



ONE MISSION. ONE COMMUNITY.

Community Chat

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

Virtual Meeting

OVERVIEW

Section 1

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

Section 2

- Bear Hibernation
- Maintenance Work Orders
- Trash & Dumpsters
- Renters Insurance
- Window Safety
- Pet 101
- Upcoming Events

Section 3

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

SECTION 1

Community Management Team

Community Management

- Jessica Jones, Resident Services Specialist
- Jewel Shivers, Resident Services Specialist
- Trina Lee, Resident Services Specialist
- Erica Lillie, Leasing Specialist
- Fredrick Martinez, 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
- Joshua Sexton, Maintenance Manager
- Don Morrison, Maintenance Director



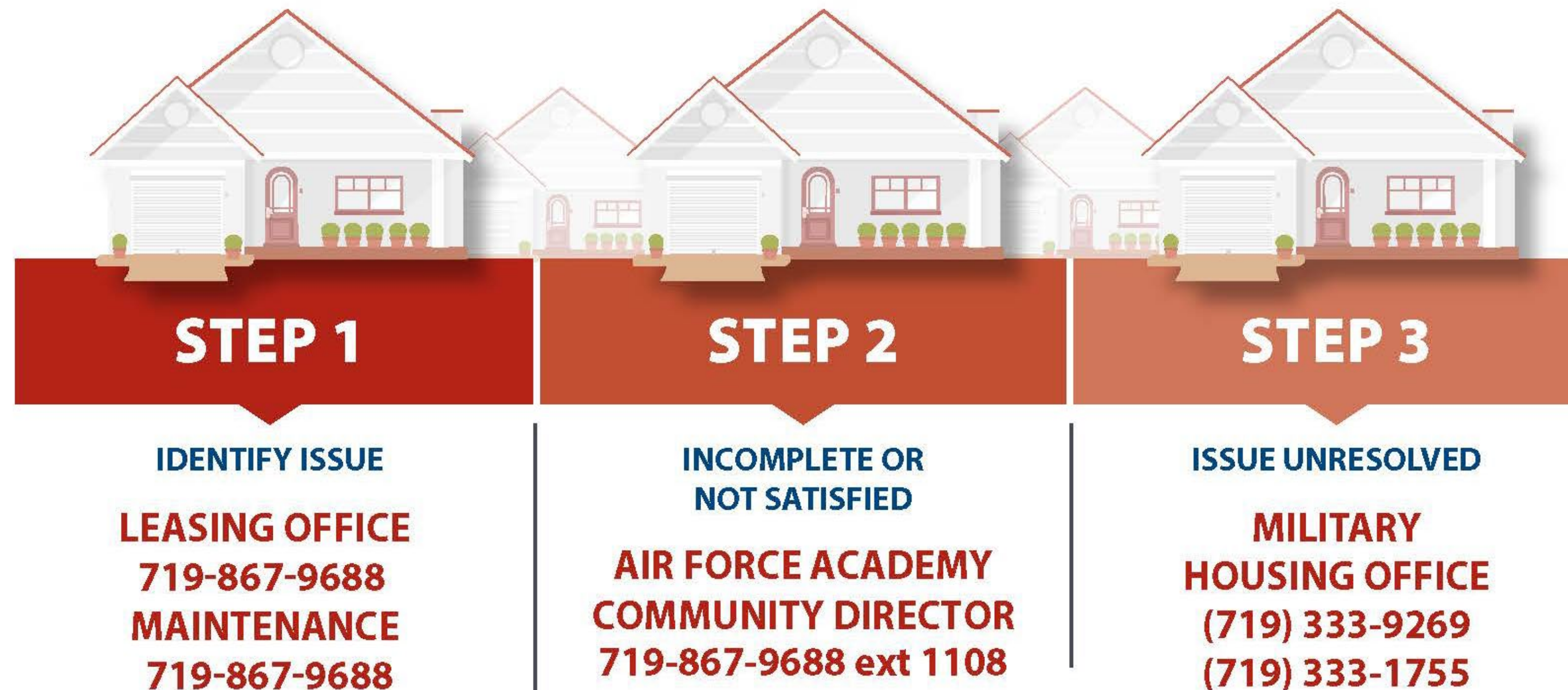
Office Contact Info & Hours

- Community Management Office
 - Address: 4609 W. Bighorn Drive, USAF Academy, CO 80840
 - Office Number: (719) 867-9688
 - E-Mail: afacontact@huntcompanies.com
- 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

Bear Hibernation

- Black bears will soon be foraging 20+ hours per day in preparation for their winter hibernation
 - Now is the time to remove unnatural food sources that can attract them
- Using their keen sense of smell and good memory, bears that easily find food like in an open dumpster and will continually return to the same area unless the food source is eliminated
- Adult bears need to consume up to 20,000 calories per day to store up energy for hibernation, so they have a strong incentive to go after high-calorie items found in dumpsters, trash cans, recycling bins, and bird feeders
- In addition, bears commonly return in the spring for their first post-hibernation meal to the same spots where they previously found food
 - If it happens to be a sow with cubs, which can be a very dangerous situation, the potential for bear-human conflict increases significantly
 - Also, a new generation of bears is being taught to “dumpster dive” without a fear of people

Bear Hibernation

- To help minimize bear-human conflicts, take the following steps:
 - Remove (or store indoors) any potential food resources outside your home or workplace
 - Housing residents should ensure the doors or lids to their animal-proof dumpsters and trash receptacles are closed and properly latched
 - Residents in Pine Valley and Douglass Valley should report any animal-proof trash containers needing repair to Hunt Housing Maintenance at 719-867-9675
 - Housing residents that do not have animal-proof trash receptacles must secure their trash in a garage until the scheduled trash collection day
 - Outside of base housing, other USAFA trash containers needing repair should be reported to the 10th Civil Engineer Squadron Production Control office at 719-333-2790
 - If you have an immediate bear problem or threat, contact the Security Forces Law Enforcement Desk at 719-333-2000
 - To report other bear encounters, call Natural Resources at 719-333-3308

Maintenance Work Orders

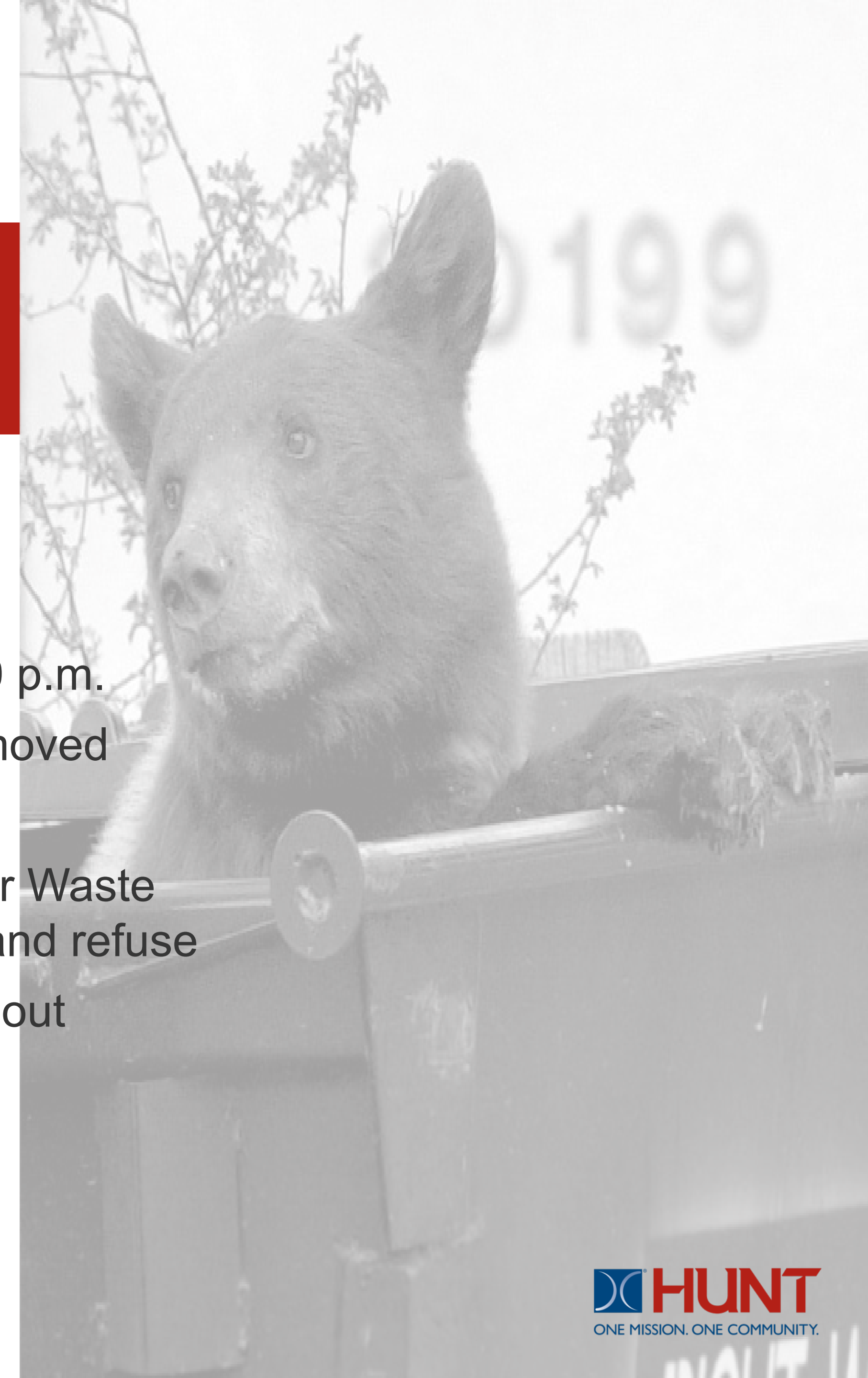
- AFAMC has a few options for our military families to submit their work orders to include:
 - Online at <https://airforceacademyhousing.securecafe.com/residentservices/air-force-academy/userlogin.aspx>,
 - Through the Hunt Resident App, which can be downloaded at Apple's App Store or Google's Play Store, or
 - Call our Maintenance Call Center at (719) 867-9688
- Only Routine work orders can be submitted online or through the Hunt Resident App
- Urgent and Emergency work orders must be called into our Maintenance Call Center so we can dispatch our Maintenance Technician immediately
- If you call or put your work order in online, but you will not be the person that will be at home for the work, please enter online or give the dispatcher the contact information for the person who be at home
 - Include their name and cell phone number

Maintenance Work Orders

- Our maintenance team will only access your home under the following circumstances:
 - You call in a work order and request work,
 - AFAMC gives you a 48 hour notice of entry, which is posted to your front door; or
 - An emergency threatening residents or physical assets
- If it is an emergency situation, we will do everything we can to notify you by phone, text, or email to advise you and your family why we are needing to enter the home under the emergency clause of the Lease Agreement

Trash & Dumpsters

- Here are some friendly trash reminders:
 - If you have bulk items, remember to call AFAMC or email afacontact@huntcompanies.com by Wednesday before 3:00 p.m.
 - If not, you could be charged to have your bulk items removed
 - Do not place bulk items against the dumpster
 - Leave a 3 foot clearance as this allows easier access for Waste Connections of Colorado Springs to remove bulk trash and refuse
 - When using dumpsters, lock the sliding door to keep wildlife out
 - Do not place refuse against the dumpsters
 - All refuse needs to go inside the dumpster



Renters Insurance

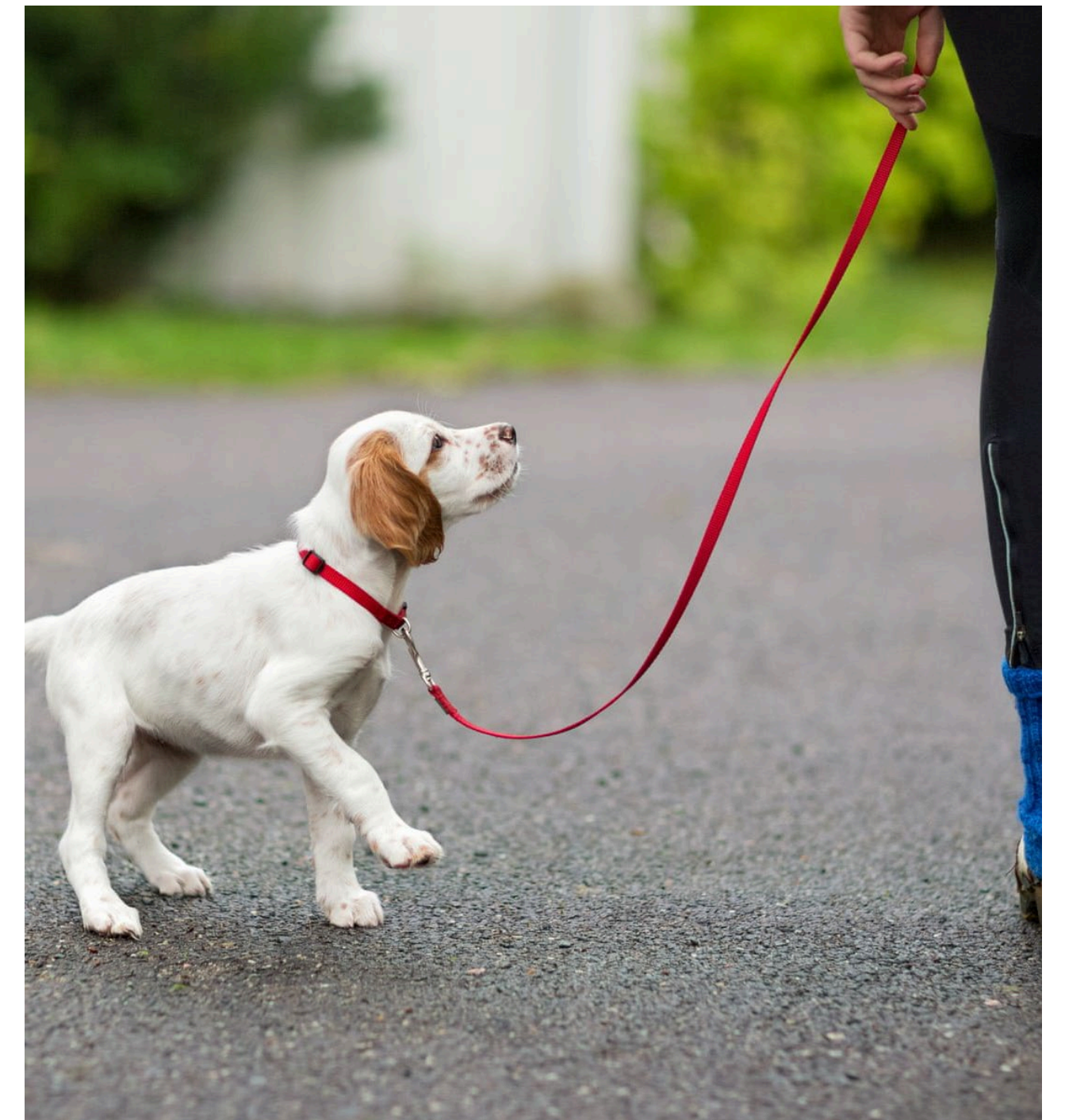
- Do you really need renters insurance?
 - Renters insurance can help you repair or replace property after loss due to many types of damage or theft
 - It can also provide coverage for an accident at your residence
 - Policies usually have very affordable annual premiums
 - Your landlord's property insurance doesn't cover your belongings
- Simply put, renters need insurance to protect their stuff
 - As a renter, you don't own the structure you live in and you are not likely to insure it
 - The belongings inside your home, on the other hand, are probably important to you
 - One reason to carry renters insurance is to have coverage for your belongings

Window Safety

- Keep windows locked to protect small children from falls
 - Don't rely on screens as safety devices
 - Screens keep bugs out – not children in
- Keep furniture or other climbing hazards away from windows, decks and balconies
 - Don't underestimate a child's mobility
 - Children begin climbing before they can walk
- Educate children about dangers associated with windows, balconies and decks
- Install and maintain window safety devices and door safety devices
- Complete a safety check with your child's caregiver to ensure they understand potential dangers associated with windows, balconies and decks
- Don't allow children to play near windows, balconies or decks while unsupervised

Pet 101

- Walking your pet is time for you to bond with your animal, but remember your pet must be leashed at all times
- If your pet is running loose within the community, it will be captured, removed, and drop off at the local animal shelter
- Remember to bring a disposable bag to pick up after your pet
 - If you should forget your disposable bag, there are pet bag waste dispensers located throughout the community
- Your pet needs water every day to stay well hydrated so keep those bowls full of water
- With warmer weather still around and neighbors still needing to open windows to keep their homes cool, keep your pets barking to a minimum so it does not create a nuisance
- Securely sequester pets during all maintenance visits or our team will not be able to do the work requested



Upcoming Events

- What Family Means to You Sidewalk Chalk Art Contest
 - Draw “What Family Means to You” on your driveway or sidewalk, take a photo, and submit on our Facebook page at www.facebook.com/afafamilyhousing by September 20, 2021
 - All drawings will be judged by residents likes on Facebook, Hunt Military Communities, and the Military Housing Office
 - The top 3 winners will be awarded prizes

SECTION 3

Construction Update

- Douglass Valley Playgrounds
 - HMC is building 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
 - Project commenced June 7, 2021 at MilCon

Construction Update

- MilCon Playground
 - Project 100% and awaiting final concurrence for USAFA
 - Requires Air Force acceptance before playground can be opened
- Main Douglass Valley Playground
 - Project 100% and awaiting final concurrence for USAFA
 - Requires Air Force acceptance before playground can be opened
- Upper Douglass Valley still in progress
 - Playground to be erected within the next week to 2 weeks
- Pine Valley Dog Park
 - Completed and opened as of Friday, August 6, 2021
- Douglass Valley Dog Park

Utility Updates

- Maintenance commenced hydrant flushing for all loops on August 5, 2021
 - Flushing Muledeer and Antelope this week and next week
 - This will not disrupt water service to any resident's homes
 - This allows for any sediment build up to be flushed out of the system before it reaches your homes
- HMC GIS team onsite this week mapping water utility system
 - Second phase to determine a permanent solution to high pressure water situation
 - HMC contracted with water utility consultant to verify permanent solution and provide alternatives
- Maintenance assessed master pressure reducing valve pits with HMC Construction Manager and HMC GIS team
 - Final report to be available to onsite team within 3 to 4 weeks

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 has completed 100% of the inspections for the lateral sewer lines
 - HMC developing plan of action to address high priorities that were identified in final report

Landscape Updates

- Embassy Site Management is currently working on the following:
 - Crack weeds in sidewalks, gutters, and roadways
 - Pine cone and pine needle removal
 - Flower bed cleanup
 - Continue with irrigation repairs in Douglass Valley
 - Mowing and trimming operations ongoing
- Areas Embassy Site Management will be focusing on during September 2021
 - Hydro seeding areas disturbed during fire hydrant project and high pressure water event
 - Commence gutter cleaning of all homes starting late September
 - Clean up pine cones and pine needle removal
 - Commence fall clean up
 - Prepare for winter snow removal season

Next Community Chat

When: Thursday, September 30, 2021

Start Time: 5:30 p.m.

**Location: Community Management Office &
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