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# MID-SOUTH INSIGHTS NEWS & STORIES



## Mid-South Family Housing!

### 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

**Maintenance Corner** ■ Inspect your smoke detectors. Make sure there is one on each floor of your home. Test them monthly, and change the battery annually or as needed. / \*Check your electrical outlets for potential fire hazards such as frayed wires or loose-fitting plugs. Be sure not to overload electrical outlets, fuse boxes, extension cords or any other power service.

**Be sure to download the Rent Café app to submit and track routine maintenance request.**

**Parking-** There is a small parking lot available for current residents only to park RV, ATV, trailers & etc. Please be sure to register at the management office. Parking on grass and sidewalks are not allowed.

### Contact Information Office

7666 Intrepid Rd. Bldg. 456, Millington, TN 38054

Phone: 901-872-8905 • Fax: 901-872-8915

Facebook: Mid-South Family Housing

### STAFF LIST

Gregory Preston– Community Director

Pam Scarbrough- Accounting Specialist

Holly Holcomb– Resident Service Specialist (RSS)

Hailey Gray - Resident Service Specialist (RSS)

Brian Pegram - Maintenance Director

Joseph Mueller - Maintenance Supervisor

Bud Thorne– Maintenance Tech.  
Marvin Thompson - Maintenance Tech.

Tammy Thorne– QAQC

## SAVE THE DATES

### March 8th

Daylight savings time begins. "Spring forward" 1 hour.

### March 13th, Friday

Pizza PI Day! 0800-1500—Building 456 1st floor MSFH Office

### March 17th, Tuesday

St. Patrick's Day! Don't forget to wear green.



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# MARCH

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3	4	5 Trash & Recycle	6	7
8 Daylight Savings Time Starts	9 Nashville donation drive	10 Nashville donation drive	11 Nashville donation drive	12 Trash Pickup Nashville donation drive	13 Pizza PI Day Nashville donation drive	14 Nashville donation drive
15 Nashville donation drive	16	17 St. Patrick's Day	18	19 Trash & Recycle	20	21
22	23	24	25	26 Trash Pickup	27	28
29	30	31				

## Calendar of Events

- March 8th - Daylight Savings Time, don't forget to "Spring Forward" 1 hour on your clocks!
- March 9-15— Nashville Donation Drive.
- March 13th— Pizza PI Day -Stop by housing office for some goodies!
- March 17th— St Patrick's Day– Don't forget to wear your green!
- Every Thursday is Trash pickup and every other



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