

RESIDENT NEWSLETTER

MARCH 2022

915-564-0795

www.FortBlissFamilyHomes.com



Announcements

Daylight Saving Time begins Sunday, March 13!

Don't forget to spring forward and set your clocks an hour ahead at **2 a.m. on Sunday, March 13** 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 warmer weather is right around the corner!



Dear Residents,

The windy season has arrived in El Paso, and unfortunately, this brings many issues with debris, trees, and pollen in the air. Make sure that you close all your windows and secure your items outside. Please do not leave items such as bikes, balls, and other items that can easily fly away. Secure all trampolines and basketball courts. These items though heavy, cannot withstand the gusty winds that El Paso has to offer. Please change out your air filter on a monthly basis; the extra dirt in the air will also clog your HVAC systems, causing them to not run as efficiently.

All neighborhoods will see an increase in work orders being performed during our maintenance work order blitzes. Each week or two, we are in a different neighborhood and are working to complete all your open work orders. Please contact any of our community centers for questions and concerns you may have.

We look forward to the spring and what the year has in store for our community.

As always, thank you for choosing to live with us here at Fort Bliss Family Homes. If you have any comments, questions, or concerns, we want to hear from you! Please give us a call at 915-564-0795, send us an email to blissleasing@bbcgrp.com, or reach out to us on Facebook Messenger.

Warm Regards,
Leticia Stevens
Interim Community Manager

Spring Cleaning (bulk pick-up)

Spring is just around the corner, and it is the perfect time for some spring cleaning! Cleaning and organizing your personal spaces lets you enjoy a tidier and more organized environment, which can relieve stress. Cleaning itself is considered to be therapeutic.

Please note there are dumpsters available to you at our maintenance facility (6601 Lutes) during normal business hours should you need to utilize them for excess trash. Please call 915-564-0459, so they can let you in the gate.

For oversized items such as furniture and appliances, you can call bulk pick-up at 915-490-5860 to schedule a pick-up.



There's still time - submit your application for the Balfour Beatty Communities Foundation 2022 scholarship program today!

Don't miss your opportunity! The annual Balfour Beatty Communities Foundation scholarship program will be accepting applications for the 2022/2023 academic year until **March 24**, so be sure to fill out your application today.

All residents, including spouses and children, who live at Fort Bliss Family Homes are eligible to apply. Residents who are planning to attend or are already attending an accredited educational/technical institution for the 2022/2023 term, or are enrolled in a program of study designed to transfer directly into a four-year program, can apply for a scholarship award.

Applications must be submitted at www.bbcommunitiesfoundation.org.

Good Luck!

PREVENTIVE MAINTENANCE

March Schedule

Upcoming inspections for March include:

Quarterly Inspections:

- Chamizal Vista
- Corregidor
- George Moore Park
- Hayes
- Historics
- North Main
- Paseo del Norte
- The 108's
- Border Road Homes

Semi-Annual Inspections:

- La Noria
- Lindquist Heights
- Logan Heights
- Lower Beaumont
- Upper Beaumont

Annual Inspections:

- Aero Vista
- Rio Bravo
- Van Horne

May your troubles be less,
And your blessing be more.
And nothing but happiness,
Come through your door.

Irish Blessing



Fort Bliss Family Homes's 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.

Management Office: 915-564-0795

Maintenance: 915-564-0459

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.

Resident Communities Initiative (RCI)

Fort Bliss: 915-568-5209

Tammy.I.Mathis5.civ@army.mil

Self-Help Available

Did you know you can get items for your home for FREE from Self-Help at our Maintenance Facility located at 6601 Lutes.

Hours of Operation:

- Monday through Friday
from 8 a.m. – 5 p.m.

Items Available:

- Door Stopper
- Door Guides
- Hinge Stopper
- Faucet Aerators
- Tank Lever
- Disposal Cap
- Mesh Strainer
- HVAC Filters
- Smoke Detectors
- Batteries for Smoke Detectors
- Grass Seed (seasonal)
- Additional Keys
- Refrigerator Water Filters (Water filters have a 6 month life expectancy and will only be given out every 6 months.)



Taking care of your HVAC

Your home's heating and cooling system (HVAC) is a critical component of making your home comfortable for your family. There are several things you can do to help ensure the system is running optimally:

- Set your fan to **Auto** mode—not the **On** mode. This will keep your home's relative humidity 10-15% lower because the auto mode will cycle longer.
- Changing the HVAC's filter once a month will keep it in tip-top shape, especially if you have pets. Plus, our team provides them for free! Visit our SELF-HELP at the Maintenance Facility located at 6601 Lutes to pick up a FREE replacement. We do recommend taking the old one or a picture of the old HVAC filter to ensure the proper size is given.
- Check your utility closet regularly for water intrusion or any potential issues. Please report to our maintenance team immediately if you notice any concerns.
- Keep windows and exterior doors closed when the air conditioning runs to prevent condensation from forming on air vents.
- Be careful not to block or restrict any heating, ventilation, or air conditioning ducts/vents.
- Mechanical closets (areas where the HVAC system equipment is located) should not be used for storage. Keep these areas clutter-free to avoid damage to the equipment and allow easy access for our team to perform system maintenance and repair tasks.

National Read Across America

Every year on March 2, kids all over grab their favorite book and/or a new one and read. Here's additional information on this beloved day:

<https://nationaltoday.com/national-read-across-america-day/>



"The more that you read, the more things you will know. The more that you learn, the more places you'll go."- Dr. Seuss

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.

Interim Community Manager:

Leticia Stevens
LStevens@bbcgrp.com

Community Management Office:

915-564-0795

Interim Facility Manager:

Erick Cuellar
ECuellar@bbcgrp.com

Maintenance/Service Requests:

Routine work orders should be submitted on the Resident Portal. For all other maintenance requests, please call 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

And follow our Instagram:

@FortBliss_FamilyHomes