

COMMUNITY DIRECTOR UPDATE

DECEMBER 1, 2024



COMMUNITY REMINDERS

Rent amount will not always post on the resident portal on the first of the month.

Rent is due no later than the 3rd of every month.

Late fees are posted on the 4th of the month to any accounts that have not paid, or have paid on the 4th of the month.

You can always manually enter your rent amount, plus any additional charges on your resident portal that are due for the month you are paying for. If you are ever in question of what you owe, please feel free to call our office at (915) 975-1190.

UPCOMING COMMUNITY EVENTS

SWEET TREATS AND HOT COCOA

Date: December 13th

Time: 8am - 5pm


Location: 4600 Loma del Rey (Management Office)

Swing by anytime between 8 AM and 5 PM to enjoy a sweet treat and a warm cup of hot cocoa!

It's the perfect way to brighten your day and take a moment to relax. Treats and cocoa are available while supplies last, so don't miss out!



Leasing Office Contact Information

 (915) 975-1190

 cottonwoodleasing@huntcompanies.com

 thevillageatcottonwoodsprings.com

COMMUNITY TRASH SCHEDULE:

Every Wednesday

MAINTENANCE TIPS

These tips help prevent costly plumbing repairs and avoid resident charges for damages.

- Toilets: Only flush toilet paper. Avoid flushing items like paper towels, feminine hygiene products, or excessive amounts of toilet paper, as these can cause clogs.
- Drains: Be mindful of what goes down sink drains. Items like hair, grease, or food debris can lead to plumbing problems.

Friendly Reminder: If you've placed a work order and authorized maintenance to enter, please ensure the single-sided deadbolt is unlocked so our technicians can access your home.

RESIDENT FEEDBACK SURVEYS

Thank You For Your Feedback!

"The maintenance guy, I think his name is Saul is always so professional and kind! He also does the best work and I trust him to be my home alone."

- **Christine P. Grimes**

"As always, Saul Valles completed the work order in a very timely, professional manner. His work is always top quality, and his friendly demeanor make him a welcome visitor to our home whenever there is a problem." - **Mary L. Hellberg**

"I started this process with Brielle handling my paperwork and questions. She was always responsive and professional. This employee needs to be commended on her customer service skills."

- **Ruth Freitag**



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EXTERIOR HOLIDAY DECORATIONS

As the holiday season approaches, we encourage residents to share their holiday spirit!

Please note the following guidelines:

- Path Lighting: Staked path lights are allowed, but string or rope lighting for pathways, walkways, or sidewalks is not permitted.
- Safety: Extension or power cords should never cross sidewalks or create a trip hazard, including near entryways.
- Removal of Decorations: Holiday decorations must be removed within 2 weeks after the holiday, weather permitting. Decorative lighting is not allowed year-round.

Thank you for helping keep our community safe and festive

UPCOMING LOCAL EVENTS

MAGIC OF LIGHTS

Date: December 1st – January 4th

Time: 6:00pm – 10:00pm

Location: 8804 S Desert Blv., Anthony, TX, 79821

A stunning drive-through display with thousands of lights and animations. Discount tickets available— one car, one price!



NUTCRACKER MAGICAL CHRISTMAS BALLET

Date: December 23rd

Time: 6:00pm – 10:00pm

Location: 125 W Mills Ave, El Paso, TX 79901

Enjoy a world-class cast, puppets, stunning costumes, and Tchaikovsky's timeless score.



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
George Navarro

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Director of Operations
Molly Koerperich

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