

MAR  
2020

# DELUZ INSIGHTS NEWS & STORIES



## 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 providing 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

## Thank You For Attending

Our 1st Annual Mother - Son Valentine's Day Dance was a hit! Thank you to the Vons, Albertsons and Sprouts for donating delicious cupcakes, cakes, cookies and drinks. We had some outstanding dancers and many of the boys really hammed it up.



## Daylight Savings Time

Sunday 03/08 is Daylight Savings Time. Remember to move your clock forward 1 hour. Friday 03/20 is First Day Of Spring.

## Maintenance Reminder

Spring is upon us and you may have noticed more leaves and pollen in the air. Be sure to clear debris and grass from your outside A/C unit and change the filter. Filters can be picked up in the DeLuz maintenance warehouse for free. This will help provide a clean living environment in your home.

## Friendly Reminder

Please stop by the office with any changes in rank or dependents. Bring a copy of the warrant and/or birth certificates so we can update your records.

## SAVE THE DATES

### March 4th

Story Time With Dr. Seuss 1:00pm - 4:00pm. Camp Pendleton Bookmobile will be here to check out books and listen to a reading from Dr. Seuss at 2:00 pm. In addition, United Through Reading will be set up to video your private reading session so you can share with deployed or long distance family members.

### March 13th

National Pi Day - In honor of this mathematical constant and delicious treat, stop by the office anytime on Friday, March 13 to show off your memorization skills in a chance to win an actual pie!

### March 17th

St. Patrick's Day Party and Potluck - At 5:30pm - 7:30pm, DeLuz will be serving delicious Corned Beef and Cabbage and we invite DeLuz residents to bring a favorite side dish or desert. Join the fun with Minute To Win It games and Pot of Gold Scavenger Hunt.

### March 23rd - 27th

Maintenance Appreciation Week - Please watch for our hard working techs in your neighborhood handing out drinks or treats and take a moment to get to know them.



HuntMilitaryCommunities.com



# MARCH

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4 Early Out After School Snacks 1:00pm - 3:00pm Story Time With Dr. Seuss 1:00pm - 4:00pm	5	6	7
8	9	10	11 Early Out After School Snacks 1:00pm - 3:00pm	12	13 National Pi Day	14
15	16	17 St. Patrick's Day Party and Potluck 5:30pm - 7:30pm	18 Early Out After School Snacks 1:00pm - 3:00pm	19	20	21
22	23	24	25 Early Out After School Snacks 1:00pm - 3:00pm	26	27	28
Maintenance Appreciation Week						
29	30	31				

## Calendar Events

- March 4 - Story Time With Dr. Seuss from 1:00pm to 4:00pm
- March 17 - St. Patrick's Day Party and Potluck from 5:30pm to 7:30pm
- March 4 - Early Out After School Snacks from 1:00pm - 3:00pm
- March 18 - Early Out After School Snacks from 1:00pm - 3:00pm
- March 11 - Early Out After School Snacks from 1:00pm - 3:00pm
- March 23 - 27 - Maintenance Appreciation Week
- March 13 - National Pi Day
- March 25 - Early Out After School Snacks from 1:00pm - 3:00pm