

March 7, 2019

Dear Valued Resident:

We wanted to take a moment and update you on some of the initiatives taking place designed to better serve you and your family. Hunt Military Communities (HMC) has made it our mission to create and manage premier military housing communities for more than 30 years. We are proud of our deep legacy serving the nearly 165,000 residents who choose to live in our homes. We take the quality of our housing extremely seriously, hold ourselves accountable, and are committed to continuing to make necessary improvements to offer every resident high-quality homes and communities.

HMC continues working closely with our military partners, military families, local and corporate team members to ensure we are providing the best possible housing for America's Service Members and their families. We are fully aware of some of our residents' frustrations, and together we are working diligently to not only address each of them, but to make sure we have improved policies and procedures in place so that all homes are safe, healthy and comfortable.

First and foremost, HMC is collaborating with the other Military Housing Privatized Initiative (MHPI) owners and our military partners to develop a residents' Bill of Rights, which is intended to enhance the residents' voice and ensure their concerns are addressed in an appropriate manner.

In addition to its contributions towards the Bill of Rights, Hunt Military Communities has also committed to the following:

- Implementing the Hunt Promise Helpline that connects residents to a senior management team member if a concern was not resolved with the local housing management and military housing office.
- Reviewing staffing levels to provide the highest quality assurance with all service requests.
- Reviewing operational processes to ensure that work order response and follow through results in resolution.
- Reviewing all pest control protocols to ensure effective service and resolutions.
- A more effective practice of open and transparent communication.

Hunt is committed to working with its residents, partners and all stakeholders involved to implement these strategies and plans. We want each of you to feel like you are living in a safe, healthy and comfortable home. We encourage each of you to reach out to your Community Director at any time if you feel there is an issue in your home that has not been resolved.

We recognize the sacrifices you and your family make and are grateful for your service. We take our job of serving those who serve very seriously, and will continue to work diligently to ensure we are offering you the highest quality homes possible.

Regards,



John Ehle
President, Hunt Military Communities