

January 1, 2024

Valued Residents,

The Air Force and Hunt Military Communities have partnered together in instituting certain changes to operational procedures. These changes are expected to enhance the service provided to tenants, to further support our mission, core values, and commitment to customer service.

Some of the terms may vary from the current, published Hunt Resident Guidelines.

By virtue of this and previous notice to the Tenant, and in accordance with the Lease Agreement, Tenant hereby agrees the terms published below take precedence over the example provided in the Lease and/or Resident Guidelines.

For further clarification, below you will find additional details on the operational procedures:

I. Maintenance.

- All maintenance requests shall continue to be routed through the neighborhood management offices. The prioritization and response times may differ from those in the Community Guidelines. Any change is intended to enhance the service provided to residents.
- **Definitions of Work Order Priorities**
 - Emergency** work is classified as a service request that requires mitigation of a hazard in order to prevent immediate damage to the asset or threat to the life, health or safety of occupant.
 - Urgent** work is classified as a service request that requires mitigation of a condition in order to prevent a risk that if left unaddressed could over time escalate to damage to the asset or an immediate threat to the life, health or safety of the occupant.
 - Routine** work is classified as any service request that does not qualify as Emergency, Urgent, or Preventative Maintenance work orders.
- **Permission To Enter:** Permission to enter is not required for Emergency or Urgent service requests.
- **Submission of Work Orders:**
 - i. **Emergency** and **Urgent** service requests: the Resident may submit by phone or in person.
 - ii. **Routine** service requests: the Resident may submit via phone, in person, through the online resident portal, or online mobile application.
- **Loss of Heat:**
 - i. **Emergency** – Outside Temperature is 55 Degrees or Below at the time of the call.
 - ii. **Urgent** – Outside Temperature is above 55 Degrees at the time of the call.
- **Loss of Air Conditioning:**
 - i. **Emergency** – Outside Temperature is 85 Degrees or above at the time of the call.
 - ii. **Urgent** – Outside Temperature is below 85 Degrees at the time of the call.
- **Wildlife/Reptiles:** Those outside of the home, there will be no work order created. The Air Force will provide points of contact and phone numbers to Hunt, at which time, Hunt will notify the Air Force of the concern.
- **Locked Out occupants:**
 - i. During business hours will be asked to come to the office to have a duplicate key issued.
 - After Hours: Work Orders will be prioritized as an Emergency.
 - **All tenants with a Lease Date or Renewal after January 1, 2024:**
Locked out occupants will incur a service fee for all Lock Outs occurring after business hours. The first lock out, the resident will incur a \$100.00 service fee. Each additional lock out service request following the initial, the fees will increase by \$25.00 accordingly:
Locked Out Occupants – After Hours Fee Schedule
First Lock Out \$100.00
Second Lock Out \$125.00
Third Lock Out \$150.00
Fourth Lock Out \$175.00

II. Business Hours.

- Business hours are 8:00 AM – 5:00 PM, Monday through Friday.

Thank you for choosing Hunt Military Communities, as it is our privilege to serve our service members and your families.