



Dear Valued Resident,

We are ever so thankful that you have decided to live with us. My goal as the community director is to continuously improve our operations in a way that ensures you are living not only in a great community, but a great home. This has been very challenging during 2020 due to the impacts Covid - 19 has had on our ability to keep a full staff at the community. I personally wanted to thank you for your patience over the past few weeks while we sorted through a change in our staffing plan in order to alleviate that concern. While I am sure that this will not likely be the last time Covid -19 requires us all to be flexible, I feel confident our changes will greatly reduce staffing shortfalls and improve overall service levels.

Our team is resuming routine work orders as of this week. That said, we do have a back log and there will be continued delays. We are working a plan that includes after hour and weekend work in order to get caught up by the end of September. As a reminder, if you have an emergent or urgent work order please do not put it in online or via our resident app as it will delay service. Please call 757-766-0136 to submit this work. I have attached examples of what an emergent or urgent work order would be. If you are unsure I encourage you to call so we can provide you the best service. As a reminder, we also have free self-help items we can deliver to your door for minor projects. Please check out the self-help list as well as other resident information at [langleyfamilyhousing.com](http://langleyfamilyhousing.com). It is a great source for resident information like the Resident Guidelines, Lease Information, Forms, Utility Conservation Tips, etc...

Langley Family Housing is hosting a virtual resident information meeting on 30 September at 4 PM to go over this information and answer any questions you may have. If you have specific questions, feel free to ask them at any time as you don't need to wait until the information meeting to get answers.

Hunt Military Communities is carefully watching the recommendations and protocols related to the re-opening of amenities. We have been working with 633<sup>rd</sup> ABW Public Health Officer and are not yet able to meet the requirements to reopen amenities. We will continue to work closely with local officials and open amenities as soon as we can do it safely for you and your families. We understand family fitness is important so we will be hosting virtual fitness classes soon. Keep a lookout for more information.

My team and I are working with Brightview Landscaping to improve upon our landscaping services as I realize there has been some shortfalls. We have them on a 30-day action plan so that we can get back to the level of service that is expected.

As we step into September our maintenance director Jamie Williams is working hard on several capital improvement projects to include:

- Wood rot replacement and paint projects in HTA/LTA
- Roof replacement in HTA, LTA and 1997 homes

- Mechanical room renovations in 1997 homes
- Garage door openers in the 1997 homes
- Screen door replacements in 1997 homes
- Asphalt replacement on Harris Ave
- Asphalt repair on Watts Ave
- Sidewalk replacement/repairs in HTA/LTA

We have more than projects on the agenda for September. Our resident appreciation month is also here. Please join us for some fun events:

- Ben and Jerry's Ice Cream at on and off base locations
- Virtual Paint Night
- Garden of the Month
- Boggle – Word Contest

Please be on the lookout for the Monthly Welcome Mat from the Resident Service Specialist from your neighborhood that will provide specific details to the events above.

If you have any suggestions on virtual events, we can host please send your ideas in. If we choose yours, you will receive a \$25 gift card.

Respectfully,

Kevin Cline  
Community Director



ONE MISSION. ONE COMMUNITY.

Warm Regards,

Langley Family Housing  
Phone: 757-865-1330 | Fax: 757-865-0277  
1798 First Street | Langley AFB, VA | 23665  
Hunt Military Communities | [www.huntmilitarycommunities.com](http://www.huntmilitarycommunities.com)