



**NELLIS**

**HUNT MILITARY COMMUNITY**

**NOV '23**  
**NEWSLETTER**



## **BIG ANNOUNCEMENT**

Hunt Military Communities is pleased to launch a new phone system to serve our residents better and manage the workflow of our team members. Our residents have reported challenges contacting their local offices, and our team members have noted a higher-than-normal call volume. Since customer service and continuous improvement are paramount to our company culture, finding a replacement for our phone system became a priority.

The new phone system allows the Hunt Military Communities site teams to manage all calls through Service Cloud Voice. This system ensures site teams can gather contact information if a call drops. If a team member is away from their desk, the caller will automatically be routed to another team member to avoid missed calls. The best part is that no phone numbers will change, so you don't have to do anything. Just make sure to keep our number saved in your phone!

HMC is working to strengthen the resident experience; the first step is making communication with you seamless. We appreciate you as a part of our community, and look forward to your feedback about the new phone system.

725-527-3200 

@NellisFamilyHousing 

@NellisFamilyHousing 

# IMPORTANT EVENTS

## Children's Story Time

Join us every Tuesday for a new adventure at the Community Center November 7th, 14th, 21st, 28th - Time 11:00 AM – 11:30 AM.

## Fall Into Cider & Donuts

Join us on at the Welcome Center November 21st from 10 AM to 2 PM for our Cider & Donuts Event. \*While supplies last.

## Thankful Tree

Stop by the Welcome Center and write down what you are thankful for to hang on the NFH Thankful Tree. Month of November during office hours – Monday – Friday, 8:00 AM – 5:00 PM.

# COMMUNITY ANNOUNCEMENTS

## When the Furnace is Turned on for First Use of the Season

Dust is often present in ductwork. First use of the furnace can cause fine particles to be blown through the house and can cause smoke to be emitted for a period of time, possibly setting off smoke alarms. If the smoke alarms continue to sound, please contact Maintenance at (725) 527-3211.

## Check Your Oven Soon!

Turkey Time is fast approaching. Please take a moment to test your oven this week. We do not want anyone's Thanksgiving dinner to be delayed due to long queue of emergency calls for ovens.

## Office Closures

Friday, November 10th office is closed in observance of Veteran's Day.  
Thursday, November 24th office is closed for Thanksgiving.

# GOOD NEWS STORIES

Big shout out and thank you to CM Sgt Luis Garcia and family for helping in making our Fiesta Friday Nacho Bar and Fall Festival a huge success! They are always happy to help and serve our community. They are a family of Service Before Self!



CM SGT LUIS GARCIA AND FAMILY



# EMPLOYEE SPOTLIGHT

## Marilyn Bell

Marilyn Bell is a Resident Service Specialist here at Nellis Family Housing. Marilyn enjoys event planning and DIY home projects. When asked what she loves about her job, Marilyn said, "I love engaging with the Military Families and making them feel comfortable during their stay."

# MEET OUR FRIENDLY STAFF

## Teresa Simmonds

Community Director

## Linda Irvine

Community Manager

## Claudia Vasquez

Community Manager

## Bernadette Paet

Leasing Specialist

## Marilyn Bell

Resident Service Specialist

# CONTACT INFORMATION

**Office Hours:** Monday - Friday - 8:00 AM – 5:00 PM

**Pool Hours:** CLOSED for the season

**Office Number:** 725-527-3200

**Email:** [NellisFamilyHousing@HuntCompanies.com](mailto:NellisFamilyHousing@HuntCompanies.com)

**Facebook:** @NellisFamilyHousing

**Website:** [NellisFamilyHousing.com](http://NellisFamilyHousing.com)

# COMMUNITY IMPROVEMENTS

Pickleball striping has been added to the tennis court.



# 2023

# NOVEMBER

SUN	MON	TUE	WED	THU	FRI	SAT
			01 Rent is Due Thankful Tree Starts Welcome Center	02	03 Pet of the Month Starts Facebook	04
05 Daylight Saving Time Ends	06 Trash/Recycle/Bulk Pick Up	07 Election Day Children's Story Time Welcome Center 11 - 11:30 AM	08	09 Pet of the Month Ends Facebook	10 Marine Corps Birthday <b>OFFICE CLOSED</b>	11 Veterans Day
12	13 Trash/Recycle Pick Up	14 Children's Story Time Welcome Center 11 - 11:30 AM	15	16	17	18
19	20 Trash/Recycle/Bulk Pick Up	21 Children's Story Time Welcome Center 11 - 11:30 AM Fall Into Cider & Donuts Welcome Center 10:00 AM - 2:00 PM	22	23 Thanksgiving <b>OFFICE CLOSED</b>	24	25
26	27 Trash/Recycle Pick Up	28 #GivingTuesday Children's Story Time Welcome Center 11 - 11:30 AM	29	30		