



ONE MISSION. ONE COMMUNITY.

## Community Chat

May 27, 2021 at 5:30 p.m.

Virtual Meeting

# OVERVIEW

## Section 1

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

## Section 2

- Move Out Requirements
- Pest Control Tips
- Wildlife Information
- Wildfire Prevention
- Pet Reminders
- Community Standards
- 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
- Trina Lee, Resident Services Specialist
- Erica Lillie, 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



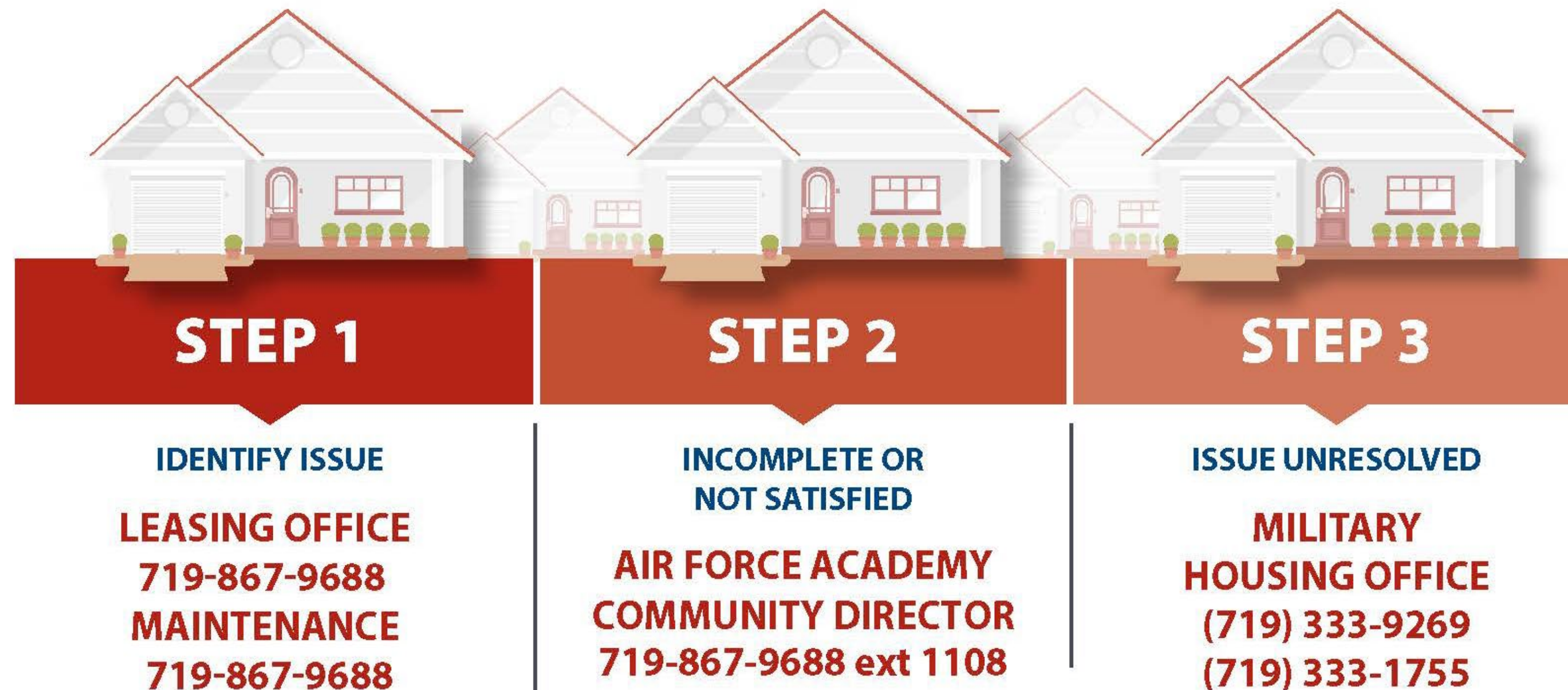
# Office Contact Info & Hours

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

- **Are you and your family moving soon?**
  - If so, you must provide AFAMC a written 30-Day Notice to Vacate
  - A copy of your Orders if applicable
  - If not, you will be financially responsible to fulfill a 30 Day Notice to Vacate
- **Where can you get a 30 Day Notice to Vacate?**
  - You can visit AFAMC's website at [www.airforceacademyhousing.com](http://www.airforceacademyhousing.com) and download the 30 Day Notice to Vacate form or
  - We will accept a written 30 Day Notice to Vacate on any piece of paper as long as it states the following:
    - Your full name
    - Current address
    - Telephone number
    - Date you wish to vacate your home
    - Your signature
  - An email is **NOT** a valid 30 Day Notice to Vacate



# Move Out Requirements

- **How can you submit a 30 Day Notice to Vacate and a Copy of your Orders to AFAMC?**
  - There are three (3) different ways to submit:
    - Deliver your Notice to Vacate and a copy of your Orders if applicable to the Community Management Office,
    - Scan a PDF file of the 30 Day Notice to Vacate with a copy of your Orders if applicable to [afacontact@huntcompanies.com](mailto:afacontact@huntcompanies.com) or;
    - Email [afacontact@huntcompanies.com](mailto:afacontact@huntcompanies.com) and a 30 Day Notice to Vacate will be sent to you for signature via DocuSign
- **What if you cannot give a valid 30 Day Notice to Vacate because of short notice Orders?**
  - Short notice Orders are when you receive official Orders not allowing you to give the required written 30 Day Notice to Vacate
  - As long as you provide a Notice to Vacate in writing, copy of your Orders, letter from your Commander validating the Orders, and are approved by the Community Manager and/or Director you will not be held financially responsible to fulfill a full 30 Day Notice to Vacate



# Pest Control Tips

- Here are some summer pest control tips to help keep those pesky critters away:
  - Keep kitchen counters clean and store food in sealed containers
  - Eliminate areas of standing water
  - Keep landscaping trimmed and maintained
  - Remove hiding places for pests
  - Divert rainwater away from the house
  - Keep basements, attics, and crawl spaces well ventilated and dry
  - Throw away overripe fruits and vegetables
  - Don't store firewood and building materials up against the home
  - Don't let garbage compile
  - Call Maintenance Dispatch if you need qualified pest professional for additional advice and treatment if necessary if the above tips do not help

# Wildlife Information

- Commonly seen wildlife of USAFA
  - Mule deer
  - White-tailed deer
  - American elk
  - Merriam's turkey
  - Black bear
  - Coyote
  - Mountain lion
  - Beaver
  - and a wide-variety of migratory birds



# Wildlife Information

- To protect yourself and the wild animals, follow these simple viewing rules:
  - Observe animals from a distance. If animals look nervous, you're too close!
  - Move slowly and casually, speak softly
  - Never chase or harass animals
  - Keep pets leashed
  - Do not feed or attempt to touch wildlife
  - Place trash in the bear-proof trash bins and or dumpsters. **DO NOT** place trash in your recycle bin
- For additional resources, contact USAFA Natural Resource Management at (719) 333-3308 or (719) 333-3416



# Wildfire Prevention

- Things to do outside to help reduce the wildfire threat:
  - Clear leaves and other debris from gutters, eaves, porches and decks. This prevents embers from igniting your home
  - Remove dead vegetation and other items from under your deck or porch, and within 10 feet of the house
  - Clean out areas below patios and decks to prevent debris and combustible materials from accumulating
  - Remove flammable materials (firewood stacks, propane tanks) within 30 feet of your home's foundation and outbuildings, including garages and sheds
    - If it can catch fire, don't let it touch your house, deck or porch
  - Wildfire can spread to tree tops

# Wildfire Prevention

- Things to do outside to help reduce the wildfire threat:
  - Keep your lawn hydrated and maintained
    - If it's brown, cut it down to reduce fire intensity
    - Dry grass and shrubs are fuel for wildfire
  - Don't let debris and lawn cuttings linger
    - Dispose of these items quickly to reduce fuel for fire
  - Exercise caution when using outdoor grills



# Wildfire Prevention

- Creating an emergency plan:
  - Assemble an emergency supply kit and place it in a safe spot
    - Remember to include important documents, medications, and personal identification
  - Develop an emergency evacuation plan and practice it with everyone in your home
    - Plan two ways out of your neighborhood and designate a meeting place
  - Learn more about emergency preparedness planning on NFPA's emergency planning webpage at <https://www.nfpa.org/Public-Education/Staying-safe/Preparedness/Emergency-Preparedness>

# Wildfire Prevention

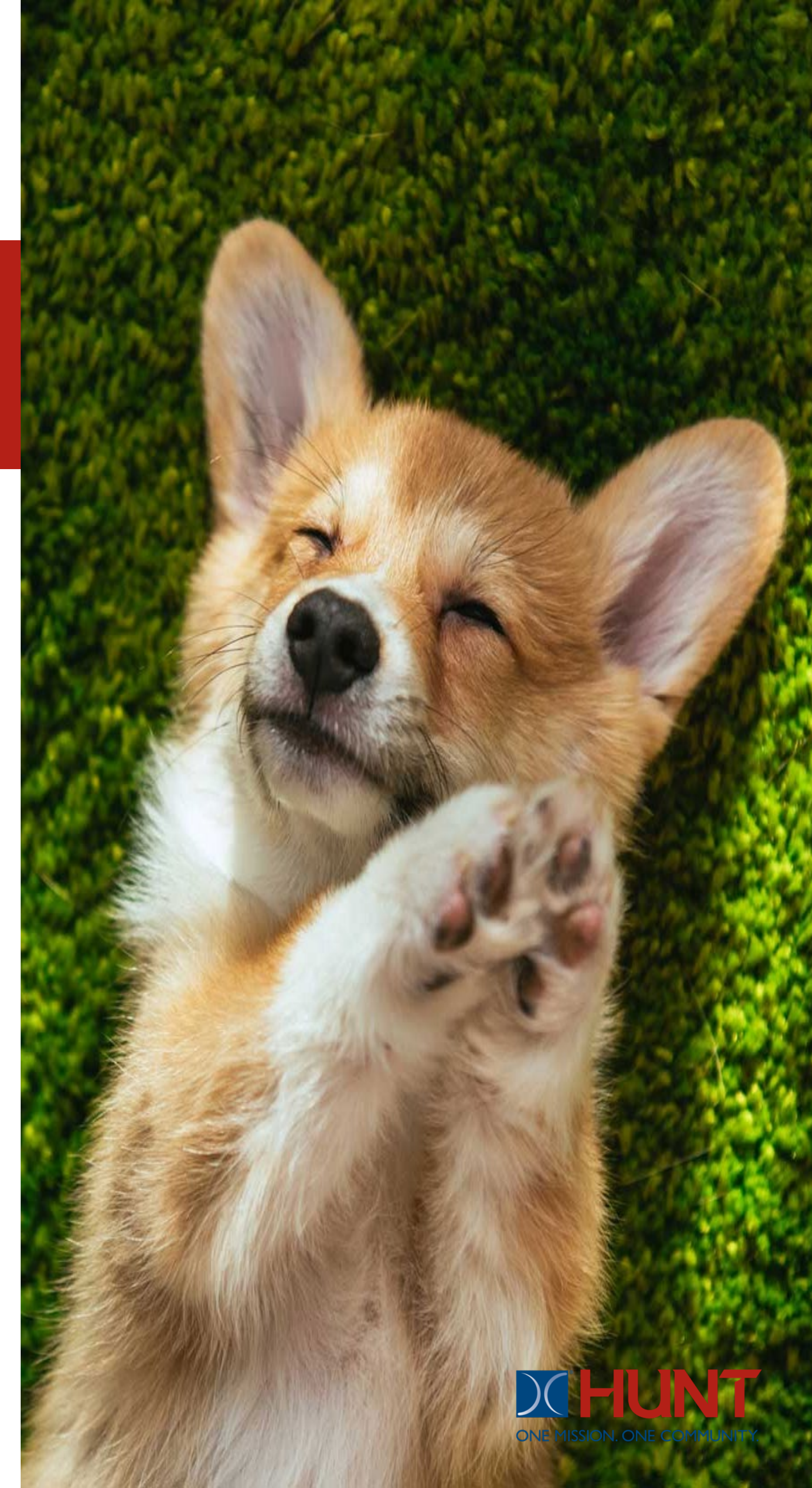
- And during the time a wildfire may be in your area:
  - Stay aware of the latest news and updates from your local media and fire department
    - Get your family, home, and pets prepared to evacuate
  - Place your emergency supply kit and other valuables in your vehicle
  - Move patio furniture, cushions, door mats, and potted plants in wooden containers either indoors or as far away from the home, shed, and garage as possible
  - Close and protect your home's openings, including attic and basement doors and vents, windows, garage doors, and pet doors to prevent embers from penetrating your home

# Wildfire Prevention

- And during the time a wildfire may be in your area:
  - Connect garden hoses and fill any pools, hot tubs, garbage cans, tubs, or other large containers with water
    - Firefighters have been known to use the hoses to put out fires on rooftops
  - Leave as early as possible, before you're told to evacuate
    - Do not linger once evacuation orders have been given
    - Promptly leaving your home and neighborhood clears roads for firefighters to get equipment in place to fight the fire, and helps ensure residents' safety

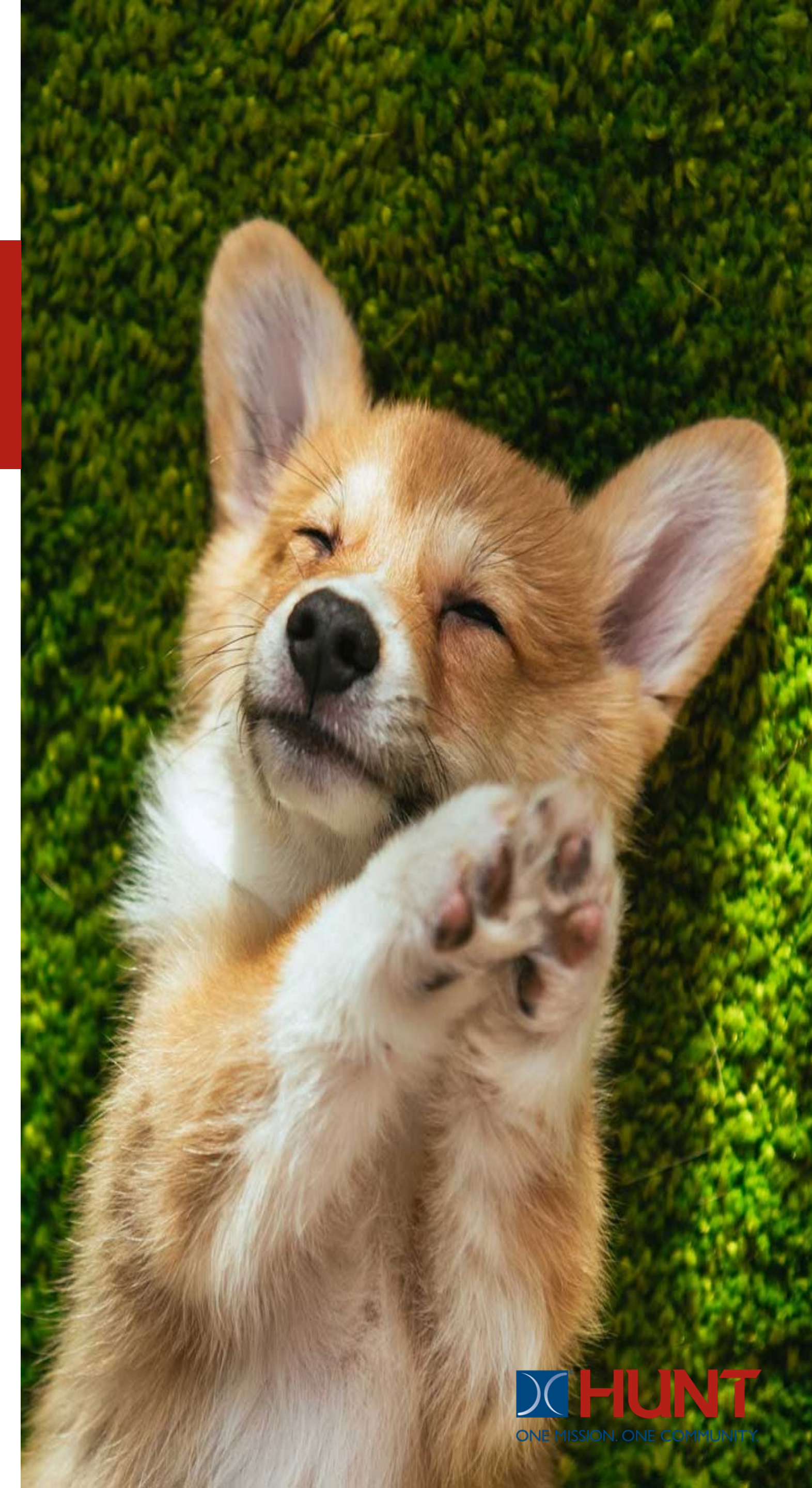
# Friendly Pet Reminders

- 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



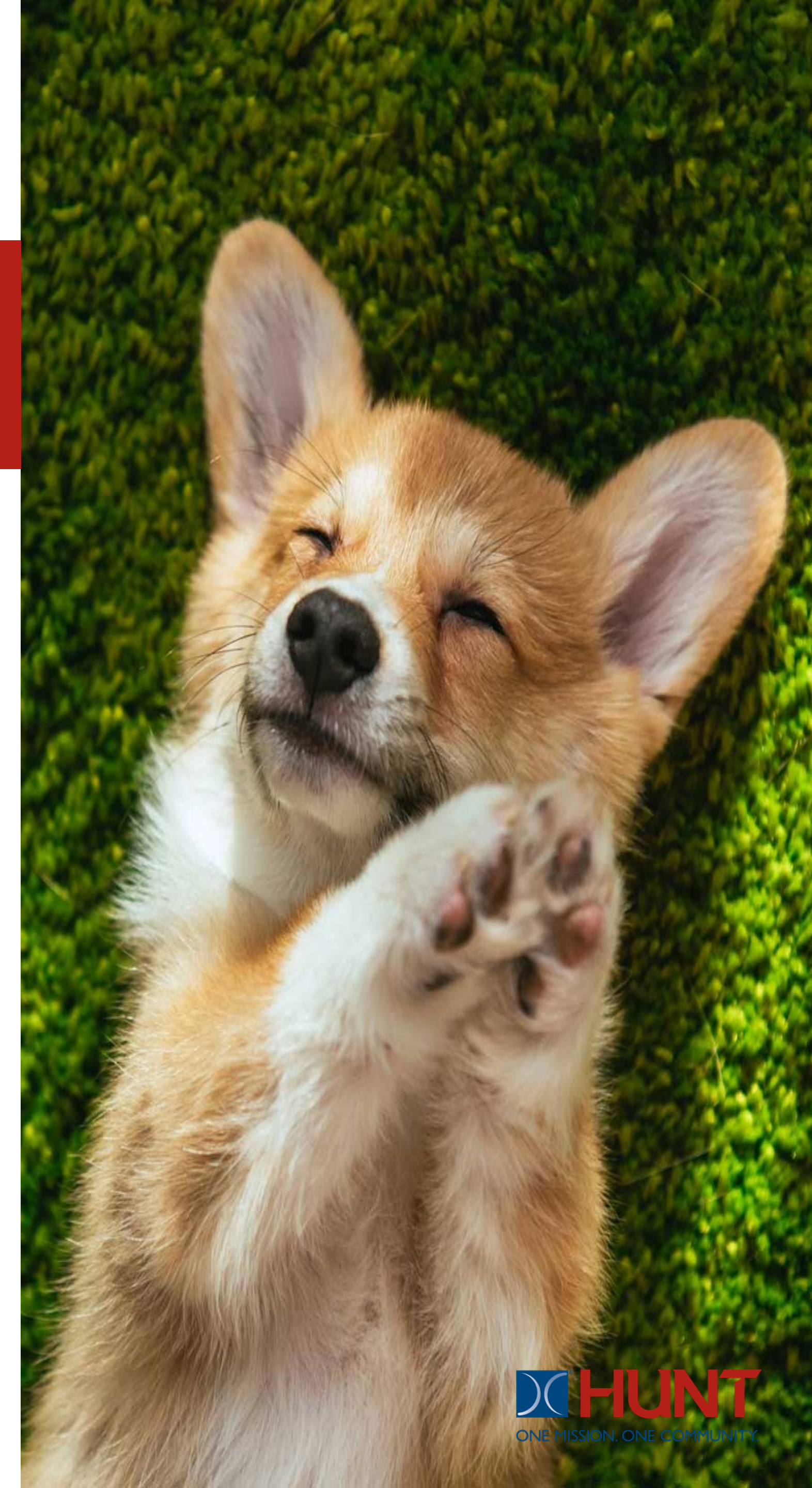
# Friendly Pet Reminders

- 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



# Community Standards

- No vehicle maintenance is to occur within the community
  - All maintenance must be done at the Auto Hobby Shop or a vehicle repair shop
- 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

- Donuts with Dad
  - June 18, 2021 from 9:00 a.m. to 10:30 a.m.
  - Join the AFA team while we celebrate our dads for Father's Day
  - Drawing for Father's Day gift at the event
- USAF Academy Fire Department Open House & Hunt Housing Picnic
  - June 19, 2021 from 11:00 a.m. to 2:00 pm
  - The USAFA Fire Department will be hosting an open house at Fire Station #1
  - There will be fun activities for everyone to include a fire wise display, mountain rescue, vehicle fire demo, a bounce house obstacle course, and much more
  - Free hot dog lunch provided

# 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
  - Embassy to install sod starting next week as weather negatively impacted the ability to prepare the ground for sod install
  - Target date for Grand Opening is June 18, 2021
    - Contingent on weather

# 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 within 2 weeks
    - Starting at MilCon than moving to Main Douglass Valley and finishing at Upper Douglass Valley
  - Vendor to begin earth work, grading, and any demolition to prepare site within 2 weeks from next Monday
  - Look to the newsletter, email blasts, Facebook, and Instagram for more updates on this project over the next couple of 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 two weeks from Monday
  - HMC has put 50% deposit down to commence procuring equipment





COLOR KEY	
●	YELLOW
●	RED
●	ORANGE
●	LIME
●	BLUE
●	PURPLE
●	ORANGE/BLACK
●	LIME/BLACK
●	PURPLE/GRAY
●	BLUE/WHITE





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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 9 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 targeting to start project in Main Douglass Valley on Juniper to also address a lateral water line needing repair and/or replacement
    - Target start date is June 1, 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 has completed 90% of the inspections for the lateral sewer lines
      - Finalizing all lateral lines by late June 2021
    - In Depth Environmental is working with HMC to inspect all main sewer lines once lateral line project is complete
    - 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 complete.
- Embassy is redeveloping the mow schedule for the community. Please be on the lookout for this updated information.
- Pine needles and pine cone removal will be completed throughout mow season. Embassy will utilize inclement weather days to complete.
- Irrigation turn on is in progress. An e-blast was sent out to Main Doug, MilCon, and Upper Doug Valley with instructions on how to assist with get this project going.

# Next Community Chat

**When: Thursday, June 24, 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**

### **May 27, 2021**

Q Can I have a trampoline at my home?

A. Yes, a resident can have a trampoline at their home as long as it is within a fenced in yard. If you do not have a fenced in yard, you can submit an Alteration's Request to install a fence at your home. The cost and install of the fence is the responsibility of the resident.