

OCTOBER 2019

NELLIS FAMILY HOUSING INSIGHTS NEWS & STORIES



GOT 5 GIVE 5

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
Hunt Military Communities



HuntMilitaryCommunities.com



CEL HAS ARRIVED!

Beginning October 1st, Hunt Military Communities will launch its annual CEL online survey. This critical and anonymous survey not only allows us to truly understand your opinion about living in a Hunt home, but also tells us how we can improve YOUR living experience. Be on the lookout and make sure to **complete and submit your online survey by October 30th!** As an added incentive, One lucky Hunt resident will receive **SIX MONTHS FREE RENT** for turning in their completed form.

THINGS TO KNOW ABOUT THE Annual CEL Resident Satisfaction Survey:

- Your participation is vital to ensure we know how you feel about all the things we do right for you, and if we have any opportunities for improvement. We CARE about you and your family and the quality of service we provide. It is our privilege to be of service to you.
- This year all surveys will be sent on October 1, via email to the address we have on file in our office from a third party **CEL & ASSOCIATES, INC.**, **not from NFH**. Please check your spam folder in the event you do not receive the survey by end of day on October 1, 2019.
- If you still have not received your survey, please notify our office so we can assist you.

WE ARE STRIVING FOR 100% PARTICIPATION.

The more we know, the more we grow!

Watch for more details on upcoming resident events where you can win prizes and be entered into.

We Thank You!

For your thoughts and feedback, as our inspiration comes from you!

Trick or Treat Safety Tips for all NFH Goblins

- Walk ... don't run
- Stay on Sidewalks
- Don't cross yards or driveways
- Carry only plastic/foam flexible knives, swords, or other props
- Tripping hazards lurk in the dark ~ carry a flashlight, chem-light, etc
- Darkness creates problems for drivers ~ wear bright colors with reflective material!!!
- Check all candy before consumption
- Stay Hydrated

Trick or Treat hours at NFH 1730-1930

Concerns or Emergencies loop for Pumpkin Patrol Persons or Pumpkin Patrol Vehicles.. or call Security Forces 702-652-2311

NFH Office
4601 Richard Kisling Drive
Las Vegas, NV 89115
(702) 677-3660

Maintenance # (702) 643-6800

Self Help
5040 Brown Lane
Las Vegas, NV 89115
(Off of John Chapman & Peterson)

After Hours Maintenance
Emergency Only (702) 677-3661

OCTOBER

CEL MONTH!

| Sunday | Monday | Tuesday | Wednesday | Thursday | Friday | Saturday |
|--------|--------|---|---|---|---------------------------------------|----------|
| | | 1 *Every Tuesday NFH Staff Dev. Day Office opens at 1030 | 2 | 3 Toddlers' Story Time 0930—1000 | 4 | 5 |
| 6 | 7 | 8 *Every Tuesday NFH Staff Dev. Day Office opens at 1030 | 9 Win it Wednesday Taco Bar Night 1630-1830 | 10 Nellis/Creech Fire Dept Fire Prevention Event - 0900-1200 Toddlers' Story Time 0930—1000 | 11 | 12 |
| 13 | 14 | 15 *Every Tuesday NFH Staff Dev. Day Office opens at 1030 | 16 Win it Wednesday Chocolate Treats Night 1630-1830 | 17 Toddlers' Story Time 0930—1000 | 18 | 19 |
| 20 | 21 | 22 *Every Tuesday NFH Staff Dev. Day Office opens at 1030 | 23 Win it Wednesday S'mores Night 1630-1830 | 24 Toddlers' Story Time 0930—1000 | 25 Pooch Plunge PAWTY 1400-1600 | 26 |
| 27 | 28 | 29 *Every Tuesday NFH Staff Dev. Day Office opens at 1030 | 30 | 31 Toddlers' Story Time 0930—1000 Trick or Treat at NFH Office 1300-1600 HALLOWEEN Trick or Treat Hours 1730-2030 | | |
| | | | | | | |

Calendar of Upcoming Events

- Nov 9th Bagwell Family Photo Sessions at NFH
Appointments Only!
- Nov 11th NFH Team at Veteran's Day Parade
(Office Closed)



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