



## UPCOMING LOCAL EVENTS

### 250<sup>TH</sup> ANNUAL GOLF TOURNAMENT

**Date:** June 12<sup>th</sup>, 2025

**Time:** 12:30PM Tee Time

**Location:** Adams Avenue, BLDG 11810 Fort Gregg Adams, VA 23801



The Cardinal Golf Club is hosting a special 250<sup>th</sup> Army Birthday Golf Tournament on June 12<sup>th</sup> at 12:30PM. The event is open to all players. Format is a four-person scramble; make your own teams. For more information, call [+1\(804\) 734-2899](tel:+1(804)734-2899).

**Cost:** \$45 for members, \$60 for all others. Fee includes golf, cart, dinner, beverages and prizes.

**Registration Information:** Entry fee must be paid by June 10. There is a \$5 surcharge for day-of-event registration (11:00AM)

## UPCOMING COMMUNITY EVENTS

### GRAND SPLASH PARK OPENING

**Date:** June 12<sup>th</sup>, 2025

**Time:** 4:00PM – 6:00PM

**Location:** Main Welcome Center and Valor Circle

Stop by our Splash Park Grand Opening! We will have an ice cream truck to hand out delicious snacks. Along with beach towels, water toys and beach balls will be provided



### PET OF THE MONTH CONTEST

**Date:** June 11<sup>th</sup> – June 18<sup>th</sup>

**Location:** Post to our Facebook Page!

Think your pet has what it takes? Enter our Pet of the Month contest for a chance to show off your furry, scaly, or feathery friend! Share their photo and let's crown this month's superstar!



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**  
**Daisy Ling**

 [Daisy.Ling@HuntCompanies.com](mailto:Daisy.Ling@HuntCompanies.com)

**Director of Operations**  
**Claudia Deleon**

 [Claudia.Deleon@HuntCompanies.com](mailto:Claudia.Deleon@HuntCompanies.com)

# JUNE

SUN	MON	TUE	WED	THU	FRI	SAT
01	02	03	04	05	06 D-Day	07
08 National Flag Week	09	10	11 Pet of the Month Contest	12 Grand Splash Park Opening 250 <sup>th</sup> Annual Golf Tournament	13	14 U.S. Flag Day Army Birthday
15 Father's Day	16	17	18	19	20 First Day Of Summer	21
22	23	24	25	26	27 PTSD Awareness Day	28
29	30					

## Your Leadership Team

**Community Director**

**Daisy Ling**

Daisy.Ling@huntcompanies.com

**Community Manager**

**Rasheta Goodwyn**

Rasheta.Goodwyn@huntcompanies.com

**Community Manager**

**Trisha Brown**

Trisha.Brown@huntcompanies.com

**Community Manager**

**Priscilla Lewis**

Priscilla.Lewis@huntcompanies.com

**Maintenance Director**

**Jeff Koch**

Jeff.Koch@huntcompanies.com

**Maintenance Manager**

**Angelo Flowers**

Angelo.Flowers@huntcompanies.com

**COM Manager**

**Avery DeBerry**

Avery.DeBerry@huntcompanies.com

**Project Coordinator**

**Ashlyn Proctor**

Ashlyn.Proctor@huntcompanies.com

### 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 (804) 566-3300 and speak to your Community Manager, Rasheta Goodwyn or Trisha Brown at 804-566-3300.

If your allotment does not start, you will need to pay via Hunt Resident App or via WIPS.

### 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 (804) 566-3300. Reaching out via social media may delay your request. We strive to be your first source for information or resolution.

### 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 Tenant Satisfaction 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.

### 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.

### Self Help

We have free Self Help items for your convenience. They are located at Gregg Adams Family Maintenance Facility at 671 Yorktown Drive.

Items available include: specialty light bulbs, touch up paint, lawn mowers, weed eaters, batteries, etc.

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

### 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 RSS.

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

### 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.

### 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 MHO Office on establishing the proper dispute resolution. The MHO will facilitate a discussion with Gregg Adams Family Housing, so that we can jointly determine a way forward.

### Communication

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

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

HMC Twitter: <https://twitter.com/huntmilitary>

Facebook page at [www.facebook.com/greggadamsfamilyhousing](http://www.facebook.com/greggadamsfamilyhousing)

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

### GAFH and Leadership

GAFH and Army 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.

## Your Resident Service Team

### Resident Service Specialist

Washington Grove/Monroe Manor

**Janet Cousins**

Janet.cousins@huntcompanies.com

### Resident Service Specialist

Madison Park

**Rhonda Thrash-Maxwell**

Rhonda.maxwell@huntcompanies.com

### Resident Service Specialist

Adams Chase

**Kenisha Johnson**

Kenisha.johnson@huntcompanies.com

### Resident Service Specialist

Harrison Villa/Jefferson Terrace

**Alberta Walker**

Alberta.walker@huntcompanies.com

### Resident Service Specialist

Valor Circle

**Jasmine Blackwell**

Jasmine.blackwell@huntcompanies.com

### Work Order Calls

If you have a maintenance request, call (804) 566-3300, option 2, 24 hours a day, 7 days a week or enter a work order online at [greggadamsfamilyhousing.com](http://greggadamsfamilyhousing.com) after hours, a call center will take the call and notify the on call maintenance technician.

You can also place a work order in person at either of our office locations or by using Hunt Resident App. The App should only be used for Routine requests only. Each work order is assigned a work order number. You will receive email notification of the status of your work order as it progresses through the stages of creation, assigning to a technician, work in progress, and completion.

### Emergency

Classified when the problem presents an immediate danger to residents or threatens to damage property. Examples include: any leak that cannot be contained, fire alarm or Co2 detector sounding, refrigerator failure, no water or power, HVAC not heating or cooling, etc.

### 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 (804) 566-3300 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 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.

### 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](mailto: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 receives the call from the call center if it is classified as emergency or urgent.

The on call technicians makes contact with the resident and gives a time frame for arrival.

There are two on call technician daily, including all holidays. There could be delays if multiple calls are received at the same time.

### 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.