



# FRONTIER HERITAGE COMMUNITIES

MAY 2025  
COMMUNITY NEWSLETTER



**Frontier Heritage Communities Offices will be closed Monday, March 26th in observance of Memorial Day.**

If you have an emergency or urgent maintenance issue, please call our Maintenance Line at (913) 651-3838. You may also submit your routine work order requests through the Loft Living online resident portal found [here](#).

# 2025 Tenant Satisfaction Survey



**The 2025 Tenant Satisfaction Survey (OMB Control Number 0704-0553 OMB Expiration Date 31 May 2025) has been extended!**

**Great news – the survey has been extended through May 15th!** Thank you to everyone who has already shared their feedback! Congratulations to the 56 families who have each won a \$50 gift card! If you haven't taken the survey yet, there's still time to make your voice heard and help shape the future of FLFHC. Your input is vital to enhancing our community, improving services, and making sure every resident feels at home.

The sooner you complete the survey, the more chances you have to win! We're giving away eight \$50 gift cards each week – plus, everyone who participates will be entered to win the \$250 grand prize at the end of the survey period!

Haven't seen the survey email? Be sure to check your spam or junk folder.

We're excited to hear from you – thank you for helping make FLFHC an even better place to live!



# UPDATES

## Waste Management

Please be advised that Waste Management is no longer providing bulk trash pickup. If you have items that do not fit in your regular trash or recycle receptacles, you may utilize one of the following alternative disposal options:

- On-post Recycle Center located on Warehouse Road
- Leavenworth County Solid Waste Transfer Station located at 24967 136th St, Lansing, KS 66043 (Access by turning east off Highway 7, then onto Gilman Road)
- City Union Mission for gently used household items. Check your email the first week of the month to complete the Google Form for Union City Mission pickups the 2nd Saturday of every month.

We appreciate your patience and understanding as we evaluate new solutions to support this change.

## Summer PCS? Submit your NTV

To ensure a smooth PCS transition, please submit your “Notice of Intent to Vacate” as soon as you receive your Orders and schedule your household goods. Minimizing changes to your move-out inspection helps ensure a seamless transition.

Find the form here: <https://www.frontierheritagecommunities.com/residents>. Once complete, you can email them to [fhcntv@tmo.com](mailto:fhcntv@tmo.com).

Staying at Fort Leavenworth: Please send your Orders to [fhc@tmo.com](mailto:fhc@tmo.com) to update your status.

Your prompt response helps us support you and the incoming residents. Thank you!

**\*\*Please note: Routine work orders submitted within 30 days of your move-out date will not be completed. Items like lightbulbs, drip pans, filters, and blinds can be purchased at the Self Help Store.\*\***

## Book the Community Room

UPDATE: The Community Room will be unavailable for events through July due to the summer PCS season. To check availability or reserve the space, contact the Community Management Office at (913) 682-6300.

## Community Management Office

**Phone:** (913) 682-6300

**Email:** [fhc@tmo.com](mailto:fhc@tmo.com)

**Fax:** (913) 758-1771

**Office:** 220 Hancock Avenue, Fort Leavenworth, KS 66027



# MAINTENANCE UPDATES

## Radon Testing

Testing is being completed by Village. Door hangers will be delivered to the house a week before testing. Email blasts will continue to assist in communicating the testing.

The contractor, Midwest Radon, will be accompanied by an FLFHC Maintenance Technician to deploy the test and retrieve the test two days later.

The work order for the testing will remain open, pending results, which are normally received 10 business days after the test is collected.

After receiving the test results, they are input into the work order notes and the work order will be closed if the results are within the acceptable range.

Houses with high results will be scheduled for mitigation; the test work order will be left open until the mitigation work order is created and scheduled.

This testing is mandatory for all units that have not been tested within the last two years.

If you have any questions, feel free to reach out to the FLFHC Maintenance Office.



### 2025 MOW SCHEDULE

**SCHEDULE IS WEATHER DEPENDENT**

<b>MONDAY</b> POTTAWATOMIE KICKAPOO NEW PAWNEE OLD PAWNEE	<b>TUESDAY</b> LOWER KANSAS IOWA OTTAWA (Robinson to Biddle, east) SANTA FE (6 <sup>th</sup> Intanry to Biddle, west)	<b>WEDNESDAY</b> NORMANDY INFANTRY BARRACKS WINT MAIN POST (except for McClellan and Thomas)
<b>THURSDAY</b> OLD OREGON NEW OREGON CHEYENNE EAST CHEYENNE NEZ PERCE UPPER KANSAS MAIN POST (McClellan and Thomas ONLY)	<b>FRIDAY</b> SHAWNEE OTTAWA (other side of Biddle, west) SANTA FE (other side of Biddle, east) OSAGE SOUTH OSAGE	

To ensure a successful mowing season, please clear all residential and common turf areas of trash, toys, bicycles, solar lights, fire pits, vehicles, and personal items. If items are left out, mowing cannot be guaranteed.

Safety Reminder: Please remind your children to practice safe behaviors on mow days. Chasing or approaching moving equipment—whether on foot or by bike—is strictly prohibited. While mowing will pause briefly for passing pedestrians, continued disruptions may result in service delays.

Thank you for your cooperation in keeping our community safe and well-maintained!



### LOFT LIVING RESIDENT PORTAL

#### YOUR CONVENIENT HOUSING HUB!

Create an account in the Loft Living Resident Portal to easily manage maintenance requests, stay updated on community news, and make secure payments—all from one convenient place.

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#### CREATE YOUR OWN ACCOUNT!

Residents, 18 and older, with a valid email address will be invited to register via email. If you haven't received your invitation email, please reach out to the Housing Office to request a new one.

Your address is listed as \_\_\_\_\_


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#### BENEFITS OF YOUR RESIDENT PORTAL ACCOUNT:

- PAY RENT/TENANT CHARGES ONLINE**  
Securely view your balance and make payments with ease. If you have an allotment set up for rent payments, this cannot be canceled to switch to card payments.
- SUBMIT & TRACK ROUTINE MAINTENANCE REQUESTS**  
Easily report non-urgent maintenance needs and track progress through the portal. For emergency or urgent maintenance issues, please call our 24-hour Maintenance Request Line at (866) 447-3434.
- STAY UPDATED**  
Receive important community announcements and messages.

**YOUR FEEDBACK MATTERS!**  
4-10 days after your move-in, the lease signer will receive an email from surveys@satisfacts.com inviting you to complete a survey about your move-in experience. Please take a few minutes to provide your valuable feedback, we truly appreciate your time and input! All entries for the month with contact information will be entered to win a \$25 gift card!

frontierheritagecommunities.loftliving.com



## Maintenance Office & Self Help Store

Phone: (913) 651-3838

Email: fhcmaint@tmo.com

Office: 800 W Warehouse Road, Fort Leavenworth, KS 66027

# April was the Month of the Military Child



May is Military Appreciation Month

In Honor of Military Month:  
We want you to Share Your Story!

May is Military Appreciation Month, and May 10th is Military Spouses Day! We want to honor the incredible spouses supporting our service members. Share a story of a military spouse's resilience, kindness, or dedication by emailing [fhc@tmo.com](mailto:fhc@tmo.com). We'll feature selected stories on our Facebook page throughout the month, and each entry will be entered into a drawing for a special token of appreciation from FLFHC.

Thank you for all you do!



SUN	MON	TUE	WED	THU	FRI	SAT
				1	2	3
4	5	6	7 Trash Day	8	9	10 Military Spouses Day City Union Mission Pick Up
11 Happy Mother's Day	12	13	14 Trash Day	15	16	17
18	19	20	21 Trash Day	22	23	24
25	26	27	28 Trash Day	29	30	31