

Your Leadership Team

Community Director

Justin Tran

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Maintenance Director

Brandon Taylor

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Maintenance Manager

Miguel Meza

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Allotments

Your move in date determines when your allotment begins. If you will owe at move in, your Leasing Specialist will ensure that you are aware.

Monitor your LES for BAH inconsistencies. If you notice any, reach out to us at (830) 483-9900 and speak to your Community Manager.

If your allotment does not start you will need to come into the office to remit payment in full.

Surveys

We value your feedback and consistently reach out to our residents with surveys. These include a move in survey, move out survey, work order survey, Satisfaction survey and an annual CEL Survey.

All surveys are sent via email so please make sure you update us if your contact information changes. Personal emails are preferred as the government email servers may bounce back emails or limit content.

Self-Help

We have free Self-Help items for your convenience. They are located at the Randolph Family Housing maintenance office.

Items available include: specialty light bulbs, touch up paint, HVAC filters, vertical blind slats, batteries, etc.

If an item is not listed that you would like us to consider adding, please contact our team.

Landscaping

Landscaping is completed weekly all year round.

Fenced in back yards are the responsibility of the resident. You are also responsible for the maintenance of your flower beds.

If a Service member is deployed, the Hunt HEART program will take care of the backyard maintenance. The resident must contact the office to schedule.

Communication

We love our residents and provide several free monthly events, host resident information meetings, and send out frequent electronic updates .

Information resources are: Email Blasts – be sure we have your correct email!

HMC Twitter: twitter.com/huntmilitary

Facebook: [FB.com/randolphfamilyhousing](https://fb.com/randolphfamilyhousing)

Website: randolphfamilyhousing.com

Communication

Our team is here to assist you with any needs that you may have.

We monitor our Facebook page daily, but not hourly, so the quickest way to reach us is (830) 483-9900 or email. Reaching out via social media may delay your request. We strive to be your first source for information or resolution.

Appropriate Contact Methods

Your first point of contact should be our office for all of your housing needs and questions.

Our Office Staff are dedicated to providing a high level of customer service to all our of residents.

Concern Resolution

Should you have an issue that you feel is unresolved you can escalate your concern. All disputes should be brought to the attention of your CS.

Should you feel that your concern is still unresolved your issue should be escalated to the Community Director as needed. We are here to serve all of your housing needs.

Dispute Resolution

If you still feel that your concern was not resolved with the help of the Community Director, we will work in conjunction with the HMO Office on establishing the proper dispute resolution.

The HMO will facilitate a discussion with Randolph Family Housing (RFH) so that we can jointly determine a way forward.

RFH and Leadership

RFH and your Airforce Leadership work hand in hand to serve our residents.

Our goal is to handle your concerns at the lowest level in order to provide the quickest resolution possible. We believe this provides the best service possible to you.

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Maintenance Manager

Miguel Meza

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Community Supervisor

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Work Order Calls

For maintenance requests, call (830) 483-9900 24 hours a day, 7 days a week or submit a work order online at randolphfamilyhousing.com.

After hours, a call center will notify the on-call technician. You can also submit a work order in person or via the Hunt Resident App (for routine requests only). Each work order is assigned a work order number. You'll receive email updates on your work order as it moves through each stage.

Emergency

Classified when the problem presents an immediate danger to residents or threatens to damage property.

Examples include: roof leak, overflowing drains, broken water pipes, sewage backups, electrical outages, fire, gas leak, or loss of heat or air conditioning.

Urgent

Classified when the problem does not present an immediate danger to residents or threaten to damage property.

Examples include: inoperable toilet if another one is available, containable leaks, etc.

Routine

Classified when the work order does not qualify as an emergency or urgent call such as light bulb out, ripped window screen, loose toilet seat etc.

These are handled on a first come first serve basis.

My Work Order Is Not Complete What Do I Do?

Please notify us at our office at (830) 483-9900 if we have failed to respond and you have not heard from our team within the designated response time(s).

If your work order was closed but not completed, please call us immediately.

If we have responded, but a part needs to be ordered or a vendor involved, it may delay completion, and we'll notify you of any changes.

Completed Work Order

The Maintenance Team Member that completed the work should leave a note at completion letting you know the work is done.

After completion of a work order, a survey is automatically generated and emailed and via SMS to the primary email/phone number on file. The sender is surveys@satisfacts.com.

Completed Surveys

If we have responded, but a part needs to be ordered or a vendor needs to be called in to resolve the work requested, it will likely extend the timeframe we will be able to complete your work. You will be notified of this change.

What Happens After Hours?

An on-call technician handles emergency or urgent calls from the call center, contacts the resident, and provides an arrival time.

Two on-call technicians are available daily, including holidays, but delays may occur if multiple calls are received simultaneously.

What Happens After Hours?

An email is generated from the call center after they enter the work orders.

The next business day the Maintenance Manager reviews and properly dispatches work orders if they are routine.

Some after hour calls will result in follow up work the next day.

Mobile Yardi

Our Technicians use cutting edge technology for work orders. Their iPads are equipped with the ability to open, review, update, and close out work orders.

Calls are sent to their phones by the Maintenance Manager while they are out in the community.