

Oct 2019

*It's CEL Time!*  
**ANNUAL CEL SURVEY**  
**OCTOBER 1st - 30th, 2019**



It's that time of year again where we are proud to launch our annual CEL Resident Satisfaction Survey! Each and every day of the year it is our goal to provide **5-Star Service!** Your opinion matters and we appreciate your feedback! This year beginning on the 1st of October, surveys will be delivered electronically to the primary (non-government) e-mail address on file. You will receive 1 survey per household from [huntsurvey@celassociates.com](mailto:huntsurvey@celassociates.com). Last year we had 62% of our residents participate. **This year we are aiming for 100% participation!**



Please complete your survey as soon as possible. When you receive your confirmation e-mail, forward it to [patrickleasing@huntcompanies.com](mailto:patrickleasing@huntcompanies.com) to be entered into our prize drawings for **FREE Rent, Disney World Tickets, Premium Annual Family Pass to the Brevard Zoo, iRobot Roomba, gift cards, and more!!**

## Fall Fest!

Join us on Friday, October 18th from 4pm-7pm in Oceanside (Central Housing) at the Playground!

Bring the entire family out for games, cotton candy, hotdogs, hamburgers, and FUN!!!

DJ Keko will be playing the tunes while we have a doughnut eating contest, bobbing for apples (change of clothes recommended), egg toss, pumpkin patch, and bounce house!

Please RSVP to 321-779-9785 or 321-613-3810 no later than 10/14/19.



## Our President's Message

We are coming up on CEL season, and I want to encourage all of our residents to participate and here's why...

The annual CEL Survey is an important instrument for Hunt to understand what we are doing well and what we need to work to improve. The CEL survey is available to all military housing residents throughout the country. It is controlled and administered by an independent, third-party who reports the results simultaneously to us and the Department of Defense. Across the Hunt portfolio of communities, we have an average of over 50% of our residents who respond. This response rate is statistically high, but we want to continue to encourage our residents to respond in as large numbers as possible, so we get an accurate view of what is occurring within the communities.

Our goal is 100% satisfaction. When we fall short, we want to know so we can fix any problems before they become bigger issues. We also want to know which of our communities have high satisfaction rates so we can share best practices.

We want to hear from you, and this is one of several tools we use to facilitate that. I look forward to what you have to say.

Best,

John Ehle, President



## Sept Recap:

Thank you to all of our residents that generously donated non-perishable items, household goods and construction items to support Hurricane Dorian relief in the Bahamas!! We were so humbled by your donations!

Congratulations to the Pepins in Oceanside who won Yard of the Month! We love all their potted plants and flowers! Lovely!

## Maintenance Tip of the Month

Keep drains flowing freely. Avoid pouring oil, coffee grounds or other solids into the kitchen sink. In the bathroom, remove hair from the sink and tub promptly so they're not washed down the drain.

Sink and toilet clogs usually can be unstopped with a plunger. Fill the clogged vessel with water and then push the plunger straight down in a quick, firm motion. You may need to repeat a number of times before the clog is removed. If this fails please contact our office.

 **Follow us on Facebook at:**  
<https://www.facebook.com/PatrickFamilyHousing/>

*We are committed to 5 STAR Service!*



Community Director-Katie Bowse  
 Maintenance Director-Jacob Guynn  
 Community Manager-Nancy Free  
 Maintenance Manager-Mike Alf

Community Supervisor-Brittany Dolan  
 Leasing Specialist-Heather Wells Leasing  
 Specialist- Jacqueline Zavala Resident  
 Services Specialist- Mary Hughes Resident  
 Services Specialist-Bobby Gantt

Maintenance Technician-Dave Pena  
 Maintenance Technician-Benjamin Knowlton  
 Maintenance Technician-Richard Randall  
 Maintenance Technician-Ron Riegel  
 Maintenance Technician-Art Trinidad  
 Maintenance Technician-Michael Ruth  
 Maintenance Technician-Joe Barbee  
 Warehouse-Technician-Aaron Holben

# SAVE THE DATES

## Oct 1st-5th

Rent is due

## Oct 6th

Rent is late

## Oct 9th

Breakfast On The Go (BOTG)! 7am-8:30am

## Oct 18th

Fall Festival in Oceanside

## Oct 25th

Ice Cream Social at Pelican Coast  
 3:30pm-5pm

## Oct 28th-31st

Facebook Halloween Costume Contest

**\*\*Pest Control is available weekly on Wednesdays.  
 Please call in Tuesdays by 4pm for service on Wednesday.\*\***

**BOTG-** We will be at the entrances/exits of all neighborhoods the morning of the 9th from 7-8:30am with breakfast on the go! Don't miss us!

**Ice Cream Social-**Join us at Pelican Coast on the 25th from 3:30pm-5pm for "Make your own sundae" with all the toppings you can imagine!

**FB Halloween Costume Contest-**From the 28th-31st, we'll be hosting a Facebook Costume Contest! Post a pic of you or your family in their Halloween Costume on our FB page. The picture with the most likes will win a special Halloween basket full of goodies! Pet costumes welcome too!!!