

DEC  
2021

# ROBINS FAMILY HOUSING NEWS & STORIES



## HAPPY HOLIDAYS!

### Our CEO's Message



Dear Residents,

Our team has taken time to reflect on all that has occurred in 2021. Although this past year was still not back to normal, we did take time to step back and assess ways we can better serve our residents. This past year we provided many programs to serve our families with children such as Hunt Little Heroes,

Operation Homefront's Back to School Backpack Brigade, and our Patriot essay and video contest. We also conducted a food drive to help our military families and local community who may be addressing food insecurity concerns. These are just a few of the many programs, contests, and support services we were honored to provide our residents. Most importantly, we listened to your feedback from the CEL and Satisfacts surveys and took time to address areas you expressed as needing additional attention. We have prioritized several areas of our company to improve our service delivery and operating processes to create a better resident experience for your families.

I sincerely wish you and your family happiness, good health, and time together with the ones you love most during the holidays. Thank you for your service and sacrifice for our great nation. We are grateful for you.

All the best,  
Brian Stann

A handwritten signature of Brian Stann in black ink.

Hunt Military Communities  
President & Chief Executive Officer

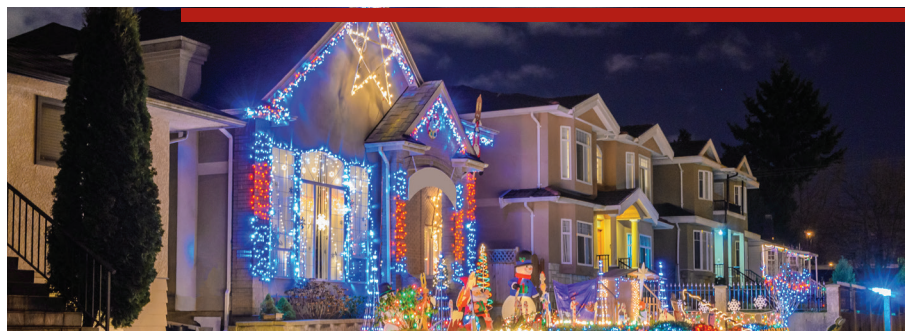


[HuntMilitaryCommunities.com](http://HuntMilitaryCommunities.com)



### Welcome to December, Robins Family Housing

Hunt Military Communities is pleased to announce effective January 1st, 2022, we will be transitioning to electronic payments only. The rent drop box at the leasing office will be removed December 30th, 2021. Electronic payment options allow residents to make individual or recurring payments at anytime, while allowing payments to post directly and immediately into your account with no additional fees. For our residents who do not already utilize our electronic payment methods, the transition is simple and there are multiple payment options available to fit everyone's preference. Say goodbye to paper payments and say hello to the safe, secure, and seamless way to make payments! We look forward to simplifying the payment process and provide you the peace of mind that comes with electronic payments. Please reach out to your management office if you have any questions or need assistance setting up your electronic payments.



### Office Contact Information

Office Hours: Monday - Friday 8 a.m. - 5 p.m.

Office Number: 478-225-0338

Emergency Maintenance Number: 478-929-3142

Email: [robinsleasing@huntcompanies.com](mailto:robinsleasing@huntcompanies.com)

Facebook: [@robinsfamilyhousing](https://www.facebook.com/robinsfamilyhousing)

Website: [robinsfamilyhousing.com](http://robinsfamilyhousing.com)





## Toys for Tots

We are excited to be a Toys for Tots Donation Location!! Starting December 1st, 2021 - December 20th, 2021 when you bring a new unwrapped toy to the office, you will be entered in a drawing to win a \$50 Gift Card!! The winner will be announced December 22nd, 2021! Let's work together to help support the less fortunate in our community. The mission of the U. S. Marine Corps Reserve Toys for Tots Program is to collect new, unwrapped toys during October, November, and December each year, and distribute those toys as Christmas gifts to less fortunate children in the community. The primary goal of Toys for Tots is to deliver, through a new toy at Christmas, a message of hope to less fortunate youngsters that will assist them in becoming responsible, productive, patriotic citizens.



## Maintenance Reminder

We are experiencing longer completion times on routine work orders as we are trying to recover from the effects of COVID. Our maintenance staff is working very diligently to prioritize the back log of work orders in an effort to get everyone taken care of as soon as we can. We extremely appreciate your patience and understanding as we navigate through this process. Once again, we appreciate your patience and understanding. If you have any questions or concerns please contact the office at 478-225-0338 or email [robinsleasing@huntcompanies.com](mailto:robinsleasing@huntcompanies.com).

## Mow Schedule for Month of December

Landscaping will mainly focus on leaf control at this time, which will include blowing and mulching leaves. They will be blowing off streets, patios, sidewalks, driveways, and front porches. They will also be cleaning out drainage ditches. Grass growth will be monitored and mowed as needed. Follow us on Facebook for the most updated weekly mow schedule! If you are having any landscaping needs that are outside of regular grass mowing, please contact the office or use the Hunt App to submit a work order.

# HAPPENING AROUND THE TOWN

## Christmas Tree Lighting

The tree lighting will be on December 3rd, 2021, from 5:30pm-7:00pm at the Base Chapel. There will be real snow sledding, so bring your mittens. You can build a snowman, meet with Santa, drink hot cocoa, and eat cookies. Mickey's Christmas Carol will be playing at the outdoor cinema.

## Robins Regional Chamber's Christmas Parade

At Rigby's Entertainment Complex, on Saturday December 4th, at 3:00 PM come see the Robins Regional Chamber's Christmas Parade, one of Georgia's largest Christmas holiday events.

## Virtual Pre-K Story Time

Robins Base Library is hosting a virtual Pre-K story time on the 1st and 3rd Wednesdays of the month at 10:30 AM. Visit [www.facebook.com/robinsbaselibrary/](https://www.facebook.com/robinsbaselibrary/) for more information.

## Festival of Trees

Museum of Aviation is hosting the Festival of Trees on December 5th-13th. Vote for your favorite tree and a chance to win \$250 gift card to Amazon.



EFFECTIVE SEPTEMBER 1<sup>st</sup>



## IS GOING “PAY” PERLESS!

The Safe, Secure, and Seamless way to make payments.

Starting **September 1<sup>st</sup>** HMC will be accepting online payment options only. Residents may utilize the following online payment services:

**Hunt Resident App**  • **Hunt Resident Portal** • **WIPS Walk In Payment System**

## Benefits of Paying Online

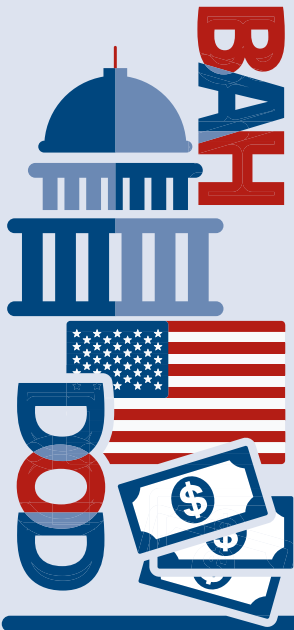
- ✓ Eliminates the Need to Drop Off Payments
- ✓ Secure Payments Can Be Made Right from Your Phone or Device
- ✓ Payments are Posted to Your Account Immediately
- ✓ Email Receipts are Sent Directly to Your Inbox
- ✓ Never Forget a Payment Again, Set Up Recurring Account Payments
- ✓ Pay Without Fees for Direct Bank Account Payments

Scan the QR code with your phone to download the **Hunt Resident App** 



Please contact our office if you need assistance setting up online payments via the Hunt Resident App/Portal or WIPS.

## WHERE DOES YOUR BAH WITH HUNT MILITARY COMMUNITIES GO?

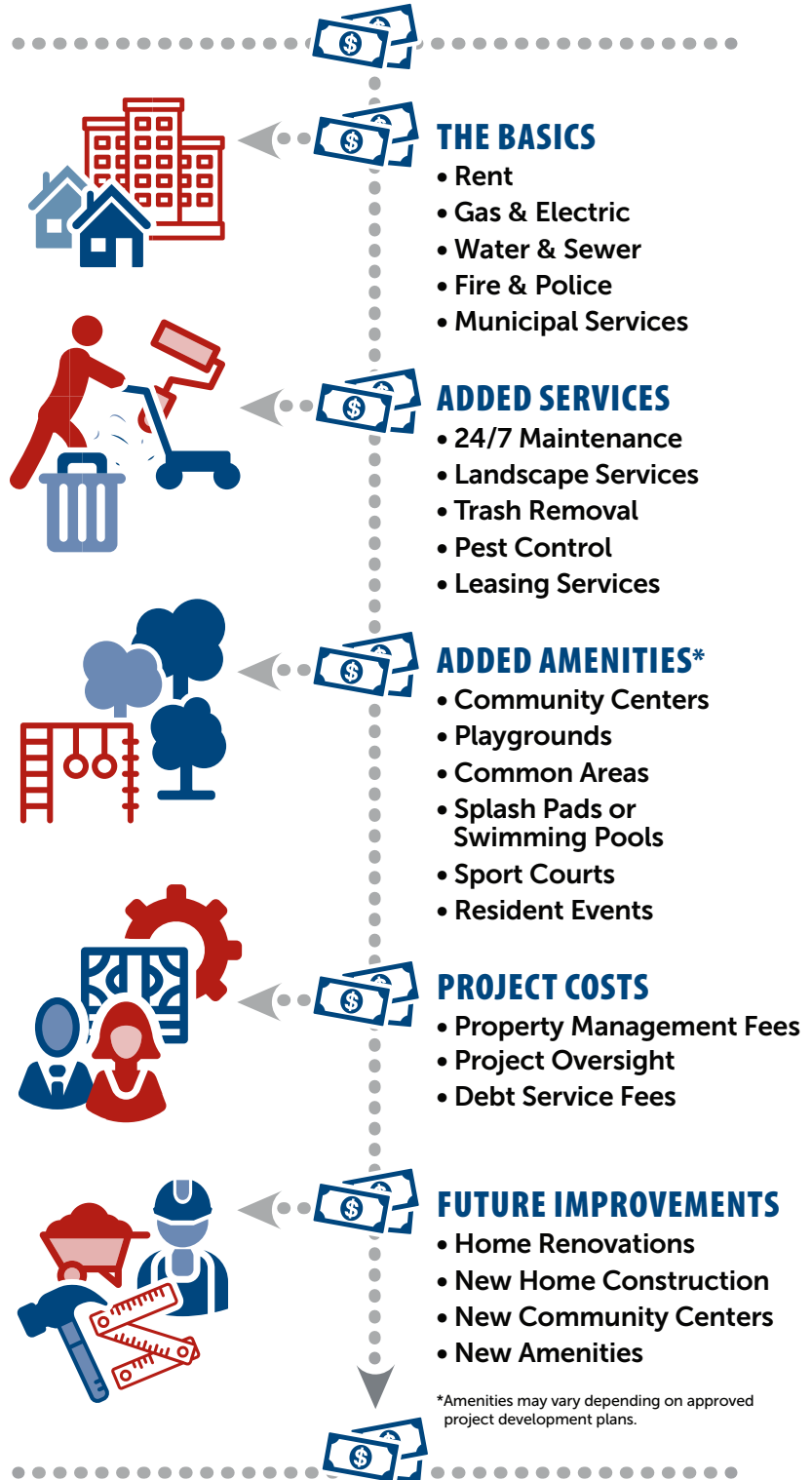


**Your Basic Allowance for Housing (BAH) is the stipend the Department of Defense allocates for you to pay for the majority of rent and utilities.**

[HuntMilitaryCommunities.com](http://HuntMilitaryCommunities.com)



## Your BAH with Hunt Military Communities Includes:



**BAH funds are reinvested back into the project for current and future service members' needs.**