

COMMUNITY DIRECTOR UPDATE

MARCH 1, 2026

COMMUNITY NEWS

This month, we will kick off the annual **Tenant Satisfaction Survey (TSS)**, also known as CEL, running from **March 2nd through May 1st, 2026**.

The survey is administered annually to residents living in privatized and government-owned housing. It provides an opportunity to share honest feedback about your living experience within our community, including maintenance, home quality, and overall service.

The survey is completely anonymous. Resident information will not be shared unless you specifically request to be contacted. The survey is administered by a third-party firm, Robert D. Niehaus, Inc. (RDN), and will be sent via email to the primary lease holder.

Your participation is extremely important. Your feedback helps us understand what we are doing well and where we have opportunities to improve. We truly care about you and your family and remain committed to providing the highest level of service.

Surveys will be sent from: **NavyHousingSurvey@CELAassociates.com**. Please check your spam folder if you do not receive the survey by the end of March 2nd.

If you do not receive a survey link, you may contact the email address above to request a new link and passcode. We appreciate you taking a few minutes to share your experience.

COMMUNITY UPDATES

Make sure your email address is up to date, so you never miss important updates. Please remember to use the email address GreatLakesContact@huntcompanies.com to reach everyone in the office. If you'd rather speak with a live staff member, please call (847) 999-6228. If you receive an automated message, simply press 2 for current residents to connect with someone. If you hear that all agents are busy, please don't worry, it's just a recording before getting a staff member



Office Contact Information

-  (847) 999-6228
-  GreatLakesContact@HuntCompanies.com
-  NavyGreatLakesFamilyHousing.com

TRASH SCHEDULE

- Tuesday:** Glenview
- Wednesday:** Ft. Sheridan
- Thursday:** Forrestal, Nimitz, & Mainside

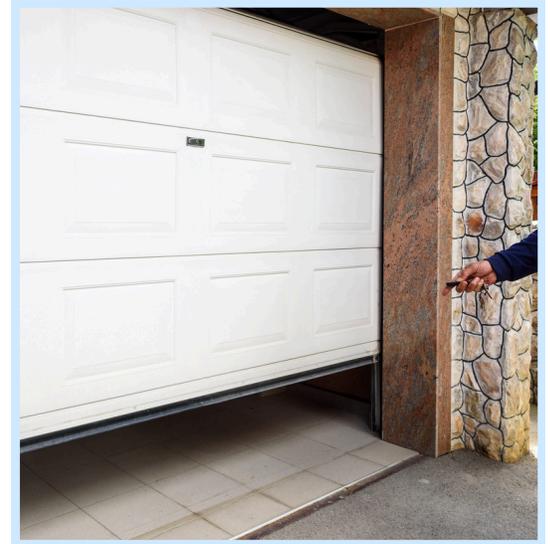
COMMUNITY REMINDERS

COMMUNITY TRASH TIPS

- Please remember to **break down boxes** before placing them in the recycling or trash bins.
- Always **bag your trash** before disposing of it to help control odors, prevent spills, and keep pests away.
- **DO NOT DISPOSE OF LARGE ITEMS** in the Community Youth or Welcome Center dumpsters (i.e. furniture, appliances, etc.)

MAINTENANCE TIPS

- **Keep Your Thermostat Set to a Consistent Temperature:** To prevent pipes from freezing, make sure your thermostat is set to at least 57°F (15°C), even if you're away for extended periods. This will help maintain a safe temperature for your home and most importantly, **avoid pipe bursts**. NEVER turn off your heat or use your oven to heat your home.
- **Protect Your Pipes:** In cold weather, pipes in exterior walls are especially vulnerable to freezing. If you notice any pipes that are particularly exposed (like those under sinks or in exterior walls), let us know! We can help insulate them to prevent any issues. If you're leaving for an extended time, consider leaving cabinet doors open to allow warm air to circulate around your pipes.
- **Keep Your Heating Vents Clear:** Ensure that vents are unobstructed by furniture, curtains, or rugs. Proper airflow is essential for your heater to work efficiently. Check that all vents are open and unblocked and avoid cranking up the heat to unnecessarily high temperatures.
- **Inspect Your Smoke and Carbon Monoxide Detectors:** Winter is the season when we rely more on heating sources like space heaters or fireplaces. Make sure your smoke and carbon monoxide detectors are working properly. Replace batteries if needed and test them monthly.
- **Shoveling Snow and Ice Removal:** If snow or ice accumulates around your apartment, please be cautious when walking and driving. Keep your walkways clear of snow and ice to avoid accidents. If you need assistance with snow removal around your entryway, please contact us, and we'll be happy to assist you.
- **Preventing Ice Dams:** If you notice icicles or ice forming around your windows or roof, it could indicate an ice dam. Ice dams can cause water to back up and leak into your apartment. If you spot this, please inform the maintenance team so we can inspect and address the issue.
- **Keep Your Garage Door Closed:** If your home includes a garage, make sure to keep the garage door closed when not in use. This helps maintain warmth inside and prevents cold air from entering your living space.
- **Check Exterior Lighting:** With shorter days, it's important that your exterior lights are working properly. If any lights are out, please report them so we can ensure your home remains well-lit during the long winter evenings.
- **Home Care:** If you notice leaks, running toilets, or maintenance concerns, submit a work order promptly. Our team is available 24/7 to assist with emergencies.



UPCOMING EVENTS

FRIENDLY REMINDERS

- Rent is due on the 1st of the month to avoid late fees. You can make a payment online or drop it off at the Management office located at the Navy Welcome Center. Please don't forget to Login to your resident portal to pay the \$7 insurance fee to avoid late fees.
- Pet Etiquette: Don't forget to clean up after your pets, especially around walkways. Complimentary waste bags are available at pet stations



UPCOMING LOCAL EVENTS

2ND ANNUAL ST. PATRICK'S DAY PARADE & CELEBRATION

Date: Saturday, March 14th

Location: Grayslake Village Center (Downtown Grayslake, Grayslake, IL 60030)

2nd Annual St. Patrick's Day Parade & Celebration! The Grayslake Area Chamber of Commerce and Grayslake Village Center are teaming up again to bring you a day of outdoor family fun with a parade, music, food and more!



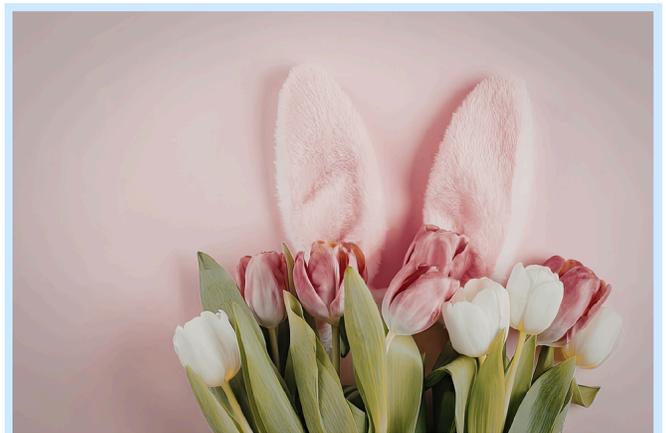
PET PHOTOS WITH THE BUNNY AT GURNEE MILLS

Date: Sunday, March 15th

Time: 6:30 PM - 7:30 PM

Location: Gurnee Mills (6170 West Grand Avenue, Gurnee, IL 60031)

Bring your pets to pose with the Bunny! Your pets are part of the family too, so don't miss this fun opportunity for them to see the Bunny, too! Pet Photos will be located near Dining Pavilion South in the Macy's Wing. Photos will be taken and available for purchase at this event. Reservations are not required for this event. [Reserve Your Visit](#) for Bunny Photos or Pet Photos with the Bunny.



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
Doris Tindell

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Director of Operations
Brent Norvik

✉ Brent.Norvik@HuntCompanies.com

2026

MARCH

SUN	MON	TUE	WED	THU	FRI	SAT
01	02	03	04	05	06	07
08 Daylight Saving Time Starts	09	10	11	12	13 Canine Veterans Day	14 2nd Annual St. Patrick's Day Parade & Celebration
15 Pet Photos with the Bunny at Gurnee Mills	16	17	18	19	20 First Day Of Spring	21
22	23	24	25 Medal of Honor Day	26	27	28
29 National Vietnam War Veterans Day	30	31				