

COMMUNITY DIRECTOR UPDATE

AUGUST 1, 2024



PUTTING THINGS INTO PERSPECTIVE

Did you know that Scott Family Housing manages a total of 1,595 homes spread throughout 6 neighborhoods? As of June 30, 2024, a total of 1,517 of these home were occupied, meaning the team currently provides support to over 3,600 individuals who call Scott Family Housing “home”! Residents and their families range from Active Service Members, Military Retirees, Reservists, and Government Employees.

Totals for June 2024:

- New Move Ins Welcomed: 64
- Current Residents Who Renewed: 79
- Work Orders Completed: 1,311
- Work Order Surveys Received: 79
- Average Survey Score: 4.65 / 5
- New Move In Surveys Received: 17
- Average Survey Score: 4.59 / 5



MAINTENANCE: SELF-HELP

Need items for maintaining your home? Our Self-Help Desk has you covered!

For your convenience, the following items are available free of charge at your neighborhood community center:

- Batteries - For thermostats, garage door openers, smoke & CO detectors
- Light bulbs for vanity, appliance, 60w, fluorescent, chandelier, & ceiling fan
- Light switch & outlet covers
- Doorstops
- Air Filters - For neighborhoods that have access (please check your filter size)
- Sink & tub stoppers
- Touch-up Paint
- Mouse traps



RESIDENT FEEDBACK - MOVE IN SURVEY

"This was the best move in experience I have had in the last 23 years of my career. The staff is very responsive and professional! I cannot express enough how pleased I was with this housing office!"

"The lease team was great! Our movers arrive early and they were able to flex and help us get moved in earlier than our original time"

"The team was absolutely amazing! Summer and Hailee were so awesome to work with! Very easy to communicate with and they made the whole process easier and pleasant. They were so nice! 10/10 for these two!!"

"The Hunt team was PHENOMENAL and the house was extremely clean!"



UPCOMING COMMUNITY EVENT

Event: Sidewalk Chalk Contest!

Date: August 7, 2024

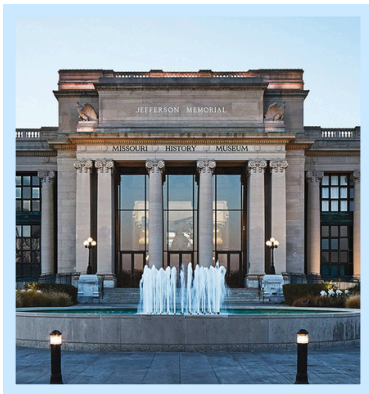
Location: Patriot's Landing Clubhouse

Stop by the Patriot's Landing office between 9AM - 3PM and grab your chalk, head right outside and choose a sidewalk square to create your masterpiece! The SFH team will take a walk around the Community Center at 3PM to choose their overall favorite.

The winner will receive a \$50 Gift Card!



UPCOMING LOCAL EVENTS



Event: St. Louis History Museum Private Tour

Date: August 8, 2024

Location: St. Louis History Museum

Join FSS ITT for a tour of the St. Louis History Museum on Thursday, Aug. 8. Meet at the ITT parking lot at 9:00 am, with the private tour from 10:00 to 11:00 am, and return by 12:15 pm.

- Time: 9:00 am - 12:30 pm
- Cost: \$15 (includes transportation & tour admission)
- Register by: July 31
- Open to: Ages 13+ (max. 2 youth per adult)

For registration and details, call Information, Tickets & Travel at (618) 256-5919.

Event: Fabulous Fox Theatre Private Tour

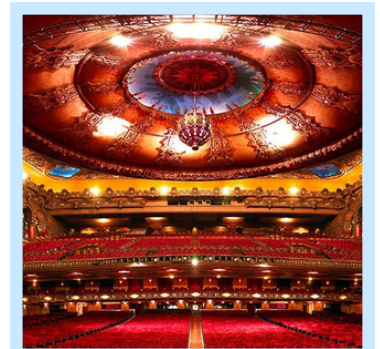
Date: August 15, 2024

Location: Fabulous Fox Theatre

Join FSS ITT for a trip to the Fabulous Fox Theatre in St. Louis on Thursday, Aug. 15. Meet at the ITT parking lot at 9:00 am, with the private tour from 10:00 to 11:30 am, and return by 12:15 pm.

- Time: 9:00 am - 12:30 pm
- Cost: \$15 (includes transportation & tour admission)
- Register by: Aug. 7
- Open to: Ages 13+ (max. 2 youth per adult)

For registration and details, call Information, Tickets & Travel at (618) 256-5919.



TRASH & RECYCLING SCHEDULE

EW - Even Week Recycling Pick-Up

OW - Odd Week Recycling Pick-Up

Patriot's Landing	Trash	Recycling
4400's Gates, Hancock		
4600's		
4800's & Knox		
4500's & 4700's		

Georgian	Trash	Recycling
All of Georgian		

Colonial	Trash	Recycling
All of Colonial		

Shiloh East	Trash	Recycling
All of Shiloh East		

Shiloh West	Trash	Recycling
All of Shiloh West		

Lincoln's Landing	Trash	Recycling
Boeing, Globemaster, Jayhawk, Shadow, Thunderbolt (4405 & Up), Tweet, Texan, Phoenix		
Kirtland, Sentry, Nighthawk, Dyess, Earhart, Huey, MacDill, Raptor, Thunderbolt (4393 & Down), Hercules		

Leasing Office Contact Information



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.

Community Director



Director of Operations

