

CAMELLIA TERRACE NEWSLETTER

January 2012

Fort Polk, LA

One Company. One Mission. Families First.®

From the desk of Thomas Reed,
Deputy Community Management Director

We would like to wish each and every one of the Soldiers and their Families here at Fort Polk a happy New Year. 2012 is here, so please give us a few moments of your time so that we can let you know what we will be doing through the upcoming year. We will be entering into our 8th full year of operations as your family housing provider. Picerne Military Housing's commitment to continue to improve the quality of life for you and your family can be seen through the various projects this year, as we continue to build new homes, perform renovations and improve the curb appeal throughout the family housing areas.

Improvements in the quality of our homes, neighborhoods and communities throughout the year will continue to be our focus. In 2012 we will continue to provide better housing for our families as we continue to build new homes in several neighborhoods as well as complete major renovations on the two bedroom apartment style homes in Camellia Terrace and Palmetto Terraces. The good news is that these new and renovated homes will provide a better quality of life for families as we increase the number of three bedroom homes that are available and needed here at Fort Polk

February will mark the beginning of our 8th annual Preventive Maintenance Program for 2012. This program is designed to improve the quality of life for families while they are living here at Fort Polk. Each year we have added services to the program. The Neighborhood Offices will be contacting their residents for scheduling appointments to conduct the preventive maintenance in their home. Please remember that maintenance is our job, not yours and we want to make certain that everything in your home is maintained for you. As your Neighborhood Office begins setting these appointments, please understand that our focus for this program is to provide you with a better quality of living during your stay here at Fort Polk. Your neighborhood office is there to serve you. If you have any issues or problems with your home please let us know so we can correct them for you. We want our families to know when they come into our offices they will receive the best customer service possible.

Although there is still much to do, we had many great achievements in 2011. These achievements have contributed to improving the quality of life for families here at Fort Polk. One of these achievements was the

completion of our fourth neighborhood center in Camellia Terrace. This provided our families with a fourth pool for the summer as well as the addition of the many amenities that are offered in our neighborhood centers, Camellia Terrace includes the addition of an X-Box Café and a large fitness center. We have completed 24 new homes for Command Sergeant Majors in Cypress Terrace which opened up additional homes for Senior Enlisted in other neighborhoods. We have also completed major renovations on apartment style homes that significantly increased the interior living space of those homes.

We ask that you remember your neighbors concerning loud noise, music and pets. During this time of year as the cold weather encroaches on our life styles and we tend to spend more time indoors playing games, watching movies or listening to our favorite music. Unfortunately we can sometimes forget that we have neighbors that share walls with us and while we may be enjoying a game, a movie or a favorite song they may well be trying to get some rest after staying up all night with a sick child or standing duty. Loud pets, especially barking or whining dogs are a problem as their noise does not just disturb your neighbor, but your whole street or even the entire neighborhood. Please control your pets so that they do not become a nuisance to your neighbors.

Please remove and store your holiday decorations right after New Years, many families have wonderful displays in their yards and on their homes. While these decorations add to the holiday spirit, after the holidays they inhibit work that needs to be done in and around your home. Be considerate of the mowers and your neighborhoods maintenance team and remove your holiday decorations as soon as possible after the holidays have ended.

We hope all of you are as excited about 2012 as we are concerning the changes that are coming your way and want to take this time to tell you how important you and your family is to us. We would like to thank our Soldiers and their families for all the sacrifices you make to ensure our liberties and freedom.

Thomas Reed,
Deputy Community Management Director



NEIGHBORHOOD OFFICE

Neighborhood Manager
Paula Peek

Maintenance Supervisor
Mike Josey

Hours of Operation
M-F 8:00 a.m. to 6:00 p.m.
SAT 10:00 a.m. to 5:00 p.m.

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Third Party Billing Transition

Beginning in February 2012 Minol will assume responsibilities over third party billing in regards to electricity in family housing. Picerne Military Housing is working diligently to provide our residents with the best services available. As you are aware, the Army implemented a plan for Families to be responsible for paying a portion of their own utilities as part of the Live Army Green Program. Currently, Ista is responsible for third party billing for energy consumption. It is because of your feedback, actions were taken to improve our third party billing services.

Minol has over 50 years experience in the energy and property management business. Experience and reliability are values that form the basis of their strength as a company. Minol promotes sensible and efficient application of new technologies in line with the needs of our residents. Families can look forward to a website that is easier to navigate while being rewarded for conserving energy.

Picerne anticipates the transition from Ista to Minol, as our third party billing company, to be easy and seamless. Families that currently have an on-line account with Ista will have to activate an on-line account with Minol. Minol's website provides a wealth of knowledge on conserving energy and will be able to answer many of your questions on their Frequently Asked Questions page.

Picerne will continue to work diligently with Minol to meet and exceed your expectations. Your feedback is extremely important in assisting us to improve our service to you, our valued customers. If you have any questions or concerns please contact your Neighborhood Office.

Picerne's Offices Are Moving

Picerne constantly strives to provide our Families and the Fort Polk community with the best customer service at all times. A new headquarters for the 1st MEB is planned for the corner of Louisiana and Mississippi, the site where Picerne's main offices are currently located. To ensure that we continue to offer valued services to our Families and community, we will be relocating our offices. Beginning January 9, 2012 the Construction office will relocate to 5339 Evans Street near the Camellia Terrace Neighborhood Center. The Program and Property Management Offices will relocate on January 16, 2012 to 6611 Wideman Street within the Dogwood Terrace Neighborhood. On January 30, 2012, RCI and Picerne Leasing and Relocation will relocate into building 1831, still conveniently located across the parking lot from In and Out Processing.

Picerne will continue to provide our residents and customers with excellent service during the move to our new locations. Picerne is here to meet your needs and provide you the best customer service no matter where our offices are located. We look forward to continuing to serve our nation's heroes and their Families. Please call our office at 337-537-5000 if you have any questions.



CAN THE GREASE

American Water would like your assistance to make a huge leap towards a cleaner and environmentally friendly future with a new program rolling out in January of 2012 called Can the Grease. The intent of this program is to provide education on the proper disposal of grease and oils. Grease and oil build up is responsible for 80% of our dry weather sanitary sewer overflows. During the first part of 2012, residents in pre-selected neighborhoods, will receive an aluminum can with heat resistant liners to dispose of their grease and oils. Once the bag is full, it can be tossed right into the garbage. This will keep the grease out of the sewer collection system and greatly reduce the number of sewer overflows in your neighborhood. When you run out of heat-resistant bags, you can find them at many local retailers, just look for oven roasting or cooking bags in any generic or brand name. Thank you for helping our community to be more environmentally conscious! If you have any questions or concerns about this issue do not hesitate to contact Ernie Williamson with American Water at (337) 537-1170.



Resident Responsibility Guide Highlight

3-3 Rubbish/Refuse/Recycling

Picerne will provide suitable waste containers and instructions for their use to residents. Residents agree not to place rubbish on patios or any other common areas. Regular pickup schedules will be weekly and vary by neighborhood. Recycling and trash will be picked up on the same day. Residents may not place trash and recycling containers at their designated pickup locations sooner than 5 PM the day before the scheduled pickup. Containers must be promptly returned to storage locations the same day of pickup. Storage of the provided waste containers is defined by your home type and your Neighborhood Office. No waste containers will be left at the curb or on sidewalks or driveways other than as specified above for trash pick up. Residents may not leave excess trash or rubbish when moving out of the home. Bulk trash may not be left curbside at any time. Items that might be included in the recycling program follow: Plastic; Paper/cardboard and Aluminum/Steel.



Fort Polk Christmas Tree Recycling Project

The Fort Polk Environmental and Natural Resources Management Division (ENRMD) in cooperation with Picerne Military Housing are offering to recycle your real Christmas tree free of charge. The recycled trees will be used to improve aquatic habitats in recreational impoundments on-post. Recycled trees are used to improve fish habitats by providing habitat and cover for fish. The submerged trees attract fish, especially during the summer months. As a result, the fishing is improved around the trees due to the congregation of fish in these areas. Recycled trees can also be used as brush piles to provide cover for small mammals, birds, amphibians and reptiles. Animals use the tree piles as shelter from predators, safe resting areas or as a place to nest and raise young, as well as shielding them in harsh weather.

Recycling is EASY! Just remove all tree trimming items, such as tinsel, lights, garlands, ornaments and ornaments hooks, from the tree and on-post housing residents can place Christmas trees on the curb side and officials will pick-up the trees for recycling. For additional information, contact the ENRMD office at 531-1653.

If you are one of the millions of people who appreciate the natural beauty and warmth of a REAL TREE as part of a traditionally beautiful season, be assured that using a real Christmas tree is also being environmentally responsible. Real Christmas trees are a renewable, recyclable resource. The average family uses an artificial tree for only six to nine years before throwing it away, where it will remain in a landfill for centuries after disposal. So if you have a choice, enjoy a real Christmas tree this season and help the environment also.

And remember,
RECYCLING IS TREE-MENDOUS!



Our Family for Families First Foundation 2012 Scholarship, Grant Applications available now to children and spouses of active-duty Service Members

Applications for the 2012 Our Future Scholarship and 2012 Educational Grant are now available at www.ourfamilyfoundation.org. The Foundation is committed to supporting military families in the pursuit of higher education and has awarded more than \$3 million since 2006.

Applications for the Our Future Scholarship must be submitted by February 16, 2012, and will be awarded to high school seniors with plans of attending a four-year university or college in the amount of up to \$50,000 each. The Foundation will select 10 children of active-duty Service Members at Forts Meade, Bragg, Polk, Rucker, Riley, Sill, and Aberdeen Proving Ground to receive the scholarships based on merit and need. Recipients of a scholarship will be notified by April 2, 2012.

This year, the Foundation increased the award amount to up to \$50,000 to attempt to help military families meet the strain of the rising cost of education. "We are honored to help military families reach their educational goals, and we hope these scholarships help the children and spouses of active-duty Service Members to reach higher," said Maria Montalvo, Executive Director.

Applications for 2012 Educational Grants must be submitted by May 17, 2012. Grants are given in amounts up to \$5,000 for the spouse of an active-duty Service Member at the installations listed above. Applicants may be in any stage of the educational process. Recipients of a grant will be notified by July 2, 2011. Applications and all necessary paperwork for both the Our Future Scholarship and Educational Grant must be submitted by the due date in order to be considered. Awards for both the scholarship and grant are for use beginning in the fall of 2012.

Applications are available now at www.ourfamilyfoundation.org. Please check out the website for more information about the application process. Interested individuals may also call 401-228-2836 for more information.

Our Family for Families First was created by John G. Picerne, president and CEO of Picerne Military Housing, to support the spouses and children of active-duty Service Members assigned to Picerne Military Housing installations at Forts Meade, Bragg, Polk, Rucker, Riley, Sill and Aberdeen Proving Ground. Families do not have to reside in on-post housing in order to qualify for scholarships or grants. The Foundation also serves to further the primary mission of Picerne Military Housing – putting military Families First™.

Winter Energy Saving Tips

When temperatures fall, wallets leak! The leaky drip is your energy dollars flying right out the window, door or roof. If you think you can't do anything to lower your utility usage, take a look at these easy energy saving tips:

- Contact your Neighborhood Office to lower the thermostat on your water heater; water heaters sometimes come from the factory with high temperature settings, but a setting of 120°F provides comfortable hot water for most uses.
- Weather-strip your windows and doorways. Add door sweeps beneath doors for added insulation. If you need to add weather stripping to your home, call your Neighborhood Office and they will add it with no cost.
- Change your heating, ventilating and air conditioning (HVAC) filter every month. Your Neighborhood Office will provide these for free.
- Lowering your thermostat while you are not at home or at night while you sleep can save money. For every degree you lower your thermostat, you can save approximately 3 percent on your heating bill. Generally, lowering your thermostat by five degrees will make an impact on your energy bill.
- Close your drapes or blinds at night to keep the heat inside your premises.
- During cold weather, seal all openings to cooling units (wall and window air conditioners and outside central air units) to keep the heat inside your premises.
- Don't block heating outlets or return registers with furniture or other objects.
- Never let the hot water run continuously when washing your face or shaving.

Following these easy tips will ensure your money stays in your pocket this winter.

Cold Weather Plumbing Tips Help Prevent Your Water Pipes from Freezing!

- Ensure all air leaks are sealed that may let an icy blast reach your pipes. Call your Picerne Neighborhood Office to check your pipes.
- If you plan an extended vacation during cold weather, call your Neighborhood Office to alert them. You may also want to sign a "Permission to Enter" form allowing a maintenance technician to check on your water pipes.

If Water Pipes Freeze...

Open the cold water faucet nearest the frozen pipe to relieve the pressure of expanding ice that may cause a pipe to burst.

Find the Main Water Cut-off Valve.....

Look for this now! If water begins pouring into your home, you will need to turn this valve off as soon as possible. Locate the main water cut-off valve today, and make sure everyone in your home knows where it is. Help prevent your precious valuables from being ruined by water damage. If a pipe bursts, call your Neighborhood Office immediately.



Here to Listen: Military and Family Life Consultants

We can all say that being married to someone in the Army is not the easiest job in the world. And with the holidays fast approaching and spouses deploying or gone, it doesn't get easier. There is someone to talk to: Military and Family Life Consultants. They are here on Fort Polk and are ready to listen. MFLC are licensed clinicians with Masters Degrees in Social Work or Counseling. While not members of the Army, consultants are trained in military specific topic such as the deployment and reunions.

This service is FREE and ANONYMOUS. You don't even have to use your real name. Consultants will meet you off site. No records are kept. Helping you is the priority! Appointments are also available after hours and weekends, individually or in groups.

The Military and Family Life Consultant (MFLC) Program is designed to provide support and assistance to active duty Soldiers, National Guard & Reserves, military Family.

To schedule an appointment please call 531-1941.

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ANUARY

New Year's Day

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5 <i>Garbage Lawn Care Hunt, Lee, Roach, Whittington, Michael</i>	6	7
8	9	10	11	12 <i>Garbage</i>	13	14
15	16 <i>Martin Luther King Jr. Day Lawn Care Harvey, Fernandez, Monroe, Berkley, Lewis, Reed, Perez (5221- 5247), Miller, Camellia NHC</i>	17 <i>Garbage Lawn Care Hunt, Lee, Roach, Whittington, Michael</i>	18	19 <i>Garbage Lawn Care Norris, Tankersley, Cline, McCauley, Nowak, Zolinski, Busch, Traycheff, Perez (5313- 5335), Evans</i>	20	21
22	23	24	25	26 <i>Garbage</i>	27	28
29	30	31	February		3	4
5	6	7	8	9 <i>Garbage</i>	10	11

