



ONE MISSION. ONE COMMUNITY.

Community Chat

July 29, 2021 at 5:30 p.m.

Virtual Meeting

OVERVIEW

Section 1

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

Section 2

- Bear Awareness
- Maintenance Work Orders
- Trash & Dumpsters
- Renters Insurance
- Community Standards
- 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



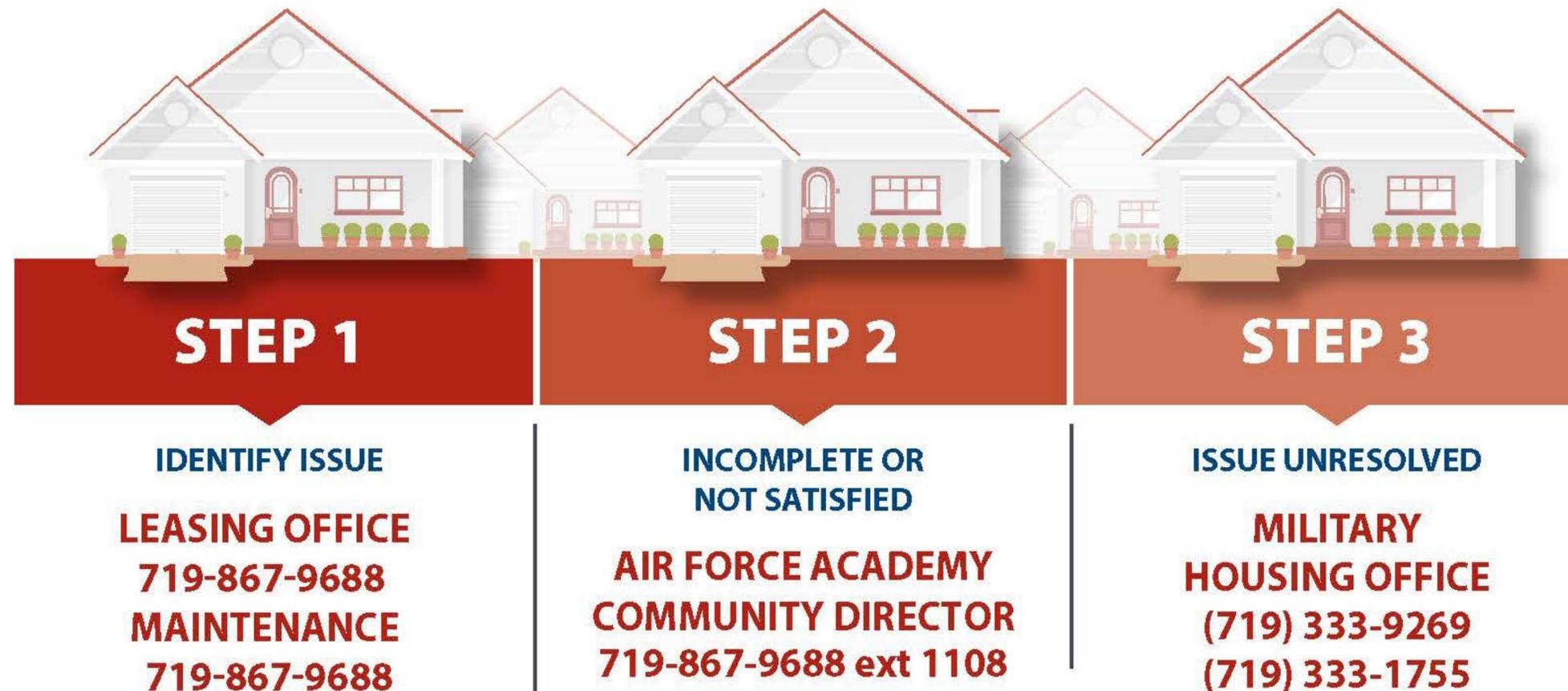
Office Contact Info & Hours

- 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 Awareness

BEARS NEAR YOUR HOME

- Bears are attracted to garbage, pet food, compost piles, fruit trees, and birdfeeders.
- DO remove birdfeeders and bird food from late March through November.
- DO eliminate food attractants by placing garbage cans inside a garage or shed. Add ammonia to trash to make it unpalatable.
- DO clean and store grills in a garage or shed after use. (Propane cylinders should be stored outside.)
- DON'T intentionally feed bears. Bears that become accustomed to finding food near your home may become “problem” bears.
- DON'T approach or try to get closer to a bear to get a photo or video.
- DON'T leave pet food outside overnight.
- DON'T add meat or sweets to a compost pile.

Bear Awareness

BEARS SEEN WHEN WALKING, HIKING, OR CAMPING

- Bears normally leave an area once they have sensed a human. If you see a bear, enjoy it from a distance. Aggression by bears towards humans is exceptionally rare.
- DO make your presence known by making noise while walking or hiking. Walk or hike in groups. If you see a bear, make enough noise and wave your arms so the bear is aware of your presence.
- DO keep dogs on a leash and under control. A roaming dog might be perceived as a threat to a bear or its cubs.
- DO back away slowly if you surprise a bear nearby.
- DON'T approach or try to get closer to a bear to get a photo or video.
- DON'T run or climb a tree. If possible, wait in a vehicle or building until the bear leaves the area.
- DON'T drive your vehicle at a bear as a way to chase it away. By doing this you could cause the bear to run off into another person or pet causing injury to others.
- DON'T cook food near your tent or store food inside your tent. Instead, keep food in a secure vehicle or use rope to suspend it between two trees.

Bear Awareness

- If a bear is seen in your neighborhood, leave it alone.
 - In most situations, if left alone and given an avenue for escape, the bear will usually wander back into more secluded areas.
 - Keep dogs under control.
 - Stay away from the bear and advise others to do the same.
 - Do not approach the bear so as to take a photo or video.
 - Often a bear will climb a tree to avoid people.
 - A crowd of bystanders will only stress the bear and also add the risk that the bear will be chased into traffic or the crowd of people.

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

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
- Toys and bicycles are not to be left on the lawn areas or in common areas when not in active use,
 - If not in use, they need to be stored in the your garage or neatly stored in your carport area or patio
- Tree houses and tree swings are not permitted on within AFAMC



Community Standards

- Recreational vehicles, utility trailers, boats, campers, ATVs, jet skis, etc. must be parked in authorized designated areas and are **PROHIBITED** in the community unless they fit inside the garage and/or covered carport
 - These vehicles can only be outside for 24 hours to load and unload
 - If not, these vehicles can be subject to towing at the owner's expense



Upcoming Events

- Back to School Bash
 - August 6, 2021 starting at 5:30 p.m. to 8:00 p.m.
 - Location is the USAFA Community Center parking lot
 - The Community Chapel will be hosting this year's Back to School Bash
 - There will be fun activities for everyone to include Cheyenne Mountain Zoon, petting zoo, USAFA Equestrian Center, bouncy houses, 10SFS working dog demonstration, and so much more!
 - Food and nonalcoholic beverages provided

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 will be installing rubber surfacing the week of August 5th
 - Project should be 100% by August 6, 2021
 - Requires Air Force acceptance before playground can be opened
- Main Douglass Valley received its playground equipment received July 28, 2021
 - Playground equipment install commenced July 28, 2021 and will continue into week of August 5th
 - Goal is to pour rubber surfacing same time as MilCon
- Upper Douglass Valley received its dig permits this week and goal is to break ground week of August 5th
- Pine Valley Dog Park
 - Completed and opening Friday, August 6, 2021

Utility Updates

- Fire Hydrant Replacement Project
 - As of July 19, 2021, completed initial replacement of 15 fire hydrants
 - Fire Hydrant #84 is leaking below grade and requires repairs
 - JBS Pipeline to remobilize and conduct permanent repairs
 - Awaiting date from vendor
 - Maintenance to commence hydrant flushing for all loops starting August 5, 2021
 - 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
 - Maintenance to assess master pressure reducing valve pits with HMC Construction Manager to determine future maintenance needs

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
 - Final lateral sewer lines report has been received July 27, 2021 and reviewing with HMC Construction Manager and maintenance to develop plan of action

Landscape Updates

- Embassy Site Management is currently working on the following:
 - Summer shrub trimming underway
 - Will continue throughout August 2021 into September 2021
 - Continue with irrigation repairs in Douglass Valley
 - Over 111 repairs have been made and will continue during the growing season
 - Mowing and trimming operations ongoing
- Areas Embassy Site Management will be focusing on during August 2021
 - Crack weeds in sidewalks, gutters, and roadways
 - Pine cone and pine needle removal
 - Flower bed cleanup

Next Community Chat

When: Thursday, August 26, 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