

MAR
2020

NELLIS INSIGHTS

NEWS & STORIES



Gracie can't wait to see you!

Our President's Message



Over the past couple of years, we have been working on developing systems, protocols and customer service standards which we call our 5-Star Service. We aim to provide more than just housing. We are entrusted to create quality communities that meet the needs of our residents and we take that responsibility very seriously. Recently, we completed a year-long effort to define what 5-Star Service means to us and how we measure ourselves against that standard. So I wanted to share with you what 5-Star Service means to us.

1. **APPEALING HOMES** – At HMC, we are committed to providing the highest-quality housing for our military families. We work to ensure our homes foster the well-being of military families. Worry-free living is the standard we endeavor to achieve.
2. **THRIVING COMMUNITIES** – At the heart of every community are the people who live there. HMC is committed to being a supportive and thoughtful resource and provides ongoing activities that create a true sense of belonging.
3. **SERVICE SATISFACTION** – HMC strives for 100% satisfaction in all that we do. We are accountable for understanding the challenges our residents face and delivering exceptional service.
4. **COMMITTED EMPLOYEES** – We are committed to hiring talented and enthusiastic individuals to be part of the HMC team. We recruit people who want to work as part of a strong, unified team and be a part of something bigger than themselves. HMC employees are characterized by their integrity, kindness, selflessness, and are committed to doing the right thing.
5. **RESPONSIBLE STEWARDS** – As a partner with the Department of Defense, we are aligned in our role as long-term stewards of the communities we operate. HMC maintains welcoming communities for our residents and their families, and we are committed to the sustainment of these communities for today and into the future.

These are high aspirations and we will continue to work towards reaching them. We welcome your feedback in helping us to do so. As always, please reach out to your community director. 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 via: The Hunt Promise Helpline: (855) 333-2835.

Best,

John Ehle
President
Hunt Military Communities



HuntMilitaryCommunities.com



NFH Bubbles Day!

Gracie's Bubbles Stand

March 13th 1000—1700

Pick up Grab & Go Fun Bubbles

Spring Cleaning Tips—Ready to tackle a few spring cleaning chores?

Don't try to do it all in one day. It's hard to stay safe when you're tired or rushed. Lift properly - keep your back straight and lift with your legs. Or find a buddy! Be cautious using ladders and step stools. Follow cleaning product safety information. Read the label and use as directed. Keep cleaning buckets out of reach. A child can drown in a few inches of liquid. Clear away clutter to avoid trip hazards. Replace smoke and CO detector batteries.

Office Contact Information

4601 Richard Kisling Drive Las Vegas, NV 89115

Phone: (702) 677-3660

Facebook: Nellis Family Housing

Maintenance Request Line

(702) 643-6800

After Hours Emergency

(702) 677-3661

Self Help

5040 Brown Lane
Las Vegas, NV 89115
(702) 643-6800

SAVE THE DATES

March 13th

Gracie's Bubbles Stand Day

March 14th, 15th

Community Yard Sale

April 18th

Nellis Homeschool Co-Op & Nellis AFB Scouts Leading
Community Clean Up Day. Come out & help them clean up
the community in celebration of Earth Day!

MARCH

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 *Every Tuesday NFH Staff Dev. Day Office & Self Help Opens 1030	4	5 Toddlers' Story Time 0930—1000	6	7
8 Coupon Fun Day 2pm-4pm	9	10 *Every Tuesday NFH Staff Dev. Day Office & Self Help Opens 1030	11	12 Toddlers' Story Time 0930—1000	13 Gracie's Bubbles Stand 1000-1700	14 Community Yard Sale 0700-1400
14 Community Yard Sale 0700-1400	16	17 *Every Tuesday NFH Staff Dev. Day Office & Self Help Opens 1030	18	19 Toddlers' Story Time 0930—1000	20	21
22	23	24 *Every Tuesday NFH Staff Dev. Day Office & Self Help Opens 1030	25	26 Toddlers' Story Time 0930—1000	27	28
29	30	31 *Every Tuesday NFH Staff Dev. Day Office & Self Help Opens 1030				

Calendar of Events

- ◆ April - Celebrate Month of The Military Child
- ◆ April 7th 0900 - 1300 Earth Day Fair , Nellis Sports Complex (across from Nellis Inn)
- ◆ April 18th Nellis Home School Co -Op, Nellis AFB Scouts & Residents - Earth Day Community Clean Up
- ◆ May 15th - NFH Summer Splash Pool Opening Party
- ◆ May 25 - Wear Blue Run to Remember (Off base Memorial Day Ceremony & Event)



HuntMilitaryCommunities.com

