

OCTOBER 2019

# CONSTITUTION PARK INSIGHTS NEWS & STORIES



The Constitution Park Family Housing team at Helping Hands Day benefiting Ryan's House for Youth.

## 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



## Complete Survey Early For Your Chance to Win Prizes!

Our CEL Resident Satisfaction survey provides you with an opportunity to share your thoughts and feedback on how we can help create Exceptional Living Experiences for you and your family! As part of our overall resident satisfaction program, our commitment to you is to listen and react to the information you share with us.

You will be receiving an e-mail from [Huntsurvey@celassociates.com](mailto:Huntsurvey@celassociates.com) that will include a link to the survey itself. If you haven't received your survey by noon on Wednesday, Oct. 2nd and checked your spam folder, please call the office to confirm which email we have on file.

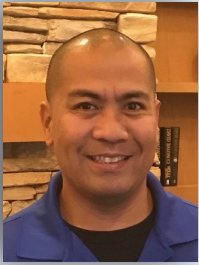
### How to Successfully Complete the Survey to Qualify for Entry into the Prize Drawings:

1. Fill out the CEL Survey that is emailed to you on October 1<sup>st</sup>.
2. Once completed, you will be directed to the page that asks if you want a receipt showing that you've completed the survey. Select "Yes" and fill in your email address, and a receipt will be sent to you.
3. When you receive the email confirmation, simply forward it to: [ConstitutionParkCEL@huntcompanies.com](mailto:ConstitutionParkCEL@huntcompanies.com) to be entered into the prize drawings.

The earlier you complete your survey the more chances you will have to win one of our CEL prizes! We are striving for 100% participation. We value your feedback!

# Meet Your New Maintenance Team!

## Welcome Bryan Palaruan!



Hi, my name is Bryan Palaruan. I have been working in Maintenance Property Management for 13 years and am happy to be the Maintenance Supervisor here at Constitution Park Family Housing. My lovely wife and I are both United States Navy Veterans that decided to stay in the beautiful Pacific Northwest after serving in the military. We have two energetic children and enjoy all the local opportunities for outdoor family time.

## Welcome Charles Mason!



Hello, I am Charles Mason, your Maintenance Technician here at Constitution Park Family Housing. I grew up in the local area and recently relocated back to Snohomish County after spending some time at Whidbey Island Family Housing. My son and I are enjoying being back in the area and looking forward to his first football season here!

## October is Energy Action Month

During Energy Action Month Americans are encouraged to save energy, water, and money. In line with the Navy RECP program, we can all take steps to conserve.

**Start big** – focus on heating and cooling since this uses the most energy in your home. Be aware of how you use your heating system and small changes that can save you a lot. Every 1 degrees you change your thermostat can impact your bill by 3%.

**Education** – Learn how every day tasks can impact your bill. There are other great resources on the new Minol resident portal. Keep your eyes open for great new resources and even energy related giveaways.

**Little things help** – Turn lights off when you leave a room. Use LED bulbs whenever possible. Remember that lighting is one of the smallest users of electricity, but every small amount of usage we save adds up across the community, country, and the globe.

## CONTACT INFORMATION

Neighborhood Management and Maintenance Offices open Monday-Friday 8-5; Closed Saturday & Sunday

Constitution Park - 12832 5th Street NE  
Lake Stevens WA 98248

Available for Emergencies 24/7 866-616-3267

Website:

[www.northwestmilitaryhousing.com](http://www.northwestmilitaryhousing.com)

Facebook: [www.facebook.com/constitutionparkfamilyhousing](https://www.facebook.com/constitutionparkfamilyhousing)

ALL WEAPONS MUST BE REGISTERED WITH NASWI AND WITH YOUR NEIGHBORHOOD MANAGEMENT OFFICE - UNREGISTERED WEAPONS ARE GROUNDS FOR LEASE TERMINATION.

**HUNT COMMUNITIES**  
IS PROUD TO BE PARTNERING WITH  


Hunt Military Communities will be making the switch from Yardi delivered satisfaction surveys to Satisfacts effective 1 OCT. You will receive survey notification via e-mail form: [surveys@satisfacts.com](mailto:surveys@satisfacts.com). Our continued goal is to provide our residents the best service and value. Please reach out to your property manager

# INTRODUCING

## RESIDENT PORTAL & MOBILE APP

### SIGN UP FOR THE RESIDENT PORTAL

- ⇒ Enjoy 24/7 self-service account management
- ⇒ Submit & track routine maintenance requests
- ⇒ Opt in to SMS Text
- ⇒ Communicate with your on-site team
- ⇒ Check out upcoming community event and more!

**Join Today!** Register online with email address on file & registration code previously provided.

Encounter an issue?

Contact your Management Office.

Download the  
**RENTCafé App\*** at:



## Furnace Preparation

As the colder months are approaching we want to help make sure everyone stays comfortable in their homes. Please check your filter to see if it needs to be changed. Feel free to stop by the office if you need a new filter for your furnace. Your furnace will run a lot smoother with a clean filter, reduce the need for maintenance and ensure you stay nice and toasty!

 **HUNT**  
ONE MISSION. ONE COMMUNITY.

[HuntMilitaryCommunities.com](http://HuntMilitaryCommunities.com)

