

MAR
2020

LANGLEY INSIGHTS NEWS & STORIES



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 providing 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

Thank You For Attending

We had our Community Boodle Event. The community was invited to help "Show the Love" for our deployed service members by signing cards, decorating packages and filling packages with goodies to send out to the Deployed service members. At home spouses also received a sweet treat. Our Langley Little's came out and enjoyed an afternoon of creating Valentine's Day crafts.

Spouse Outreach Support (SOS) Program

This program is designed for those families who have a deployed family member. Please be sure to enroll in the program so that we can make sure we are doing our very best to give you some additional support while your loved one is deployed. Spring and Summer are coming, let us take care of your lawn maintenance and weeds. It's simple to enroll. Please reach out to the Off Base Community Manager for details at: terri.stahl@huntcompanies.com.

Congratulations

Congratulations to all of the Langley Little's who won in the coloring contest.

Contact Information

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Terri Stahl

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Chiao Ling Chesterfield

Maintenance Manager
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Off Base Welcome Center

1798 First Street Hampton, VA 23665
Monday-Friday: 8:30-5:30pm
757-865-1330

Main Base Welcome Center

11 Burrell Loop, Langley AFB, VA 23665
Monday - Friday: 8:00-3:30pm
757-766-1336

After Hour Emergency Maintenance

757-766-0136



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MARCH

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 Pick up Your BINGO Sheets	4	5 After School Snacks 3:30pm - 4:30pm	6 National Oreo Cookie Day	7
8	9	10 Community Advisory Board Meeting 11:00am - 12:00pm	11	12 Chat and Chew 5:00pm - 6:00pm	13	14 National Pi Day
15	16 Kids Crafts 4:00pm - 5:00pm	17 St. Patty's Day 3:30pm - 4:30pm	18	19 Marco's Resident Appreciation Night	20	21 Off Base Yard Sale 8:00am - 1:00pm
22	23 National Puppy Day	24 Taco Tuesday 5:30pm - 7:00pm	25 Facebook Bingo 6:00pm - 7:00pm	26 After School Snacks 3:30pm - 4:30pm	27	28
29	30	31				

Calendar Events

*RSVP Required

- March 3 - Pick up your BINGO sheets
- March 5 - After school snacks from 3:30pm to 4:30pm at Jamestown Village Community Room
- March 6 - National Oreo Cookie Day - stop by the Off Base Welcome Center and Main Base Housing Office for your sweet treat
- March 10 - Community Advisory Board Meeting from 11:00am to 12:00pm
- March 12 - Chat and Chew from 5:00pm to 6:00pm at the Off Base Welcome Center take a moment to stop by to chat with your Manager
- March 14 - National Pi Day
- March 16 - Kids Crafts from 4:00 to 5:00 pm come out and create your fun St. Patty's Day craft
- March 17 - St. Patty's Day Leprechaun treats at both Main Base Office and Off Base Welcome Center from 3:30pm to 4:30pm
- March 19 - Marco's Resident Appreciation Night - don't forget to order your pizza
- March 21 - Off Base Yard Sale from 8:00am to 1:00pm
- March 23 - National Puppy Day - Enter your pups photo for a chance to win a prize
- March 24 - Taco Tuesday from 5:30pm to 7:00pm at Jamestown Village Community Room*
- March 25 - Facebook Bingo from 6:00pm to 7:00pm
- March 26 - After School Snacks from 3:30pm to 4:30pm at both offices


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All events are for current Langley Family Housing residents only and are while supplies last. Questions about an event or need to RSVP, email langleyevents@huntcompanies.com

