

COMMUNITY DIRECTOR UPDATE

FEBRUARY 1, 2025



COMMUNITY UPDATES

Did you know you can easily manage your home maintenance requests through the Hunt Resident App and Online Portal? In addition to making payments and accessing important leasing documents, residents can use the portal to submit Routine Maintenance requests anytime.

Please note that the Online Portal/Mobile App should only be used for Routine Maintenance requests. If you have an Emergency or Urgent work order, please contact our office 24/7 at 830-483-9900 for immediate assistance.

Through the app, you can also view your open work orders, check your work order history, and stay informed on maintenance progress. If you have questions about an open work order, please call our office for updates. Submitting duplicate requests for the same issue will result in the new request being canceled and merged with the original.

Our team works diligently to complete all maintenance requests as quickly as possible. If you need further assistance, don't hesitate to reach out to your Resident Service Specialist for more information. Thank you for helping us keep our community running smoothly!

UPCOMING COMMUNITY EVENTS

AFTER SCHOOL SNACKS

Date: Wednesday, February 5th and 19th

Time: 3PM-5PM

Location: Randolph Family Housing Community Center

Stop by to grab an after-school snack!



SUPER BOWL PREDICTION

Date: February 3-7, 2025


Time: 8AM to 5PM

Location: Randolph Family Housing Community Center


Stop by our office and make your prediction for this year's Super Bowl. The person with the closest score and winner prediction will win a prize! Winner will be notified on Monday, February 10th.



Leasing Office Contact Information

 (830) 483-9900

 randolphleasing@huntcompanies.com

 www.randolphfamilyhousing.com

TRASH SCHEDULE

Every Wednesday

UPCOMING COMMUNITY EVENTS (CONT)

BE OUR VALENTINE

Date: February 14, 2025

Time: 9AM-5PM

Location: Randolph Family Housing Community Center

Be Our Valentine – visit our office and pick up Valentine’s Day Chocolates. *While Supplies Last*



HEARTS IN A JAR

Date: February 14, 2025

Time: 9AM-5PM

Location: Randolph Family Housing Community Center

While you pick up your Valentine’s Day Chocolate make a prediction of how many Valentine’s Day hearts are in the jar located at the entrance of our office. The closest guess without going over will win a sweet treat!



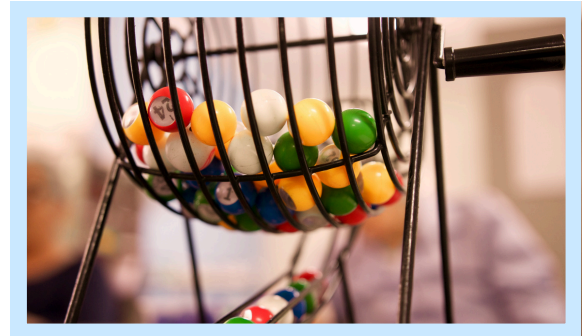
BINGO NIGHT

Date: February 27, 2025

Time: 5PM-7PM

Location: Randolph Family Housing Community Center

Join the Randolph Family Housing team and your neighbors for Bingo Night! Refreshments will be provided along with prizes for the winners.



SATISFACTS REVIEWS: GOOD NEWS STORIES

We love hearing positive feedback from our residents! Here are some recent reviews highlighting the outstanding service provided by our team:

- *“The technician Joe was very knowledgeable, courteous, and professional!”*
- *“Kudos and many thanks to the Maintx team for always going above and beyond. Thank you for all you do in helping us take care of these older historic homes. Appreciate you all. Have a Happy New Year!”*
- *“Creed and the other gentleman were extremely polite and professional. Creed always takes the time to explain what is happening in detail with the job. He’s really matured into this position, and should be noticed by his leaders.”*
- *“Miguel provided excellent customer service. He was kind and professional.”*

A big thank you to our dedicated team for their hard work and commitment to excellent service! We appreciate our residents taking the time to share their experiences. Keep the feedback coming—we love hearing from you!

UPCOMING LOCAL EVENTS

NATURE HIKES WITH A PARK RANGER

Dates: February 15th (Recurring monthly on every 3rd Saturday)

Location: Espada Dam to San Juan

Get outside and discover the beauty of nature with Nature Hikes led by a Park Ranger! These guided hikes take place every 3rd Saturday of the month from November 2024 through March 2025 and follow a scenic portion of the Mission Reach Hike and Bike Trail. Each hike covers approximately 3 miles round trip, providing a great opportunity to enjoy the outdoors, learn about local wildlife, and explore the history of the area—all while getting some fresh air and exercise.

[More Info: Click here](#)

Lace up your hiking shoes and join the adventure!



CREATIVITY ACADEMY AT LEGOLAND DISCOVERY CENTER

Date: Daily until March 15, 2025

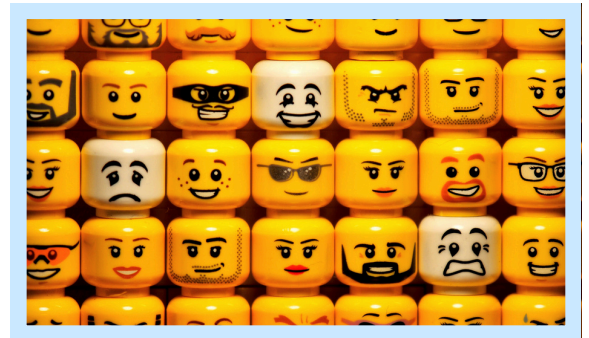
Time: 10:00 AM to 4:00 AM

Location: [LEGOLAND Discovery Center](#)

Unleash your creativity at the LEGO® Creativity Academy from Jan 30 – Mar 2 at LEGOLAND® Discovery Center San Antonio! Enjoy unique LEGO activities designed to challenge your imagination and building skills.

[More Info: Click here](#)

Don't miss this brick-tastic adventure!



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.

Community Director
Justin Tran

[✉ justin.tran@huntcompanies.com](mailto:justin.tran@huntcompanies.com)

Director of Operations
Lacey Jordan

[✉ lacey.jordan@huntcompanies.com](mailto:lacey.jordan@huntcompanies.com)