

MAY
2020

OHANA NAVY INSIGHTS
NEWS & STORIES



IN TOUCH WITH YOUR COMMUNITY RSO

Our President's Message



This Mother's Day will most certainly be unlike any before it. As the world, and our conditions, continue to change – one thing remains the same - the value we place on the mothers whose sacrifices, commitment, and unconditional love enables families across the U.S. to thrive. On behalf of all of us at Hunt Military Communities, I'd like to give special recognition to those mothers who are deployed, on active duty, have children deployed, or are running military family households. Each of you are exceptional. For your families, you are the thread that ties it all together, and for the nation you are both the heart and the backbone. We are all grateful. Please join me in wishing every military mom out there a very special Mother's Day.

Best,

A handwritten signature of John Ehle in blue ink.

John Ehle
President
Hunt Military Communities



HuntMilitaryCommunities.com



What is this in my email?

As an Ohana Military Community resident at MCBH, you have probably gotten at least one email with the Satisfacts logo on it like the one below.



This is our way of tracking customer satisfaction when it comes to your overall living experience with Ohana Military Communities and it is very important to us as an organization to get that honest candid feedback.

For February and March, the overall maintenance work order score was 4.38 out of 5.00 after receiving 318 survey responses with seven of our communities scoring above 4.50 or higher. However, we know we have more work to do because we are striving to deliver 5 Star Service to our military families each and every time.

Contact Information

Catlin Resident Services Office
3349 Catlin Drive, Honolulu, HI 96818
(808) 839-8660

Maintenance
(808) 839-4357

Work Orders: Please submit via RentCafe



RENTCafe Resident

Utilities

★★★★★ 77.5K

GET



Upcoming Events

May 1st — Cutest Pet Contest Begins

Submit your cutest pet photo along with a short bio. Our winner will be chosen and awarded a special gift basket on National Pet Day on 05/11/2020.

May 6th—No Diet Day

Submit your favorite guilty pleasure recipe to share with your neighbors. We will compile and send out to our communities.

May 15th—National Chocolate Chip Day

Chocolate chips are a great invention, and certainly deserve a little recognition. After all, where would chocolate chip cookies, cakes and muffins be without the chocolate chip!?

May 25th—Memorial Day

dedicated to service men and women who gave their lives for freedom and country. It is also a time to remember loved ones who have passed away. The roots of Memorial Day observance, goes back to 1865 and the end of the Civil War.



Change that Air Filter

Lived in Hawaii long? Gone through one of our warmer summers? Most of us have and this means your air conditioning (AC) unit has been working in overdrive for months. Have you taken the time to change your air filter? We hope so. With your AC unit working hard, your air filter is forced to handle more air than it normally does. This will lead to your filter wearing out in record time.

The first reason you must replace your air filter is because regular maintenance will decrease how much dust is in the air. Many people will never notice there is more dirt and dust in the air. However, people with allergies, asthma, or other respiratory diseases will notice it in a heartbeat. By installing a new air filter, you will be making it easier to breathe for everyone in your home and also reducing the possibility of exposing them to a major health risk.

The second reason you must always replace your air filter is because dirty filters are excellent breeding grounds for bacteria and fungus. If your filter isn't changed on a regular basis mold and bacteria can get into areas of your air conditioning system that are perfect breeding grounds. When this happens, not only does mold and bacteria multiply and grow, but microscopic pieces will get pushed through the air ducts and out into your home. This can be very dangerous, especially since you will have no idea where the mold and bacteria is coming from.

As a reminder, we encourage our residents to change their air filter monthly to keep your system working at peak performance. If you have pets, we strongly encourage that you change your air filter at least twice a month.

Please call our Maintenance Dispatch Line (808) 840-3574 during COVID-19 to have a filter delivered to your door by an OMC representative.

COVID-19 Update

Self Help & Work Order Operations

We were hoping to resume normal operations in May, but with the current conditions continuing to escalate we do not have a date in the foreseeable future of when we will resume normal operations.

As a reminder, the Self Help Store's physical location is closed to maintain social distancing to keep our families and maintenance team safe during this time. However, we are offering home deliveries if you call our Maintenance Dispatch line at (808) 840-3574 or submit via RentCafé and place a work order for delivery. We will only be delivering the following items:

- AC air filters
- Refrigerator water filters
- Select light bulbs

All interior routine work orders are still suspended, but we will continue to respond to urgent and emergency requests.

Technicians will ask our families to maintain a 6' physical distance or ask to have individuals step outside while conducting repairs to keep our families and team safe during this precarious time.

We will update you with any changes via email and we thank you for your understanding and patience.

Email CatlinRSO@HuntCompanies.com with your favorite social distancing photo

Last Month's Winner

