



## Happy New Year from the PNC Team!

### Our President's Message



As we welcome a new year and a new decade, I want to take this opportunity to restate our commitment to our residents. Over the past year, we have been working diligently to rebuild your trust, by doing some “big things”, such as adopting the “Hunt Standard” for resident-initiated service requests and rolling out a

mobile application for residents to submit and track work orders in real-time.

But we have also done the “little things,” in comparison – those actions that receive less attention, but can impact our residents’ lives. One example is our “Hunt Heart” program. This program is designed to address the needs of our new residents, deployed spouses, recently returned spouses, those suffering a family crisis, and those who may be in need of information about or access to social services through military or civilian sources. For example, we provide extra maintenance assistance to deployed spouses when requested, such as removing a Christmas tree, mowing a lawn, or hanging a picture.

While we are proud of the significant progress we have made over the past year, our work is far from done. We hope that you are already seeing the benefits of the changes we have made and we look forward to continuing to hear from you on things we can still improve.

Best,



John Ehle, President

### Looking forward to 2020 with Excitement and Optimism

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*We are excited for the new year and the ability to provide 5-star service to our families with new processes and new people.*

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Thank you to all of our residents who took the time to complete the CEL and attend town hall meetings in 2019. We have heard you and are excited to keep listening in 2020.

We have made many significant and exciting changes here at Pacific Northwest Communities that we believe will have a great impact on the community. These changes include but are not limited to the addition of new quality assurance processes, new tools like Rent Café, and the addition of a number of new positions onsite that combined will improve communication, prevent issues and quicken the response when issues do arise.

One of our best assets are our team members who strive every day to provide 5-star service. We are excited to introduce you to some of the new team members at PNC in a profile on the next page.

# EMPLOYEE SPOTLIGHTS

## Jennifer Hyde-Community Director

Jennifer is not new to PNC as she has spent the last 4 years leading The Landings community in her role as Community Manager. We are excited that she will now provide additional leadership in her new role as Community Director for The Landings, Bremerton and Keyport.



## Dan Guinan - Maintenance Director

Dan recently joined PNC as the Maintenance Director for Bremerton, Keyport and The Landings. Dan brings 17 years of Maintenance leadership making him a great asset to the team. His office is located at The Landings Neighborhood Maintenance office



## Sabrina Lopez-Community Manager

Sabrina has recently joined PNC as the Community Manager of the Bremerton and Keyport as well as the Leasing Manager for the PNC. Sabrina brings 21 years of property management experience making her a great asset to the team. You can stop by The Landings on Cascades Pass Boulevard to say hello to Sabrina.



## Nathaniel Runyan - Maintenance Manager

Nathan is not new to PNC as he has spent the last 3 1/2 years as a Maintenance Technician. We are excited that he will now provide leadership in his new role as the Preventative Maintenance Manager for PNC as well as Maintenance Manager for Bremerton and Keyport. His office is located at The Landings inside the Neighborhood Maintenance Office.



# Holiday Decoration Reminders



We loved seeing all of the holiday spirit on display in the neighborhoods this year. Just as a reminder holiday decorations are to be removed by the second weekend in January. This means that all decorations will need to be taken down by **Sunday, January 11th** this year.



# SAVE THE DATE

The new Work Order App is HERE!

**January 16th—Resident Social—Learn about Rent Café Bangor Community Center—12:30pm-2:00pm**

**January 23rd—Resident Social— Learn about Rent Café The Landings Community Center —12:30pm-2:00pm**

Learn how to sign up for Rent Café



All families are welcome to get information on entering new work orders! Once activated, you can manage a variety of resident needs right from your computer or mobile device. Residents will be able to enter their own 'routine' work orders and track their progress 24 hours day, 7 days a week!

The event will be offered on two different dates in two different location and is available to all residents at all communities—JOIN US!



Naval Base Kitsap (Bremerton Family Housing)

Neighborhood Management Offices M-F: 8AM-5PM; closed Sat/Sun  
2785 Cascades Pass Blvd.

Bremerton, WA 98312  
360-394-7304

Neighborhood Maintenance Office M-F: 8AM-5PM

2765 Blewett Pass  
Bremerton WA 98312  
888-335-3297 (24/7)



HuntMilitaryCommunities.com



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