



ONE MISSION. ONE COMMUNITY.

## **Community Chat**

March 26, 2021 at 5:30 p.m.

Virtual Meeting

# OVERVIEW

## Section 1

- Community Management Team
- Office Contact Info & Hours
- Resident Dispute Resolution

## Section 2

- Pet Reminders
- Community Standards Reminders
- Upcoming Events

## Section 3

- Construction Updates
- Utility Updates
- Landscape Updates
- Next Community Chat
- Question & Answer Session

# SECTION 1

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# Community Management Team

## Community Management

- Jessica Jones, Resident Services Specialist
- Joe Kosnar, Resident Services Specialist
- Trina Lee, Resident Services Specialist
- Erica Lillie, Leasing Specialist
- Jillian Salem, Leasing Specialist
- Stephanie Wedemeyer, Accounting Services Specialist
- Kevin Glover, Quality Assurance Quality Control Specialist
- Ebonie Bolden, Community Manager
- Molly Koerperich, Community Director

## Maintenance Management

- Bob Roberts, Self Help & Warehouse Specialist
- Shane Dorais, Maintenance Manager
- Don Morrison, Maintenance Director



# Office Contact Info & Hours

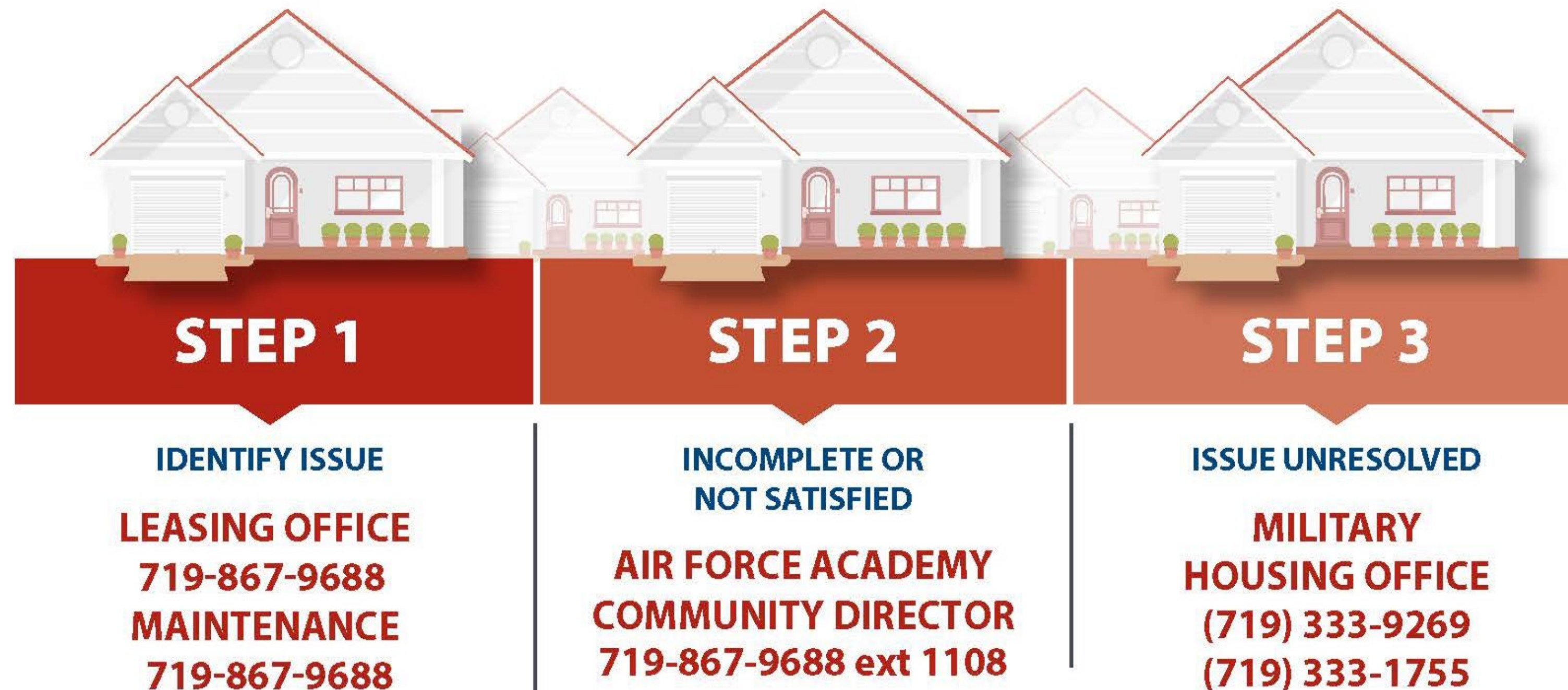
- Community Management Office
  - Address: 4609 W. Bighorn Drive, USAF Academy, CO 80840
  - Office Number: (719) 867-9688
  - E-Mail: [afacontact@huntcompanies.com](mailto:afacontact@huntcompanies.com)
- Office Days and Hours are:
  - Monday from 8:00 a.m. to 5:00 p.m.
  - Tuesday from 8:00 a.m. to 5:00 p.m.
  - Wednesday from 9:00 a.m. to 5:00 p.m.
  - Thursday from 8:00 a.m. to 5:00 p.m.
  - Friday from 8:00 a.m. to 5:00 p.m.





# Resident Dispute Resolution

Any resident suggestion, concern, or feedback is important. If you are not satisfied with any service, please follow the process outlined below:



# Resident Dispute Resolution

In the event of a dispute between resident and landlord under the terms of the lease, resident agrees to make a reasonable attempt to follow the process outlined below:

1. Resident should bring requests (concern, dispute) regarding their housing to the Community Management Office.
2. If Resident feels that the request has not been adequately resolved by the Community Management Office, the request will be immediately elevated to Landlord's Community Director.
3. If Resident feels that the request has not been adequately resolved by the Community Director, Resident may submit a concern to the Installation's Military Housing Office (MHO). Resident may request a meeting with the Community Director and MHO in order to personally present their request or concern.

# Resident Dispute Resolution

4. If a resident feel that the request has not been adequately resolved by the Community Director and MHO, elevate the dispute throughout the Chain of Command to include the Resident Advocate and Legal Office
5. If a resident feels that the request has not been adequately resolved, please contact the Air Force Housing Call Center at 1-800-482-6431
6. If Resident feels the final decision has not adequately resolved Resident's request, Resident may seek independent legal guidance.



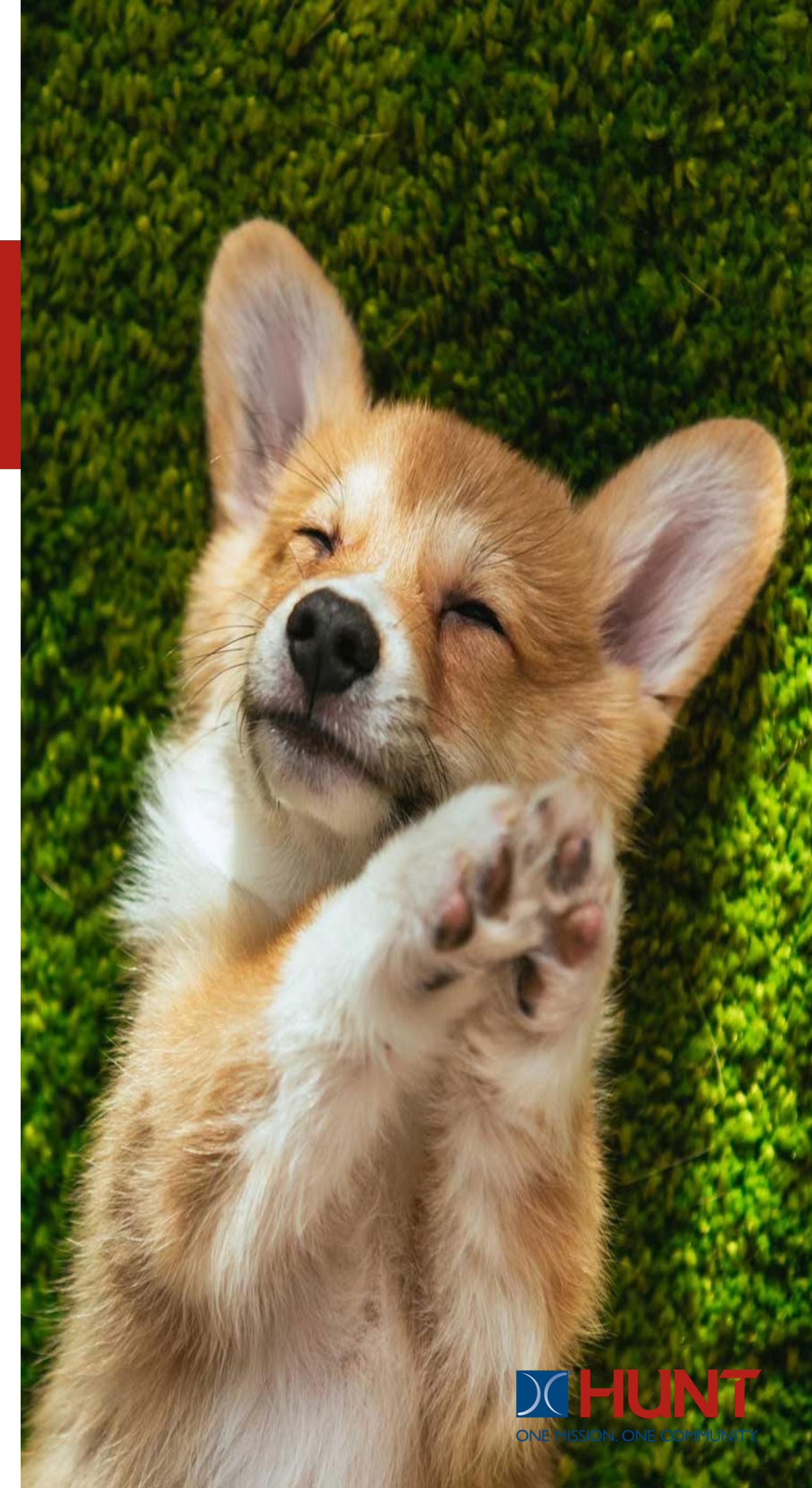
# SECTION 2

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# Friendly Pet Reminders

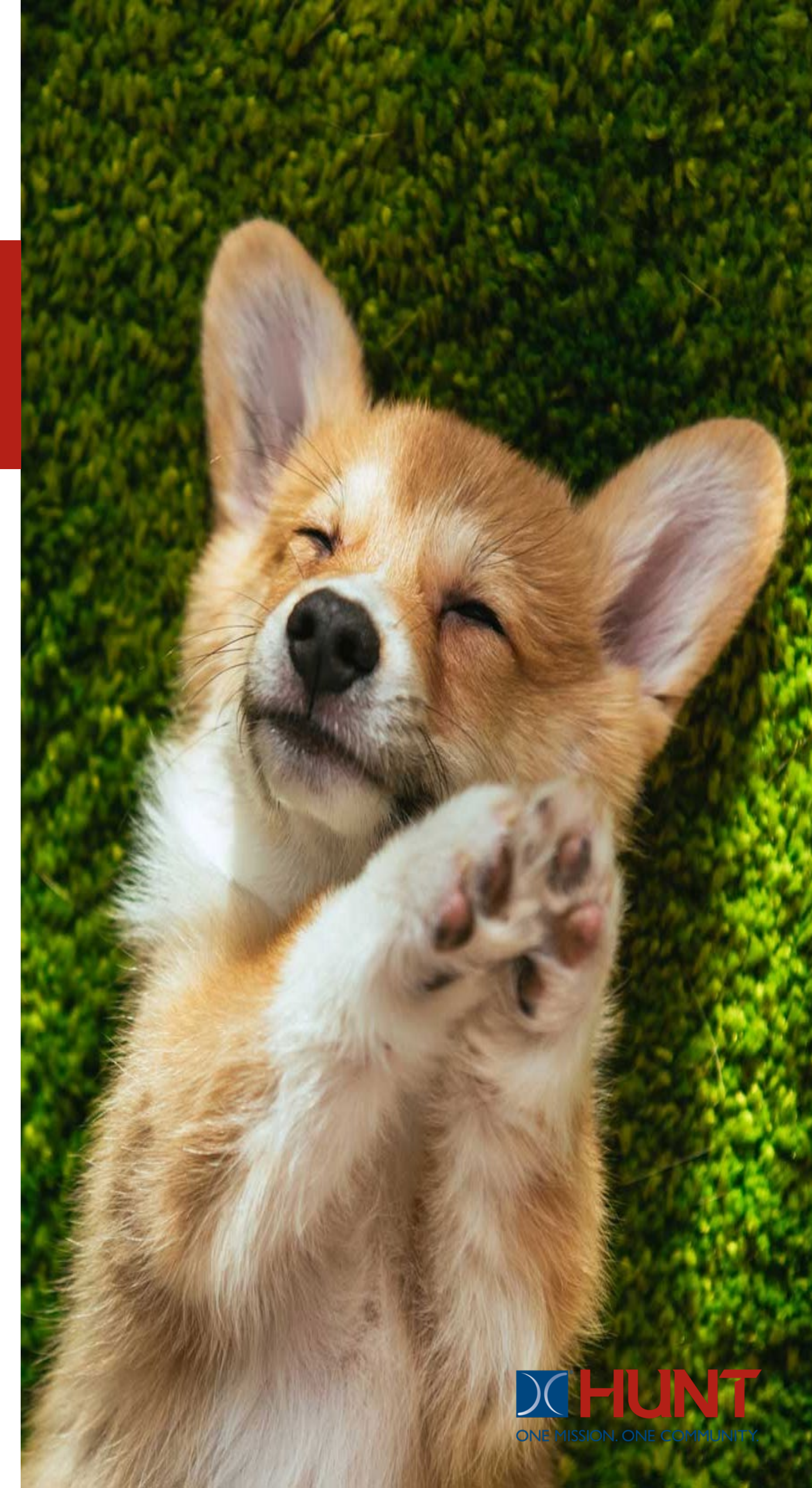
- Pet ownership is a privilege at Air Force Academy Military Communities
  - Failure to comply with the Pet Policy contained in the Lease Agreement, Pet Addendum, and Community Handbook can result in the removal of the pet
- No more than two (2) pet per household at any given time
- All pets must be approved prior to entering the Community by HMC
  - \$200 refundable pet deposit per pet will be required
- Pets must be secured with leashes and under positive control while outdoors, except in fenced in patios and/or yards
- Dogs and cats are required to wear a collar or harness with current rabies and distemper vaccination attached





# Friendly Pet Reminders

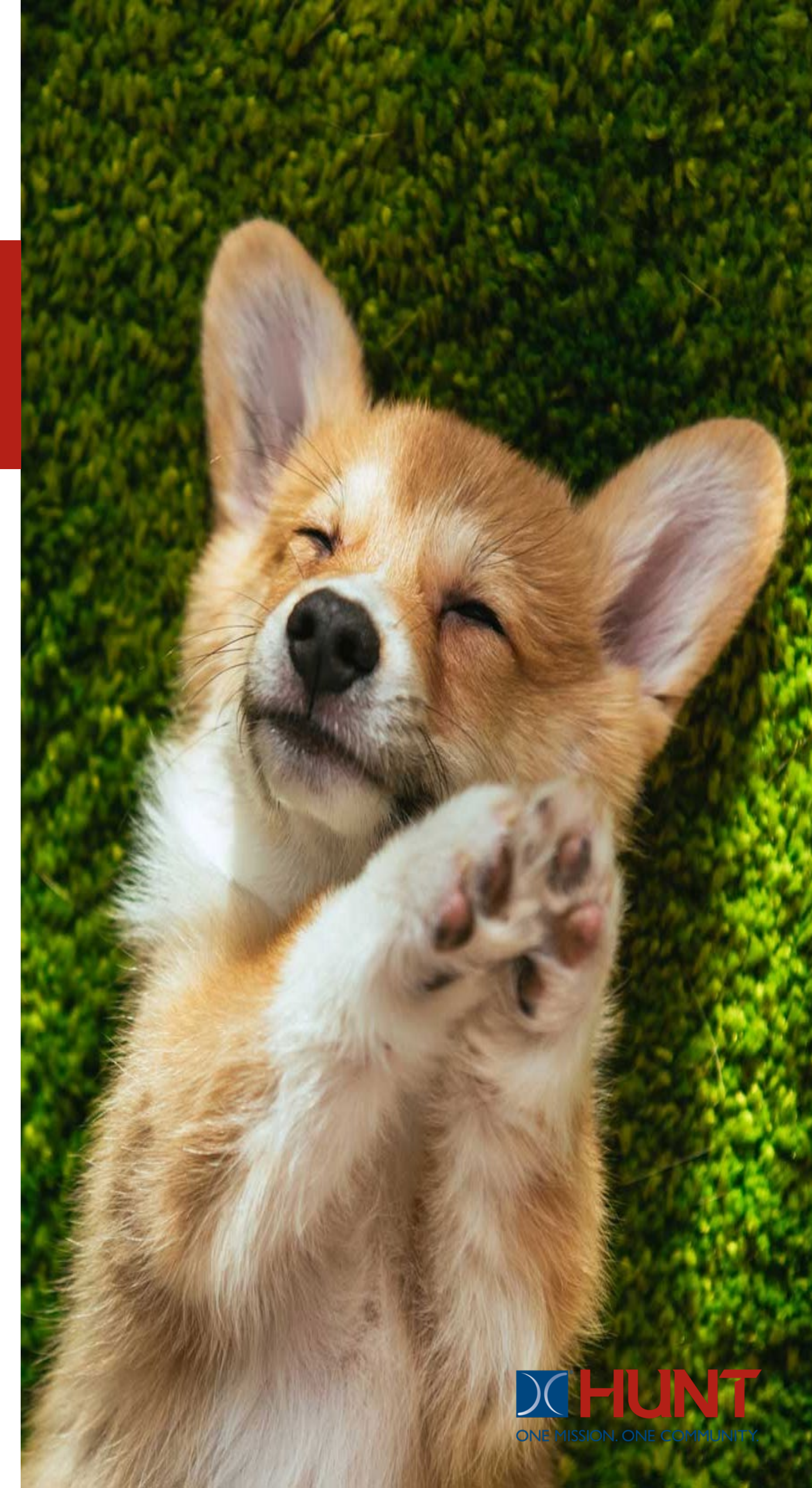
- Pet owners are responsible to control pet noise and odor
  - Ensure your pet does not disturb any other resident or animal of any other resident nor damage any property located in the Community
  - Pet areas must be cleaned regularly to control and prevent vermin infestations
  - Pet feces must be picked up regularly so as to prevent nuisance to the Community or neighbors





# Friendly Pet Reminders

- Dogs of the following “restricted breeds” (to include any dog with a mix of any such breeds)\*:
  - Pit Bull
    - American Staffordshire Bull Terrier
    - English Staffordshire Bull Terrier
  - Rottweiler
  - Presa Canarios
  - Doberman Pinscher
  - Chow
  - Akitas
  - Mastiffs
  - Great Danes
  - Alaskan Malamutes
  - Wolf hybrids
  - Any dog of any breed that demonstrates a propensity for dominance or aggressive behavior





# Community Standards

- Trampolines must be within a fenced in backyard to be approved within AFAMC
- Playground equipment except playsets for toddlers must be within a fenced in backyard to be approved within AFAMC
- Only swimming pools authorized are wadding pools
  - Water cannot exceed 18 inches in height and must be emptied or turned over when not in use
- Vehicles must be have current registration, insured, and operable
  - If not, the vehicle can be subject to towing at the vehicle owner's expense
- Vehicles must be moved on a regular basis except if parked in your driveway, garage, or carport
  - If not, the vehicle can be subject to towing at the vehicle owner's expense
- No vehicle maintenance is to occur within the community
  - All maintenance must be done at the Auto Hobby Shop or a vehicle repair shop



# Upcoming Events

- Easter Bunny Parade
  - April 2, 2021 from 12:00 p.m. to 4:00 p.m.
  - Parade will start in MilCon, head towards lower Main Douglass Valley, swing through upper Douglass Valley, head towards upper Pine Valley and finish in lower Pine Valley
  - The Easter Bunny's friends will be handing out some sweet treats
- Story Time
  - April 8, 2021 and April 22, 2021 from 11:30 a.m. to when the story ends
  - This is a virtual event and if you are unable to attend, HMC will post to AFAMC's Facebook and Instagram accounts

# SECTION 3

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# Construction Update

- Pine Valley Dog Park Update
  - Project is delayed because we had to make a change with our contractor, which will result in materials delay
  - Embassy Site Management took over the construction of the dog park
    - Made some changes to the current layout
  - Target date for Grand Opening is April 30, 2021
    - Contingent on the sod farms reopening
  - Help Name Our Bark Park contest started March 8, 2021 via Facebook
    - Submit idea at <https://www.facebook.com/afafamilyhousing> no later than April 2, 2021 by 5:00 p.m. Mountain Standard Time



# Construction Update

- Douglass Valley Dog Park Update
  - HMC to build another Bark Park in Douglass Valley
    - Main Douglass Valley
      - W. Douglass Drive in open space across from Juniper
  - Estimated start date is late Spring or early Summer 2021
  - Vendor to begin grading when equipment is 2 to 3 weeks out from delivering
  - Look to email blasts, Facebook, and Instagram for more updates on this project over the next several months

# Construction Update

- Douglass Valley Playgrounds
  - HMC to build three (3) playgrounds in Douglass Valley
    - MilCon
      - Ponderosa and Spruce next to gazebo
    - Main Douglass Valley
      - W. Douglass Drive in open space across from Juniper
    - Upper Douglass Valley
      - Douglass Loop and Douglass Way
  - Estimated start date is late Spring or early Summer 2021
  - HMC has put 50% deposit down to commence procuring equipment
  - Vendor to begin grading when equipment is 2 to 3 weeks out from delivering







**COLOR KEY**

- YELLOW
- RED
- ORANGE
- LIME
- BLUE
- PURPLE
- B ORANGE/BLACK
- B LIME/BLACK
- B PURPLE/GRAY
- B BLUE/WHITE







**COLOR KEY**

	YELLOW
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# Utility Updates

- Discolored and high pressure water issues
  - HMC and 10<sup>th</sup> CES developed a team to identify and resolve water concerns
    - Conduct water flushing during the fire hydrant replacement project
    - Repair or replace master pressure reducing valves (PRVs) throughout housing
    - Developing comprehensive water flushing program for long term solution
  - HMC and MHO partnered with 10<sup>th</sup> MDG Bioenvironmental Engineering and having homes with discolored water tested at the taps for safe consumption
    - As of February 19<sup>th</sup>, a total of 8 homes (MilCon, Pine Valley, and Main Douglass Valley) to date have been tested
      - All chlorine and pH were in the acceptable range
      - All samples were negative for bacteria

# Utility Updates

- Fire hydrant replacement project
  - Replacing 14 fire hydrants and will be conducting the following during this time:
    - Flushing water lines
    - Pressure test
    - Changing or working on master Pressure Reducing Valves (PRVs)
  - JBS Pipeline conducted water valve inspections on March 25<sup>th</sup> and March 26<sup>th</sup> to determine best course of action to isolate water during this project
  - Project to start in MilCon and projected start date is Monday, March 29, 2021



# Utility Updates

- Sewer failures and backups
  - Procured sewer camera system for site
    - Camera all lines during Change of Occupancy to ensure lines are healthy
      - If not, take appropriate action prior to any new resident moving in
  - HMC contracted In Depth Environmental, a third party contractor, to scope all sewer lines to determine overall health of system
    - In Depth Environmental is providing HMC with a start and end date for the project (weather contingent)
    - Once we receive the final report, team to develop corrective action plan

# Landscape Updates

- All irrigation and backflows inspected for operability
  - AFAMC has extensive repairs and Embassy Site Management to commence repairs immediately once materials arrive at the community
- Tree trimming completed in Pine Valley, MilCon, Juniper, and E Bighorn
  - Currently on W. Bighorn and moving west towards Upper Douglass Valley
  - Estimated completion is late April 2021
- Currently trimming shrubs and ornamental grasses throughout the community
- Pine needles and pine cone removal on hold due to snow on the ground

# Next Community Chat

**When: Thursday, April 29, 2021**

**Start Time: 5:30 p.m.**

**Location: Virtual Meeting**

<https://huntelp.webex.com/huntelp/j.php?MTID=m0525c2ffef21edce9790f81cdb04567f>

Meeting number: 133 380 1118      Password: X3yJM8eVMF5  
Join by phone at 1-650-429-3300      Access code: 133 380 1118

# QUESTION & ANSWER SESSION

# Community Chat Questions & Answers

## March 26, 2021

- Q Still seeing lots of dog poop on the strip next to the main road between E. Primrose and W. Primrose. It was picked up after the last virtual meeting, but is now back in force.
- A. Embassy Site Management, AFAMC's new landscape and snow removal provider as of January 1, 2021, has been notified by HMC on March 1, 2021 to remove this pet waste when the snow melts. As a reminder, it is the responsibility of all pet owners to remove all pet waste to include the common areas or their pet privilege can be revoked. The more we have Embassy Site Management conduct pet feces removal this means less time of the contractor pruning shrubs, conducting pine needle and pine cone clean up, irrigation repairs, etc.
- A. If the feces is located in the fenced in backyard or non-fenced in backyard, please email [afacontact@huntcompanies.com](mailto:afacontact@huntcompanies.com) and provide HMC with an address so that our team can engage this resident immediately so we can have a conversation about the Community Standards at AFAMC.
- Q Same in Pine Valley in non-fenced in yards, looks like mine
- A. Embassy Site Management, AFAMC's new landscape and snow removal provider as of January 1, 2021, has been notified by HMC on March 1, 2021 to remove this pet waste when the snow melts. As a reminder, it is the responsibility of all pet owners to remove all pet waste to include the common areas or their pet privilege can be revoked. The more we have Embassy Site Management conduct pet feces removal this means less time of the contractor pruning shrubs, conducting pine needle and pine cone clean up, irrigation repairs, etc.
- A. If the feces is located in the fenced in backyard or non-fenced in backyard, please email [afacontact@huntcompanies.com](mailto:afacontact@huntcompanies.com) and provide HMC with an address so that our team can engage this resident immediately so we can have a conversation about the Community Standards at AFAMC.
- Q You spoke about animal noise earlier; however, is there anything that can be done about residents starting a very loud vehicle between 0430 - 0515 and letting it run for 30-45 minutes. It's not being revved but a diesel engine running in such an enclosed area is really disturbing at that time of the morning. I spoke to someone in your office who indicated nothing could be done since the engine was not being revved but I just wanted to check again.
- A. Please email [afacontact@huntcompanies.com](mailto:afacontact@huntcompanies.com) with the address of the individual running their vehicle for 45 minutes so we can have a conversation with this resident. A typical vehicle should need between 10 to 15 minutes to warm up at the most.
- Q When will the water be turned back on in the 4211 Muledeer area?
- A. This is the first we have heard that the water has been shut off at 4200. We are reaching out to our Maintenance Department to find out why and an estimated time to return water services to your home. Water services were returned to 4200 before 6:30 p.m. on March 26, 2021.
- Q Has any consideration been given to inviting someone from the military chain of command to these sessions?
- A. We will absolutely ask for the chain of command to attend the next Community Chat as we understand this is one big community for our residents. 10ABW was invited to attend the next Community Chat on April 29, 2021.



- Q The trees marked for removal. Are they being replaced with any new trees? I have 2 trees marked right outside of my house that are not dead - can someone tell me why they are being removed? We have no central A/C so every little bit of shade helps.
- A. Not all trees being removed will be replaced as it is contingent on its location to the home or an amenity. In addition the replacement tree will not be the same size as the one that is being removed. The reason for their removal is Embassy Site Management has identified 93 priority 1 trees requiring removal, but AFAMC has authorized 23 to be removed as these are the trees that need to come down in the near future. The trees identified for removal are either rotting from the inside out or infested with a beetle that has killed the tree beyond saving. Lastly, it is HMC's fiduciary responsibility to ensure the safety of our residents and the assets at AFAMC. Part of that responsibility is ensuring we limit our fire hazard exposure, which includes removing those trees that pose a fire hazard. Residents have the option to submit an Alteration's Request to install a window or portable AC. The reason for the Alteration's Request is that maintenance needs to ensure the electrical load on the circuit can handle the window or portable AC and ensure it is installed properly.
- Q Any chance you can coordinate with the base to give some priority for base residents for the existing RV storage lot. I have been on the list for almost five years, and still have more than 100 people ahead of me. Thanks.
- A. Military Family Housing is reaching out to 10FSS to check on this option and once this information is obtained, HMC will share with the community via email blast. **UPDATE: Email blast sent April 5, 2021 with the following response: Another RV lot has been approved at the south end of the base. There is no estimated start/completion date at this time.**
- Q Will new trees be planted to replace the ones that have been or are being taken down?
- A. Not all trees being removed will be replaced as it is contingent on its location to the home or an amenity. In addition, the replacement tree will not be the same size as the one that is being removed. The reason for their removal is Embassy Site Management has identified 93 priority one trees requiring removal, but AFAMC has authorized 23 to be removed as these are the trees that need to come down in the near future. The trees identified for removal are either rotting from the inside out or infested with a beetle that has killed the tree beyond saving. Lastly, it is HMC's fiduciary responsibility to ensure the safety of our residents and the assets at AFAMC. Part of that responsibility is ensuring we limit our fire hazard exposure, which includes removing those trees that pose a fire hazard.
- Q First Resident: Is a playground planned for Pine Valley? Second Resident: Are there plans on new playground for Pine Valley?
- A. No, there are no plans for new playgrounds at Pine Valley as Pine Valley already has multiple playgrounds in good working order whereas Douglass Valley had multiple playgrounds removed during the initial development period.
- Q Is it possible to get "children at play" signs fur clusters? With the warmer weather more and more kids are playing in the clusters but there are people that speed through the clusters.
- A. Please email [afacontact@huntcompanies.com](mailto:afacontact@huntcompanies.com) so our Community Director, Molly Koerperich, can speak with you about this initiative.
- Q Trash is still an issue of non-residents using base as dump site all thru any days and times, requiring residents to call Hunt to have it picked up. Both in and around the dumpsters. Looks really bad and feel it's not the residents responsibility to get it cleaned up.

- A. We understand trash will be an issue as many off base individuals utilize our dumpsters to get rid of their items when PCSing or moving in the local area. If you see this activity and know it is not a resident, you can contact 10SFS and also HMC to report it. However, if you see any area that needs to be addressed, please contact HMC at [afacontact@huntcompanies.com](mailto:afacontact@huntcompanies.com) so we can send one of our teammates to address.
  
- Q In Pine Valley there are still houses with holiday lights - they look nice, but ...
  - A. Please email [afacontact@huntcompanies.com](mailto:afacontact@huntcompanies.com) with the address so that our RSS team can address directly with the resident.
  
- Q The portable A/Cs that fit in windows with no modifications don't require modification requests, correct?
  - A. Residents must submit an Alteration's Request to install a window or portable AC. The reason for the Alteration's Request is that maintenance needs to ensure the electrical load on the circuit can handle the window or portable AC and ensure it is installed properly.
  
- Q Is anything being done to replace the obstacle course across from the elementary school?
  - A. This is outside of HMC's point of demarcation and falls under the installation's responsibility. Military Housing Office will reach out to the correct entity to see what is to be replaced or if it will even be replaced. HMC will share this information with the community via e-blast. **UPDATE: Email blast sent April 5, 2021 with the following response: A request has been submitted to demolish the existing obstacle equipment in Douglass Valley. It is unknown if it will be replaced.**