...

St. Patrick's Day Craft:

- *Canvas
- *Green Washable Paint
- *Paint Friendly Clothing or Apron



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