

March 2020

# Resident Newsletter

www.FortBlissFamilyHomes.com | Telephone: 915-564-0795

Dear Fort Bliss Family Homes families,

Happy March/spring/beginning of the windy season in El Paso!

As a reminder, please be sure to secure any items on your patio and backyard, especially trampolines, which can become 300-pound Frisbees with the high winds we experience in the area. Thank you for your cooperation.

To start preparing for our summer PCS season, please come by the office and speak with one of our team members should you have any specific questions regarding the move-out process – otherwise, please check out the move-out guide on the Resident Portal: it's an easy and stress free process!

Thank you and have a pleasant month of March!

Your friendly Community Manager,  
Jessica Holston

## Join us on March 3 for our quarterly Town Hall!

Please join us at our quarterly Town Hall meeting on March 3 to ask any questions you may have about our community and/or your home, and to hear current information about our policies, SatisFacts feedback, and more.

Our leasing team, the DES team, the environmental team, and RCI (housing) will all be present to field any questions you may have. **The Town Hall will take place at The Centennial, located at 11199 Churchill Street, on March 3<sup>rd</sup>, 2020 at 6 p.m.**

We hope to see you there!



## Upcoming events

### March 7

Dr. Seuss' birthday bash

### March 16

Saint Patrick's Day calming bottle

### March 25

Adult craft: spring wreath

## Happy Saint Patrick's Day!

Also known as the Feast of Saint Patrick, this Irish holiday is celebrated every year on March 17, which is thought to be the anniversary of the death of Saint Patrick, a 5th-century Romano-British Christian missionary and bishop. This holiday is celebrated globally more than any other national festival and festivities usually include parades, music and lots of green.

Have a great Saint Patrick's Day!

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## There's still time! Submit your application for the Balfour Beatty Communities Foundation 2020 scholarship program today

Don't miss your opportunity! The annual Balfour Beatty Communities Foundation scholarship program will be accepting applications for the 2020/2021 academic year until **March 19**, so be sure to fill out your application today.

All residents, including spouses and children, who live at Fort Bliss Family Home are eligible to apply.

Residents who are planning to attend or are already attending an accredited college or university on a full-time basis in the fall of 2020, or are enrolled in a program of study designed to transfer directly into a four-year program, can apply for a scholarship award which range from \$1,000 to \$2,500. Exceptional submissions can potentially earn a larger amount.

The criteria used to evaluate applicants includes:

- Academic performance
- Community involvement
- Extracurricular activities
- Financial need

Applications must be submitted at [www.bbcommunitiesfoundation.org](http://www.bbcommunitiesfoundation.org).

Good luck!

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## Join our Fort Bliss Family Homes team

### We're hiring!

Fort Bliss Family Homes families: are you looking for a new job? If so, you're in luck -- we have the following positions available for immediate hire! If you're interested in becoming a Fort Bliss Family Homes team member, please click [here](#) to apply for one of the following open positions:

- Resident Specialist
- Maintenance Technician
- Environmental Specialist

### Daylight Saving Time begins March 8!

Don't forget to spring forward and set your clocks an hour ahead at **2 a.m. on March 8** for the beginning of Daylight Saving Time. While this time change means the sun will rise a little later in the day, it also means we'll have more sunlight in the evening – and that summer is right around the corner!

### Visit the Self-Help Store

Fort Bliss Family Homes' Self-Help Store has common household items available for residents at no charge. Equipment can also be borrowed for work around your home.

Items may include:

- Door stoppers
- Light bulbs
- HVAC filters
- Refrigerator water/air filters

Visit the store located at 6601 Lutes, open Monday-Thursday from 8 a.m.–5 p.m. and Fridays from 8 a.m.–2:30 p.m.

**If you have any questions regarding self-help, please contact the community management office at 915-564-0795 or [blissleasing@bbcgrp.com](mailto:blissleasing@bbcgrp.com).**



# Delivering an exceptional living experience is our top priority

## Family Housing Resolution Process

We are committed to making sure your living experience with us is nothing short of exceptional. If you have a suggestion, concern or complaint, we want to know about it so we have the opportunity to make things right. Following is our three-step resolution process:

### Identify Issue



Contact our local management/maintenance team.

**Fort Bliss Family Homes**  
Management Office: 915-564-0795  
Maintenance: 915-564-0459  
[www.FortBlissFamilyHomes.com](http://www.FortBlissFamilyHomes.com)

### Incomplete or Not Satisfied? Contact Management



Escalate the issue to our corporate management team.

**Balfour Beatty Communities**  
BB Cares Helpline: 877-253-6988

### Issue Unresolved



If expectations are still not being met, contact the Army housing office.

**Army Resident Community Initiative (RCI)**  
Fort Bliss: 915-568-5406  
[olga.q.galindo.civ@mail.mil](mailto:olga.q.galindo.civ@mail.mil)



*We are here for you!*

We want your living experience here to be truly exceptional. If you have any questions, concerns or issues we need to address, please do not hesitate to contact us right away.

**Community Manager:**  
Jessica Holston

**Community Management Office:**  
915-564-0795

**Facility Manager:**  
Scott Brown

**Maintenance/Service Requests:**  
915-564-0459

*Stay connected...*

**Are you receiving our email updates and community alert broadcast messages?** If not, we may need to update your contact information in our system. Just call the office with your updated info and our team will make sure you stay in the know!

**Be sure to follow us on Facebook:**  
[facebook.com/FortBlissHomes](https://facebook.com/FortBlissHomes)

**And follow our Instagram:**  
[@FortBliss\\_FamilyHomes](https://www.instagram.com/FortBliss_FamilyHomes)

