

# COMMUNITY DIRECTOR UPDATE NOVEMBER 1, 2026



## November Holiday Office Closures

Veteran's Day | Wednesday, November 11, 2026

Thanksgiving Day | Thursday, November 26, 2026

## COMMUNITY NEWS



Our Annual Fall Festival was a huge success. Thank you to all that came out and joined us for a great community event. We want to thank all our resident vendors, community partners and residents for making this event what it is every year! With over 1000 residents in attendance, it was an amazing kick off to the Fall.

## UPCOMING LOCAL EVENT

### YORKTOWN MARKET DAYS – HARVEST FESTIVAL

**Date:** Saturday, November 21st

**Time:** 9:00 AM – 3:00 PM

**Location:** Riverwalk Landing

Gather 'round food lovers and Fall fanatics, it's time for Yorktown's Harvest Festival! Enjoy family fun and stock up on Thanksgiving staples! Kids can enjoy balloon art, a live animal show, a pie-eating contest and more!



## Leasing Office Contact Information

 (757) 920-7100  
 [LangleyFamilyHousing@HuntCompanies.com](mailto:LangleyFamilyHousing@HuntCompanies.com)  
 [www.LangleyFamilyHousing.com](http://www.LangleyFamilyHousing.com)

**Please look at Page 5  
for the Trash Schedule.**

## UPCOMING COMMUNITY EVENTS

### NATIONAL DONUT DAY

**Date:** Thursday, November 5th

**Time:** 8:30 AM

**Location:** Main Base Office and Off Base Welcome Center

Stop by the Main Base or Off Base Office for a donut to celebrate National Donut Day. *Langley Residents Only. Minors must be accompanied by parent or guardian. While Supplies Last.*



### WE ARE THANKFUL FOR COFFEE!

**Date:** Friday, November 13th

**Time:** 7:00 AM – 11:00 AM

**Location:** Off Base Welcome Center

Coffee Vibes will be offering Langley Residents a 20% discount on purchases. *Langley Residents Only.*



### THANKSGIVING THEMED GRAB & GO CRAFTS

**Date:** Thursday, November 19th

**Time:** 3:00 PM – 5:00 PM

**Location:** Off Base Welcome Center or Main Base Office

Stop by the Off Base Welcome Center or Main Base Office for a Thanksgiving themed craft kit! *Langley Residents Only.*

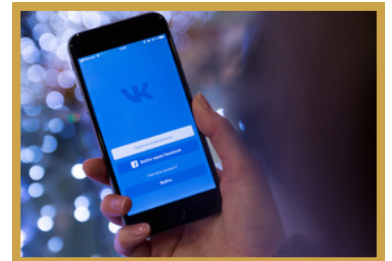


### GREAT TURKEY DEBATE

**Date:** Monday, November 23rd – Monday, November 26th

**Location:** Langley Facebook Page

We will have daily Thanksgiving themed questions. Comment you answer and be entered into a drawing for Fall goodies! *Langley Residents Only.*



### ANNUAL TOYS FOR TOTS DRIVE

**Date:** Sunday, November 27th – Monday, December 11th

**Location:** 1798 First Street or 11 Burrell Street

Bring a new unwrapped toy to the Off Base Welcome Center or Main Base Office to support the local Toys for Tots Chapter. *Langley Residents Only.*



### HOLIDAY DECORATING CONTEST

**Date:** Monday, November 30th – Monday, December 11th

**Location:** 1798 First Street or 11 Burrell Street

We have partnered with Marco's Pizza for our annual Holiday Decorating Contest. Marco's drivers will be the judges and the winner will receive Pizza for a Year! *Langley Residents Only.*



# MAINTENANCE WORK ORDERS

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

**Emergency Maintenance Line: (757) 920-7100**

**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, scheduled, in progress, and 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.

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!**



# WASTE MANAGEMENT & CONTACT INFORMATION

## WASTE MANAGEMENT BULK COLLECTION PROCESS

- Please be environmentally conscious and consider item donation before placing out for bulk collection.
- Bulk items must be placed just behind the curb line in front of your home no later than 24 hours prior to service day.
- Do not place in the street, on the sidewalk, or in any fashion that may interrupt normal daily movement.
- Do not place within 3 ft. of an obstructions (mailbox, parked car, fire hydrant, tree, etc.)
- Do not place under low hanging tree limbs or other overhead obstacles.
- Residents also have the option to deliver bulk items directly to WM Bethel Landfill with proper ID.
- Residents may place up to (2) cubic yards of bulk at the curb, per service.

Items that **WILL NOT** be accepted:

- |                          |                            |                                                   |
|--------------------------|----------------------------|---------------------------------------------------|
| • Construction Materials | • Toilets                  | • Computers/E-Waste                               |
| • Propane Tanks          | • Glass                    | • Paint                                           |
| • Carpet                 | • Hazardous Waste          | • Appliance                                       |
| • Cabinets               | • Tires                    | • Bagged Trash                                    |
| • Doors                  | • Dirt/Rocks/Concrete      | • Items Small Enough to Fit in Curbside Container |
| • Sinks                  | • Vehicle/Motorcycle Parts |                                                   |

### Do You Know Who Your Resident Service Specialist Is?

We have a great team of Resident Service Specialist at Langley that help make Langley the BEST community possible. From planning and facilitating our resident events, retrieving your self help items, answering call and completing home inspections. They do it ALL! Most of our team at Langley are fellow spouses or previous military members. Each RSS is the point of contact for their neighborhood. If you need anything please do not hesitate to reach out to your RSS for help. Contact your RSS or call (757) 920-7100.



#### Frontier Crossing: Kelly Sleesman

Email: Kelly.Sleesman@huntcompanies.com

#### Jamestown Village: Kyle Ohmer

Email: Kyle.Ohmer@huntcompanies.com

#### Freedom Terrace: Maria Jovanovski

Email: Maria.Jovanovski@huntcompanies.com

#### Lighter than Air: Yvette Witt

Email: Yvette.Witt@huntcompanies.com

#### Freedom Terrace North/2000s: Jeanna Cascella

Email: Jeanna.Cascella@huntcompanies.com

#### Heavier than Air: Lori Gutzwiller

Email: Lori.Gutzwiller@huntcompanies.com

#### Off Base Community Manager: Christi Bodkin

Email: Christi.Bodkin@huntcompanies.com

#### Main Base Community Manager: Leisa Langford

Email: Leisa.Langford@huntcompanies.com

Refuse bins may be placed at the curbside after **5:00 PM** the evening before your scheduled collection day and must be returned to their proper storage location by **8:00 PM** on collection day. Bulk items, trash receptacles, and building supplies should **NOT** be stored anywhere visible from the street. If you have bulk items and want to learn how to dispose of them at the Bethel Landfill, contact the office at (757) 920-7100.

## NOVEMBER 2026 - Trash, Recycle, & Bulk Schedule

| MONDAY | TUESDAY    | WEDNESDAY   | THURSDAY             | FRIDAY        |
|--------|------------|-------------|----------------------|---------------|
|        |            |             |                      |               |
|        |            |             |                      |               |
|        |            |             |                      |               |
| 2-Nov  | 3-Nov      | 4-Nov       | 5-Nov                | 6-Nov         |
|        | BLUE TRASH | GREEN TRASH | BLUE RECYCLE         |               |
|        | BLUE BULK  |             |                      |               |
| 9-Nov  | 10-Nov     | 11-Nov      | 12-Nov               | 13-Nov        |
|        | BLUE TRASH | GREEN TRASH | GREEN RECYCLE        |               |
|        |            | GREEN BULK  |                      |               |
| 16-Nov | 17-Nov     | 18-Nov      | 19-Nov               | 20-Nov        |
|        | BLUE TRASH | GREEN TRASH | BLUE RECYCLE         |               |
|        | BLUE BULK  |             |                      |               |
| 23-Nov | 24-Nov     | 25-Nov      | 26-Nov               | 27-Nov        |
|        | BLUE TRASH | GREEN TRASH |                      | GREEN RECYCLE |
|        |            | GREEN BULK  | Thanksgiving Holiday |               |

Frontier Crossing & On Base Housing Neighborhoods  
Jamestown Village & Freedom Terrace Neighborhoods



CUSTOMER SERVICE LINE: (866) 909-4458

2026

# NOVEMBER

| SUN                                | MON                                                         | TUE                            | WED                                 | THU                                              | FRI                                                      | SAT                                               |
|------------------------------------|-------------------------------------------------------------|--------------------------------|-------------------------------------|--------------------------------------------------|----------------------------------------------------------|---------------------------------------------------|
| 01<br>Daylight Saving<br>Time Ends | 02                                                          | 03                             | 04                                  | 05<br>National<br>Donut Day                      | 06                                                       | 07                                                |
| 08                                 | 09                                                          | 10<br>Marine Corps<br>Birthday | 11<br>Veterans Day<br>OFFICE CLOSED | 12                                               | 13<br>We are<br>THANKFUL<br>for Coffee!                  | 14                                                |
| 15                                 | 16                                                          | 17                             | 18                                  | 19<br>Thanksgiving<br>Themed Grab &<br>Go Crafts | 20                                                       | 21<br>Yorktown<br>Market Days<br>Harvest Festival |
| 22                                 | 23<br>Great Turkey<br>Debate<br>(Nov 23 - 26)               | 24                             | 25                                  | 26<br>Thanksgiving<br>OFFICE CLOSED              | 27<br>Annual Toys For<br>Tots Drive<br>(Nov 27 - Dec 11) | 28                                                |
| 29                                 | 30<br>Holiday<br>Decorating<br>Contest<br>(Nov 30 - Dec 11) |                                |                                     |                                                  |                                                          |                                                   |