



# GRUENE TIMES



December 2023

## A NOTE FROM MANAGEMENT

Don't forget to save the date for the Christmas Craft Fair on Dec 2nd from 9 am to 1 pm. It will be fun and filled with great crafts.

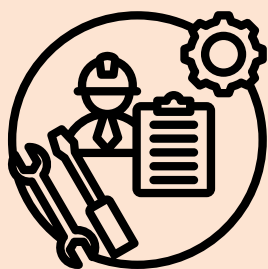
Recently there have been several residents entering vacant units while work is being done. Our goal is to always keep our residents and guests safe. Please be advised residents are not allowed to enter vacant units, especially when vendors and our maintenance teams are inside working. If you are interested in seeing a vacant unit you must schedule a tour with the leasing office. If you need maintenance service, you must submit your request on the resident portal or by contacting the office directly.

We thank all our residents for your patience, support, and words of encouragement for our team during the positive changes we have had. We are thankful for all our current and past residents. Especially for those who have departed, we will always cherish and remember you! Merry Christmas and Happy New Year to all, may you have a healthy and blessed Holiday season.

Sincerely,  
Kim Wade & Team



## MAINTENANCE CORNER



**DO NOT** enter an emergency maintenance request on the resident portal.

If you have a maintenance emergency please call the office and follow the prompts.

"LIKE" US ON FACEBOOK 

[HTTPS://WWW.FACEBOOK.COM/AUGUSTAATGRUENE](https://www.facebook.com/augustaatgruene)



## WHAT IS A MAINTENANCE EMERGENCY

A maintenance emergency is something that, if it isn't repaired immediately, could cause injury, threaten your health, or cause serious property damage. These things could include:

- A broken water line or flooding
- Fire (call 911 first, then maintenance)
- Smoke Alarm going off and not turning off
- A broken lock on your door
- No air conditioning in hot weather
- No heat in freezing weather
- Clogged or non-working toilet (if you only have 1 toilet)
- A sewer backup that is flooding your apartment



## WHAT ISN'T AN EMERGENCY?

Not every maintenance issue is an emergency. If, for example, you have a minor drip under your kitchen sink that can be contained with a bucket, you'll want maintenance to take a look, but it isn't an emergency. Here are some other situations where you could probably get away with submitting a routine maintenance request:

- A broken air conditioner when the temperature outside is below 80 degrees
- A broken heater when the temperature outside is above 50 degrees
- Your ice maker stopped working
- The stove burner isn't heating up
- A lightbulb went out

If you determine that the issue isn't an emergency, you should still go ahead and submit a maintenance request to be handled during normal business hours. Be aware that it may take a few days to get the issue resolved since the maintenance team will handle emergencies before tackling other repairs, so be patient.

## How to call for a Maintenance Emergency:

- When there is a maintenance emergency PLEASE call 830-643-1000
- Listen to the prompts. **Do NOT press 1 to leave a message.**
- **Press 3** and listen to the message.
- If your call meets a maintenance emergency you will need to **press 3 again** to speak to a live person. The on-call service will take the emergency work order and contact the on-call maintenance team.



# DECEMBER 2023

MON

TUE

WED

THU

FRI

## Christmas Craft Fair

DEC 2ND, GRUENE HAUS  
9 AM TO 1 PM



1

5:00 PM  
FRIDAY FUN  
BRING A SNACK &  
BEVERAGE

2

CHRIST-  
MAS  
CRAFT  
FAIR  
9 AM TO  
1 PM

3

1:00 PM  
POKER, CARDS  
& GAMES

POOL CLOSED ON MON  
FOR MAINTENANCE

4

5

10:00AM  
BIBLE STUDY IN THE  
GRUENE HAUS

6

9:00 - 10:00 AM  
COFFEE  
CELEBRATE BIRTHDAYS  
AACOG & ADAC  
SCHEDULED VISIT  
10:00 AM  
CHAIR EXERCISE

7

1:00 PM  
POKER, CARDS  
& GAMES

8

5:00 PM  
FRIDAY FUN  
BRING A SNACK &  
BEVERAGE

9

10

11

1:00 PM  
POKER, CARDS  
& GAMES

12

10:00AM  
BIBLE STUDY IN THE  
GRUENE HAUS  
11:00 AM  
LET'S EAT OUT [at]  
HUISACHE GRILL

13

9:00 - 10:00 AM  
COFFEE  
10:00 AM  
CHAIR EXERCISE

14

9:00 AM TO 3:00 PM  
TRIP TO SAN ANTONIO  
1:00 PM  
POKER, CARDS  
& GAMES

15

5:00 PM  
ANNUAL CHRISTMAS  
DINNER FOR  
ACTIVE/ PARTICIPATING  
SENIORS

16

17

18

11AM BOOK CLUB  
WITH EILEEN STEVENS  
"THE RIVER WE  
REMEMBERED"  
BY WILLIAM KENT KRUEGER  
1PM POKER, CARDS  
& GAMES

19

10:00AM  
BIBLE STUDY IN THE  
GRUENE HAUS

20

9:00 - 10:00 AM  
COFFEE  
10:00 AM  
CHAIR EXERCISE

21

1:00 PM  
POKER, CARDS  
& GAMES

22

5:00 PM  
FRIDAY FUN!  
PIZZA NIGHT  
\$5 ALL YOU CAN EAT

23

24

25

MERRY  
CHRISTMAS

26

27

9:00 - 10:00 AM  
COFFEE  
10:00 AM  
CHAIR EXERCISE

28

1:00 PM  
POKER, CARDS  
& GAMES

29

5:00 PM  
FRIDAY FUN  
BRING A SNACK &  
BEVERAGE

30

31



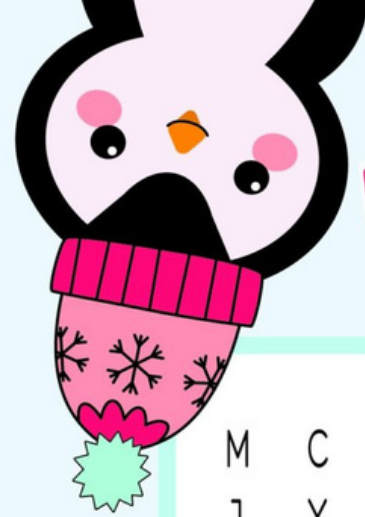

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# WINTER WORD SEARCH

M	C	H	X	B	Z	P	Q	I	Y	E	M	M	A	M
J	X	O	S	N	O	W	F	L	A	K	E	C	S	Q
O	I	S	M	O	R	E	J	O	P	Z	D	Z	Q	Z
B	G	N	F	H	T	R	C	A	N	U	C	L	Y	R
E	L	D	S	Z	J	O	D	X	C	W	P	X	F	I
S	O	V	B	E	C	M	B	R	Q	K	Q	Y	D	D
H	O	U	I	T	P	S	P	L	P	T	E	B	C	F
O	U	V	O	T	N	N	N	T	I	A	D	T	E	R
V	S	H	S	F	F	O	A	O	C	Z	I	C	Y	O
E	R	W	G	R	S	W	I	P	W	F	Z	F	D	S
L	X	S	D	O	Q	M	R	C	R	B	M	A	U	T
M	U	E	Z	Z	L	A	F	A	I	A	A	Y	R	Y
L	L	I	C	E	G	N	C	L	U	C	M	L	A	D
S	E	L	X	N	A	S	O	D	F	D	L	Y	L	X
M	I	T	T	E	N	S	B	Z	N	D	L	E	O	B

BLIZZARD

FROSTY

FROZEN

HOT COCOA

ICICLE

ICY

IGLOO

JACKET

MITTENS

SCARF

SHOVEL

SLED

SNOWBALL

SNOWFLAKE

SNOWMAN

