



COMMUNITY DIRECTOR UPDATE

MARCH 1, 2025

COMMUNITY NEWS - TENANT SATISFACTION SURVEY

Our **Resident Satisfaction Survey begins Monday, March 3rd**, and runs until May 1st, 2025. The survey will be sent to all residents via email to the primary email address we have on file. This is a great opportunity to provide open and honest feedback about your living experience in our community. Topics include maintenance, curb appeal, home quality, and much more. We can't wait to hear from you—your opinions matter! Plus, there are plenty of prizes to be won. Stay tuned to our Facebook page for more details!

COMMUNITY UPDATES

We are committed to enhancing our community and providing the best living experience for all residents. The following projects are planned for 2025, pending Navy approval:

Crescent Harbor 1:

- Reroofing
- Fencing Replacement
- Paving

Crescent Harbor 2:

- Vinyl Siding Replacement
- Door Painting
- Gutter Installation

Victory Park:

- Roof Anchor Installation

Suppression Line Glycol Additions:

- Sandstone/Agate

Ongoing Projects:

- Roof Moss Removal and Gutter Cleaning (currently in Crescent Harbor Neighborhood)
- Victory Terrace: Pavement & Driveway Repair
- Maylor Point: Water Lateral Line Repair & Replacement

We look forward to these improvements and will keep you updated on their progress.

Leasing Office Contact Information

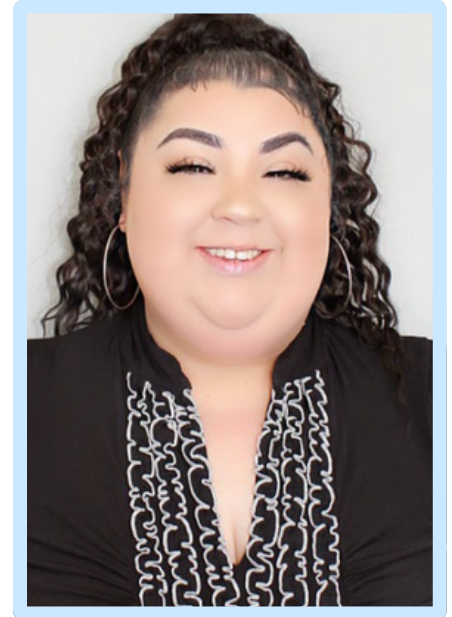
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- 🌐 www.WhidbeyIslandFamilyHousing.com



COMMUNITY UPDATES

Meet Farah Pierzchala, Resident Service Specialist

Farah enjoys cooking and spending quality time with her children. She takes great pride in working with our military families, helping them settle into their new homes, and organizing resident events. Her dedication to creating a welcoming community is truly appreciated!



RESIDENT FEEDBACK SURVEYS

Thank you to all residents who completed their Satisfacts surveys in January. These scores are rated out of 5 and our scores 01/12/2025 – 02/12/2025 are as follows:

Move In 4.7 * Move Out 3.22 * Work Order 4.88

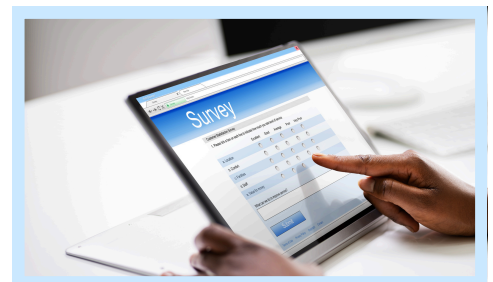
We love to receive your feedback so please look out for surveys in your email box and take a few moments to let us know how we are doing.

Did you know each month we draw a winner for a \$50 gift card for completing a survey! Look out for the surveys in your emails after each work order or after your move in to win.

Review from guevarajj81



“We have our own phrase here, ‘if you want to win, put Gerry in’, he fixes everything and anything you throw at him, always professional and kind. Can’t ask for anything better! Thanks Gerry for all that you do!”



UPCOMING COMMUNITY EVENTS

DUMPSTER DAY

Date: March 6th

Time: 10:00 AM Till Full

Location: Victory Terrace, Crescent Harbor, Maylor Point Community Centers, & Whidbey Apartments trash compound area.

Drop off your bulky items for free disposal. We accept furniture, mattresses etc. No TVs, electronics, recyclables or tires.



ST PATRICK'S DAY TREASURE HUNT

Date: March 17th

Time: All Day!

Location: All Neighborhoods

Find the hidden Leprechauns hidden around our community and bring them to Victory Terrace or Crescent Harbor Community Center for a prize!



PIE DAY GRAB & GO

Date: March 14th

Location: All day at the Community Center, and 3pm-5pm curbside at Whidbey Apartments

Celebrate Pie Day with us and pick a mini pie to enjoy.



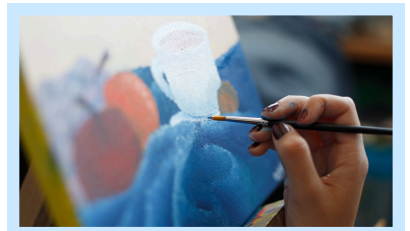
PAINT & SIP

Date: March 25th

Time: 5:00pm-7:00pm

Location: Victory Terrace Community Center

Join us for a spring themed Paint & Sip event. Adult only. Must RSVP to attend.



MAINTENANCE TIPS- WINTER SEASON REMINDERS

To prevent damage during the colder months, please **keep your thermostat set to 65°F** and leave the heat **on/auto** at all times to avoid frozen pipes. If you're going on vacation, Self-Help offers a **Winter Watchman device** to alert you if the temperature drops. Call Maintenance at **360-447-5800** for details.

Also, remember to **turn off water at outside faucets, disconnect hoses**, and use a **free spigot cover** (available at the Self-Help store at 2372 Robin Street) to protect against freezing.

Residents are responsible for damage caused by frozen pipes if **heat is off** or **hoses are left connected**. Please follow these steps to avoid charges.

UPCOMING LOCAL EVENTS

ST. PATRICK'S DAY PARADE

Date: March 17th
Time: Begins at 4:30 PM
Location: Pioneer Way, Oak Harbor



This family-friendly event is a great chance to come down and enjoy all the excitement! The parade route runs along Pioneer Way from Ely Street to Midway Boulevard. Be sure to arrive early for the Kissing of the Barney Stone, which will take place before the parade at 3 PM.

MUSSEL FEST

Date: March 8th and 9th
Time: 10:30 AM - 7:30 PM Saturday; 11:00 AM - 5:00 PM Sunday
Location: Downtown Coupeville



The Penn Cove Mussel Festival is a culinary celebration of the mussels grown offshore from Coupeville. These tasty mollusks quickly grow in the clean river-fed waters of Penn Cove. Each year area restaurants compete to see who can serve the best chowder, and those who buy tasting tickets get the chance to vote on who is the winner!

TRASH & RECYCLING SCHEDULE

NEIGHBORHOOD	MONDAY	TUESDAY	THURSDAY
Victory Terrace		Garbage Weekly	Recycle Biweekly
Whidbey Apartments		Garbage Weekly	Recycle Biweekly
Maylor Point	Garbage Weekly, Recycle Biweekly		
Crescent Harbor	Garbage Weekly, Recycle Biweekly		

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.

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