

The Villages of Benning

July Monthly Newsletter



Created by Michaels' founder and CEO, Michael Levitt, the Michaels Educational Foundation is a non-profit affiliate that has been helping students achieve their dreams of higher education for the past twenty-nine years. All money raised by the foundation is through private donations, which are also personally matched 2 for 1 by Michael Levitt and his wife, Patricia.

Michaels is proud to be part of such a wonderful foundation, as well as an opportunity to "give back" to Michaels communities and residents. Through the foundation, all residents of Michaels' owned or managed properties are eligible to apply and have the opportunity to reapply each year of their application.

This year, the Michaels Educational Foundation announced that it has awarded \$750,000 in college scholarships to residents living in rental communities owned or managed by Michaels.

Of the 91 military families, 11 residents were from the Villages of Benning and included \$44,000 in college scholarships. Scholarship funds are paid directly to the educational institution and can be used at any accredited college, university or vocational program for the 2019/2020 academic year.

Congratulations to all Village recipients of the 2019/2020 scholarship! We look forward to recognizing you at a Scholarship Recipient Luncheon, on Thursday, July 11th, at the Benning Club.

2019 Michaels Scholarship Recipients:

- | | |
|--------------------------|------------------------|
| <i>Joseph Dente</i> | <i>Katie Kendrick</i> |
| <i>Jason Dine</i> | <i>Jalene Lillie</i> |
| <i>Laura Dooley</i> | <i>William Lindner</i> |
| <i>Jennifer Farr</i> | <i>Emma Palmer</i> |
| <i>Elizabeth Hedrick</i> | <i>Douglas Perez</i> |
| <i>Aleah Porche</i> | |



601 Lumpkin St.
Ft. Benning, GA
31905



Events are
betteratbenning



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Lead-Based Paint Awareness

The health, safety and well-being of our residents is The Villages of Benning's top priority.

Homes built before 1978 often contain lead-based paint. According to the U.S. Department of Housing and Urban Development, lead-based paint that is in intact condition is not considered a hazard. Over time, however, lead-containing paint chips and dust can accumulate when lead-based paint deteriorates or when it is disturbed.

Cleaning and periodic repair of painted surfaces is an important element of maintaining a home free from lead-based paint chips and lead-containing dust. Residents are responsible for routine housekeeping, including cleaning floors and window sills where paint dust and chips may accumulate. If you find chipping or peeling paint on the interior or exterior of your home, please immediately notify your property manager and/or maintenance team using your neighborhood maintenance number: 706.685.3929.

If you would like additional information on lead-based paint, we recommend that you review the Lead Warning Statement and the EPA pamphlet entitled, "Protect Your Family from Lead in Your Home" that was provided as part of your resident lease. It can also be found below:

<https://www.epa.gov/lead/protect-your-family-lead-your-home>

Again, the Villages of Benning's top priority is the well-being of you and your family, and we need your help. Please review the lead-based paint information that was provided as part of your resident lease, as well as your Quick Reference Guide and EPA pamphlet. Contact your community manager anytime you have any questions or concerns.

The Villages of Benning is committed to responding to resident concerns as promptly as possible. Remember, if you have any maintenance concerns involving asbestos, mold, lead-based paint or anything else, do not hesitate to notify your Local Management Office and Maintenance Team at 706.685.3929.

2019 Mowing Schedule

- **Monday:** Custer, Austin Loop, Miller Loop, Eames, Sigerfoos
- **Tuesday:** McGraw, Upatoi, Norton
- **Wednesday:** Patton, Perkins
- **Thursday:** Indianhead, Bouton, Lower Davis, Upper Davis
- **Friday:** Iron Triangle, Lumpkin, Rainbow, White Elephants, MacDonald

Mainscape will not mow Thursday, July 4th. Thursday's Schedule will be mowed Friday, and Friday's will be done Saturday.

Mainscape's Customer Service Line:
1-800-481-0096

Bulk Trash

Bulk Trash will be picked up weekly. Pick-up times will coincide with scheduled Trash Pick-up days, as seen below, with the exception of McGraw. All Bulk Trash Pick-up for McGraw will take place on Monday.

Bulk Pick Up CANNOT Pick Up the following:

Tires, Paint, Oil and/or Gas Cans

July 4th's route will be picked up Friday, July 5th.

Trash Pick-up Schedule

Trash pick up will run 1 day behind, July 4th-5th.

Monday: Indianhead, McGraw* (All of McGraw with the exception of 5 streets scheduled for Tuesday.)

Tuesday: Lower Davis (Kawamura, Port, Fernandez), EMP (Austin Loop, Lower Baltzell, Eames, General Officer's Homes, Miller Loop, Norton, Perkins, Sigerfoos, Lumpkin), MacDonald, McGraw* (Seminole Loop, Baker Street, Arrowhead, Chickasaw, Kialegee Way)

Wednesday: Custer

Thursday: Bouton, Upper Davis (Hartsock, Langhorn, Lozada, Warren), EMP (Iron Triangle, Rainbow, White Elephants)

Friday: Patton, Upatoi



Upcoming Events

Fort Benning



Porter Village



We would like to wish all residents and their families a **Happy Independence Day!** In observance of the holiday, the Offices of The Villages of Benning will be closed Thursday, July 4th. We will open with normal business hours Friday, July 5th.



Kona Ice is Back!

Look for Kona Ice at our upcoming Pool Parties and Weekly in your Villages!



Is your birthday in July? If so, we want to celebrate with you! Sign up, in your Community Management Office, for your chance to win a birthday surprise!

Fitness Classes

Do you know about all of the classes Smith Fitness Center offers??

Fort Benning strives to keep its residents healthy and connected!

Smith Fitness Center is the hub for all things active, to include a large selection of treadmills, stair masters and elliptical machines to meet all of your cardio needs. It also offers strength training machines and a large selection of free weights to accommodate beginners and experts alike!

Additionally, 54 weekly fitness classes are offered in a variety of formats! Les Mills Body Pump, GRIT and Strong by Zumba are only a few of the classes offered! Click on the link below for July's Class Schedule:

[July Class Schedule](#)

Resident Reminders

Pets

During the summer, we are not the only creatures enjoying the outdoors; our pets want to too! Please remember, while The Villages of Benning is pet friendly, all pets are required to be on a leash, at all times, when outside the fenced area of a home or an approved dog park. Electronic restraint devices do not meet this leash requirement. Residents are also required to properly dispose of pet waste.

With the intense summer heat, please keep in mind that your pets also need plenty of water and shade too! Pets cannot be tied or staked outside of the home and must have suitable shelter from inclement weather, as well as access to food and fresh water.

For additional information, please refer to your Resident Responsibility Guide (RRG), which can be found on our website, www.villagesofbenning.com.

Quiet Hours

Remember to be mindful of your neighbors! Although our days are longer and school is out, quiet hours are still in full effect! According to the MCoE Regulation 210-5, quiet hours will be observed between 2200 and 0800 Sunday through Thursday, and between 0001 and 0800 on Friday and Saturday. Outside of established quiet hours, residents are required to control the volume of stereos, televisions and musical devices within their home so that they do not disturb the residents of other homes.

Bike Safety

School may be out, but don't forget that you are still sharing the roads! Villages are active with residents and families walking, biking and enjoying the outdoors. Remember to follow the speed limit and to watch out for both drivers and pedestrians.

Delighted

The logo for Delighted, featuring the word "Delighted" in a stylized, cursive script font.

Welcome to our new survey system!

At The Villages of Benning, your feedback is important to us. You may have noticed that we've recently launched a new survey format, known as *Delighted*, to make it easier than ever for your voice to be heard.

With the Delighted platform, you will receive two quick e-mail surveys from Delighted. These surveys will be sent to the leaseholder's e-mail address, which is the primary e-mail address on file. If you have not been receiving these surveys, be sure to check your spam and/or contact your community management office directly to update your primary e-mail address on file.

The two surveys being distributed include:

- **Net Promotor Score Survey (NPS)**
- **Touchpoint (Work Order) Survey**

Net Promotor Score (NPS)

The NPS Survey is sent to residents monthly. This survey consists of one question, "How likely are you to recommend your community to a friend?" Below this general question, you will be prompted to rate The Villages of Benning on a scale of 1-10. Through this program, Ratings 0-6 are considered to be "Detractors;" 7-8 Ratings are considered to be "Passive," and 9-10 Ratings are considered to be "Promoters."

Resident Reminders *(continued)*

Delighted *(continued)*

Touchpoint Survey

The Touchpoint Surveys are exclusive to Work Orders and are sent to residents at the completion of Work Orders. Rather than a scale of 1-10, you will have the option of rating The Villages of Benning between 1 and 5 stars.

Survey feedback is immediately received and reviewed by your housing team, as well as ownership and Army representatives. Your responses play an important role in helping us refine procedures, identify areas of improvement, and understand where we should devote additional resources.

The Villages of Benning: Mayor's Corner

June 2019 Mayor Meeting Notes

We would like to welcome Colonel Matthew Scalia, the new Garrison Commander of Fort Benning.

Patton Pool

We appreciate your patience during the renovations of the Patton Pool. The Patton Pool is now open for you and your families to use and enjoy.

Army Resident Satisfaction Survey

The annual Army Resident Satisfaction Survey that kicked off on April 23rd has officially closed. Thank you to those who took the time to complete the survey. Our residents' participation, opinions and suggestions provide valuable input in our dedication to improving our services. The Villages of Benning gave away some great prizes to the participants to include VISA Gift Cards totaling \$2,300, an iPad and a "Fun in the Sun" Gift Basket.

Management has conducted follow up calls to all residents that requested to be contacted through the survey.

Snakes

We are well into the spring season and moving into summer (June 21st). Summer is the time of year where people spend a lot of time outside. People, however, are not the only beings who love summer! Snakes and other unwelcome pests do as well.

The Villages of Benning would like to advise our residents to be cautious of snakes in and around housing areas, at parks or walking paths.

It is recommended that residents call the 24-Hour Maintenance Line at 706.685.3929 for snake issues. Maintenance will then dispatch the call to Jarrod's Pest Control; however, there are times the snake will slither away prior to being caught.

Vendors and Contractors

At The Villages of Benning and all Michaels managed properties, we are honored and privileged to serve our residents. In our continued effort to improve our service and to provide you, the resident, the best housing experience possible, we wanted to let you know we hold our vendors, suppliers and contractors to the same high standard of professionalism as we do our employees when they interact with our residents. If you see or suspect anything unprofessional from a vendor or contractor employed by The Villages of Benning, or are less than satisfied with any work completed by them, please notify your Community Management Office immediately.

Employee of the Month:



The Villages of Benning is honored to introduce Barbie Kirkland as July's Employee of the Month.

Barbie joined the Villages of Benning's Team July 27th, 2015. Since then, she has been responsible for maintaining our village centers and corporate units, as well as assisting the Turn Team with the cleaning process for select

homes.

Nominated by her fellow co-workers, Barbie is known for going above and beyond, no matter the task, while maintaining a pleasant, positive attitude. She consistently helps out when needed and is known for being a true "team player."

Outside of work, Barbie enjoys spending time with her family, including her three daughters and two grandchildren.

Thank you, Barbie, for all that you do! We are lucky to have you as a valued member of our team!

COMMUNITY DIRECTORY

Custer & Upatoi Village

Manager: *Maggie Portillo* 706-685-3930

Davis & Bouton Village

Manager: *Chelsea Matheric* 706-685-3940

East Main Post

Manager: *Candy Miles* 706-685-3925

Indianhead Village

Manager: *Lori Bowers* 706-685-3933

McGraw Village

Manager: *Courtney Mercer* 706-685-3935

Patton Village

Manager: *Connie Grafton* 706-610-5500

Welcome Center

Director: *Joe Gandara* 706-685-3939

24-Hr. Maintenance

706-685-3929

RCI

Keith Lovejoy 706.577.6293

keith.lovejoy.civ@mail.mil

Denise Milton-Runnels 706.330.3172

denise.milton-runnels.civ@mail.mil

Stephanie Cross 706.304.5530

stephanie.p.cross2.civ@mail.mil

July 2019

Sun	Mon	Tue	Wed	Thu	Fri	Sat
	1 Rent is Due	2	3 Newcomer's Brief- 9 AM ACS	4 Independence Day! Offices Closed	5	6 Rent is Late
7	8	9	10 Newcomer's Brief- 9 AM ACS	11 TMO Scholarship Recipient Luncheon- Benning Club 12-1:00 PM	12 Village Pool Parties! 12-2:00 PM	13
14	15	16	17 Newcomer's Brief- 9 AM ACS	18	19	20
21	22	23	24 Newcomer's Brief- 9 AM ACS	25	26 Porter Pool Party! 12-2:00 PM	27
28	29	30	31			