



RESIDENT NEWSLETTER

September 1st, 2026



September Greetings, Shipmates!

September marks the end of another busy summer, and we're excited to welcome new residents to our community. Whether you're newly checked in or have been with us for some time, we're committed to helping you make the most of your resident experience.

One of the easiest ways to stay connected with your community is through the RentCafe Resident Portal and Mobile App. Available on your phone, tablet, or computer, RentCafe gives you 24/7 access to housing services and important community information.

- Need Something Fixed? Submitting a service ticket through RentCafe lets our team know about a routine maintenance issue. Remember – this is only for routine requests, not urgent or emergency situations.
- Need to Pay a Charge? You can also conveniently manage account balances online. RentCafe allows you to view your account balance and payment history, pay key replacement or other account charges, securely manage payment methods, and access your account information whenever you need it.
- Need to Submit a Dispute Resolution Request? Through the Dispute Resolution Process or the Hunt Promise, residents can submit a formal concern online, provide supporting documentation or photos, and receive a tracking number to monitor the status of their request. Concerns are reviewed by community leadership to ensure a thorough evaluation and response.

If a resident remains unsatisfied after completing this process, active-duty service members may also contact their local Military Housing Office (MHO) and use the protections available under the Military Housing Tenant Bill of Rights and the Government Dispute Resolution Process.

Your feedback helps us improve, and the Hunt Promise ensures every resident has a documented process for having their voice heard.

At HomePort Hampton Roads, we want every Sailor to have a clear path for getting support when concerns arise. While most issues can be resolved by working directly with your Community Management Team, HHR offers additional options if further review is needed.

- Stay Connected: The portal also helps residents stay informed through community announcements, important building notifications, communication from your local management team, and text/email notification options.

In today's Navy, everything is mobile, and your housing resources should be too. If you haven't already downloaded the RentCafe app, look for it in your respective app stores. It's one of the easiest ways to stay informed, submit requests, and make the most of your experience at HomePort Hampton Roads.

Community Updates

At HomePort Hampton Roads, we're continuously working to enhance our communities through facility improvements, infrastructure upgrades, and investments that improve day-to-day living for our residents.

Community Infrastructure Enhancements

Across the properties, we continue to make targeted improvements that support resident security. Building access upgrades, washer/dryer replacements, elevator maintenance, and door hardware improvements are progressing at several locations and will help ensure facilities remain secure and well-maintained. These improvements are designed to enhance security, reliability, and everyday convenience while helping maintain the long-term quality of our communities.

Resident Amenity Enhancements

Residents living in the buildings aboard Naval Station Norfolk have recently seen a number of upgrades to their shared lounge and recreation spaces. New recliner seating, larger televisions, arcade games, dart boards, and refinished pool tables have transformed these common areas into comfortable spaces where Sailors can relax, socialize, watch a game, or enjoy some friendly competition after a long day. During the hottest months of the year, these indoor recreation areas provide a great place to beat the heat while connecting and building a sense of community. These enhancements reflect our ongoing commitment to improving not only our facilities, but also the overall quality of life for the Sailors who call HomePort Hampton Roads home.

Looking Ahead

Thank you for being part of the HomePort Hampton Roads community. Your feedback and partnership help us continue building communities where Sailors feel supported both on and off duty. We appreciate the opportunity to serve you and look forward to sharing more updates next month.

Your HomePort Hampton Roads Team
Where duty ends, and home begins.

Future Updates

As we move into the fall, our teams remain focused on projects that improve resident satisfaction, modernize facilities, and enhance the overall living experience at HomePort Hampton Roads. We appreciate residents' patience as these improvements are completed and look forward to sharing additional updates in the months ahead.

Upcoming Local Events

- **September 12 - NashFest 757 Music & Food Festival**
- **September 19-20 NAS Oceana Air Show**
- **September 19 - Virginia CARIBFEST**
- **September 25-27 - Neptune Festival Boardwalk Weekend**

Resident Feedback

- **Cole Village:** "Maurice was great and super friendly. Five-star service."
- **Iowa Estates:** "Shout out to repairman Todd for giving me a new fridge and fixing my AC before Fourth of July."
- **U20:** "Matt and Jeff were kind and efficient. They went out of their way to stay longer than they had to ensure the problem was fixed."
- **Newport News:** "BJ was very helpful and quick with the work. Was also a pleasure speaking with him."

Bravo Zulu to our maintenance teams for their continued commitment to serving our residents!

Leasing Office Contact Information

(757) 402-4248
(757) 402-4256
Monday - Friday
07:30-16:00
Saturday 08:00-12:00
www.HomeportHR.com



MAINTENANCE WORK ORDERS



24-Hour Service Desk
Norfolk (757) 233-3302 / 288-5232
Newport News (757) 534-7710
Or Visit your Resident Portal

UPCOMING EVENTS

Norfolk

- Sep 8 - Bowling at Pierside Lanes, 5:30 PM - 8:00 PM
- Sep 9 - Ping Pong & Marco's Pizza, 4:00 PM at Iowa Estates
- Sep 10 - Pool & Marco's Pizza, 5:00 PM at U-20
- Sep 12 - Pool & Marco's Wings, 3:00 PM at Iowa Estates
- Sep 13 - Chess & Marco's Subs, 5:00 PM at U-20
- Sep 14 - Pool & Marco's Wings, 6:00 PM at Cole Village
- Sep 15 - Movie Night & Marco's Pizza, 6:00 PM at NH-156
- Sep 16 - Chess & Subway, 5:00 PM at J-53
- Sep 18 - Pool & Domino's Pizza, 6:00 PM at Cole Village
- Sep 19 - Movie & Marco's Pizza, 4:00 PM at Iowa Estates
- Sep 20 - NFL Football & Marco's Pizza, 4:30 PM at SP-29
- Sep 23 - Spades & Subway, 5:00 PM at U-16
- Sep 25 - Poker & Marco's Pizza, 5:00 PM at J-53
- Sep 26 - Movie & Marco's Pizza, 5:00 PM at U-16
- Sep 27 - Billiards & Marco's Wings, 6:00 PM at NH-156
- Sep 29 - NFL Football & Marco's Pizza, 6:00 PM at SP-29
- Sep 30 - Movie & Marco's Pizza, 6:00 PM at Iowa Estates

Newport News

- Sep 6 - Basketball & Chanello's Wings, 6:00 PM
- Sep 8 - Bowling at Pierside Lanes, 5:30 PM - 8:00 PM
- Sep 12 - Cornhole & Chanello's Pizza, 6:00 PM
- Sep 18 - Billiards & Chanello's Pizza, 6:00 PM
- Sep 23 - Card Games & Chanello's Wings, 6:00 PM

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
Doug Newman

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Assistant Community Director
Caprise Strand

[✉ Caprise.Strand@HuntCompanies.com](mailto:Caprise.Strand@HuntCompanies.com)

COMMUNITY TRASH SCHEDULE

LOCATION	# OF CANS/ DESCRIPTION	SCHEDULE DATES
(DBIDS) 1615 Gilbert St J53	Permanent Service	Monday
(DBIDS) 1274 Cowan St U16	9-8yds On Base	Monday/Thursday
3007 Huntington Ave	13-2yds	Monday/Thursday
Cole Village 7850 Inchon Ln	4-8yds	Monday/Thursday
851 Signonella Ave	Mini-Mac Compactors and compactor cans in building, 4 compactors - 6 cans	Dumped onto RO Compactor
851 Signonella Ave	Large Compactor at Iowa	Compactor Monitoring System, scheduled Hauls as needed
851 Signonella Ave	Open Top at Iowa	Every Other Tuesday
Iowa Estate 8100 Diven Arch	3-4yd cans (5 on perimeter, (4) 2 yard in garage)	Monday/Wednesday/Friday
Iowa Estate 8100 Diven Arch	1-8yd cans (by loading dock)	Monday/Wednesday/Friday

2026

SEPTEMBER

NORFOLK

SUN	MON	TUE	WED	THU	FRI	SAT
		01	02	03	04	05
06	07 Labor Day OFFICE CLOSED	08 Bowling at Pierside Lanes	09 Ping Pong & Marco's Pizza at Iowa Estates	10 Billiards & Marco's Pizza at U20	11 Patriot Day	12 Billiards & Marco's Wings at Iowa Estates
13 Chess & Marco's Subs at U20	14 Billiards & Marco's Wings at Cole Village	15 Movie Night & Marco's Pizza at NH156	16 Chess & Subway at J53	17	18 Billiards & Dominos Pizza at Cole Village	19 Movie & Marco's Pizza at Iowa Estates
20 NFL & Marco's Pizza at SP29	21	22 First Day Of Fall	23 Spades & Subway at U16	24	25 Poker & Marco's Pizza at J53	26 Movie & Marco's Pizza at U16
27 Billiards & Marco's Wings at 6:00 PM	28	29 NFL & Marco's Pizza at Iowa Estates	30 Movie & Marco's Pizza at Iowa Estates			

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SEPTEMBER

NEWPORT
NEWS

SUN	MON	TUE	WED	THU	FRI	SAT
		01	02	03	04	05
06 Basketball & Chanello's Wings	07 Labor Day OFFICE CLOSED	08 Bowling at Pierside Lanes	09	10	11 Patriot Day	12 Cornhole & Chanello's Pizza
13	14	15	16	17	18 Billiards & Chanello's Pizza	19
20	21	22 First Day Of Fall	23 Card Games & Chanello's Wings	24	25	26
27 Gold Star Mother's Day	28	29	30			