



ONE MISSION. ONE COMMUNITY.

## **Community Chat**

October 28, 2021 at 5:30 p.m.

Virtual Meeting

# OVERVIEW

## Section 1

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

## Section 2

- The How to Rental Rates
- Snow Removal 2021- 2022
- Get the 411 on Communication
- Move Out Requirements

## Section 3

- Utility Updates
- Resident Satisfaction Survey
- Next Community Chat
- Question & Answer Session

# SECTION 1

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# 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



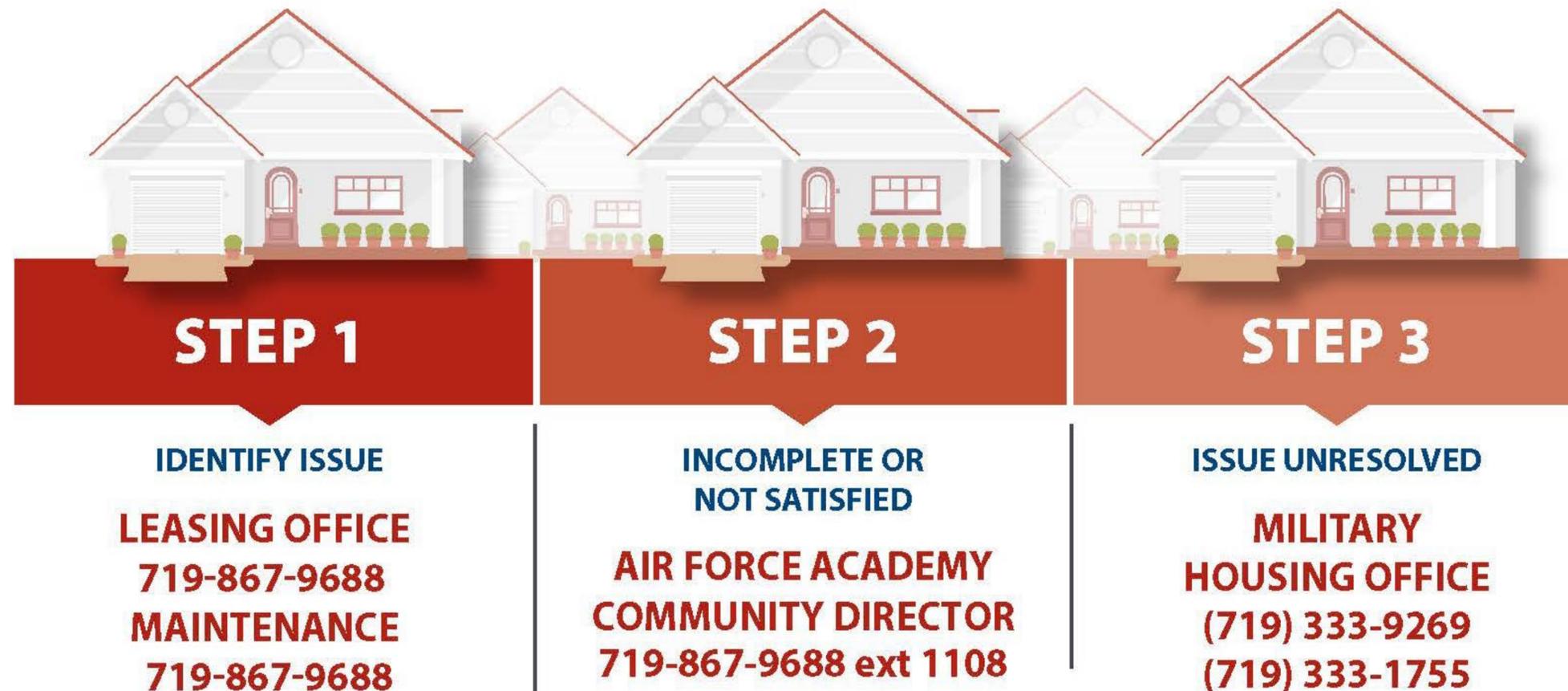
# Office Contact Info & Hours

- Community Management Office
  - Address: 4609 W. Bighorn Drive, USAF Academy, CO 80840
  - Office Number: (719) 867-9688
  - E-Mail: [afacontact@huntcompanies.com](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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# The How to Rental Rates

- How are rental rates determined at Air Force Academy Military Communities
  - We conduct a monthly rental survey of the local economy and base the rental rates off of the following:
    - Number of Bedrooms
    - Number of Bathrooms
    - Usable Square Footage
    - Age of Home
    - Storage Capacity
    - Carport versus Garage
    - Location of the home and community
    - Home amenities offered
    - Community amenities offered
    - Assigned School District
    - and other factors

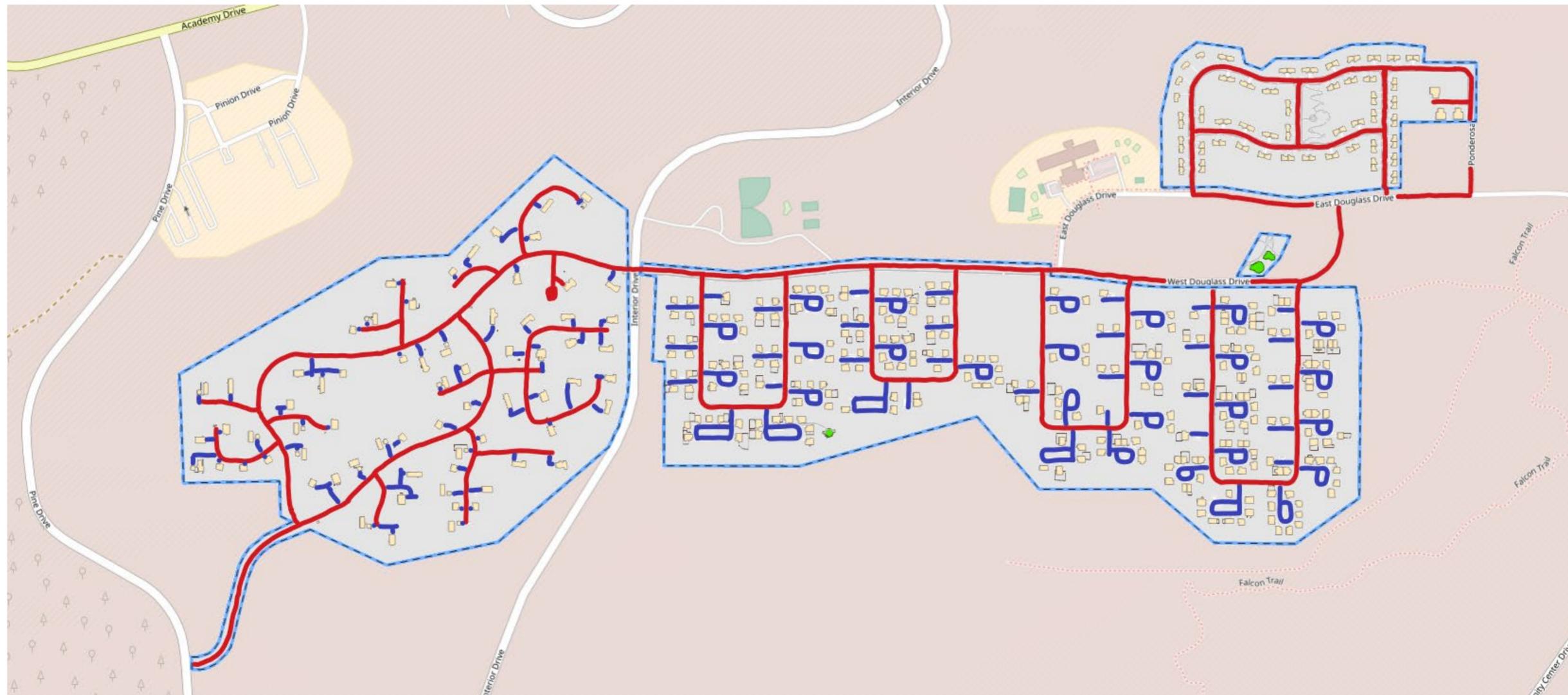
# The How to Rental Rates

- How are rental rates determined at Air Force Academy Military Communities
  - Verify our market survey with two outside agencies
    - Apartment Association of Southern Colorado (AASC), local apartment association for Colorado Springs market, to verify our market study based on their database
    - Department of Defense conducts an annual market study of El Paso County each year which determine the Basic Allowance for Housing for with and without dependent rate
- What current residents should expect
  - 90 day advance written notice posted mailed to your address on file and emailed to your email on file
  - Rental rate increase will be capped at \$300 from January 1, 2022 to December 31, 2022
  - Rental rates fluctuate month to month based on the demand
    - Monthly market surveys are conduct to determine competitive pricing

# Snow Removal 2021 - 2022

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# Priorities & Map: Douglass Valley



## Priority 1 (Red):

- Main Roads & K&E personnel

## Priority 2 (Blue):

- Clusters, Sidewalks and Bus Stops

## Priority 3:

- Mailboxes and Deployed Spouses



# Road & Sidewalk Crew Priorities

- One (1) plow truck and one (1) sidewalk unit will deploy into Pine Valley
- One (1) plow truck with sander will deploy into Upper Douglass Valley
- One (1) plow truck with sander, one skid steer, and a sidewalk unit will deploy into Main Douglass Valley and North Douglass Valley (MilCon)
- After all plows and skid have completed their Priority 1s they will move to clusters in their respective areas
- Sanding will occur during and at the end of each snow storm as needed on all roadways
- All sidewalks will be maintained through out the storm
  - They will then move to bus stops, Deployed Spouses, and mailboxes
  - Ice melt will be put down on sidewalks where needed

# Personnel & Equipment

- **Personnel**
  - 5 to 8 Operators (dependent on conditions)
  - Summer workers recalled as demand increases
- **Equipment**
  - 3 plow trucks with 2 sanders
  - 2 skid steers with 10' pushers
  - 2 John Deere UTV with plow
- **Materials**
  - Ice Slicer: 25 tons on hand
  - 24 hour turn for re-order

# Snow Storm Plan of Actions

- **Pre-Snow Event (24 Hours before event)**
  - Checking/Staging equipment
  - Pretreating Roads/Parking Lots (if required)
- **During Snow Event**
  - Snow removal begins once accumulation is 2”
    - Once snow accumulation reaches 1”, HMC will activate Embassy Site Management
  - Removal commences in Douglass Valley and Pine Valley
    - Two crews for Douglass Valley and one crew for Pine Valley
  - Ice slicer is applied to all main roads/steep driveways/clusters (if required)
  - Snow removal operations continues until all areas are clear

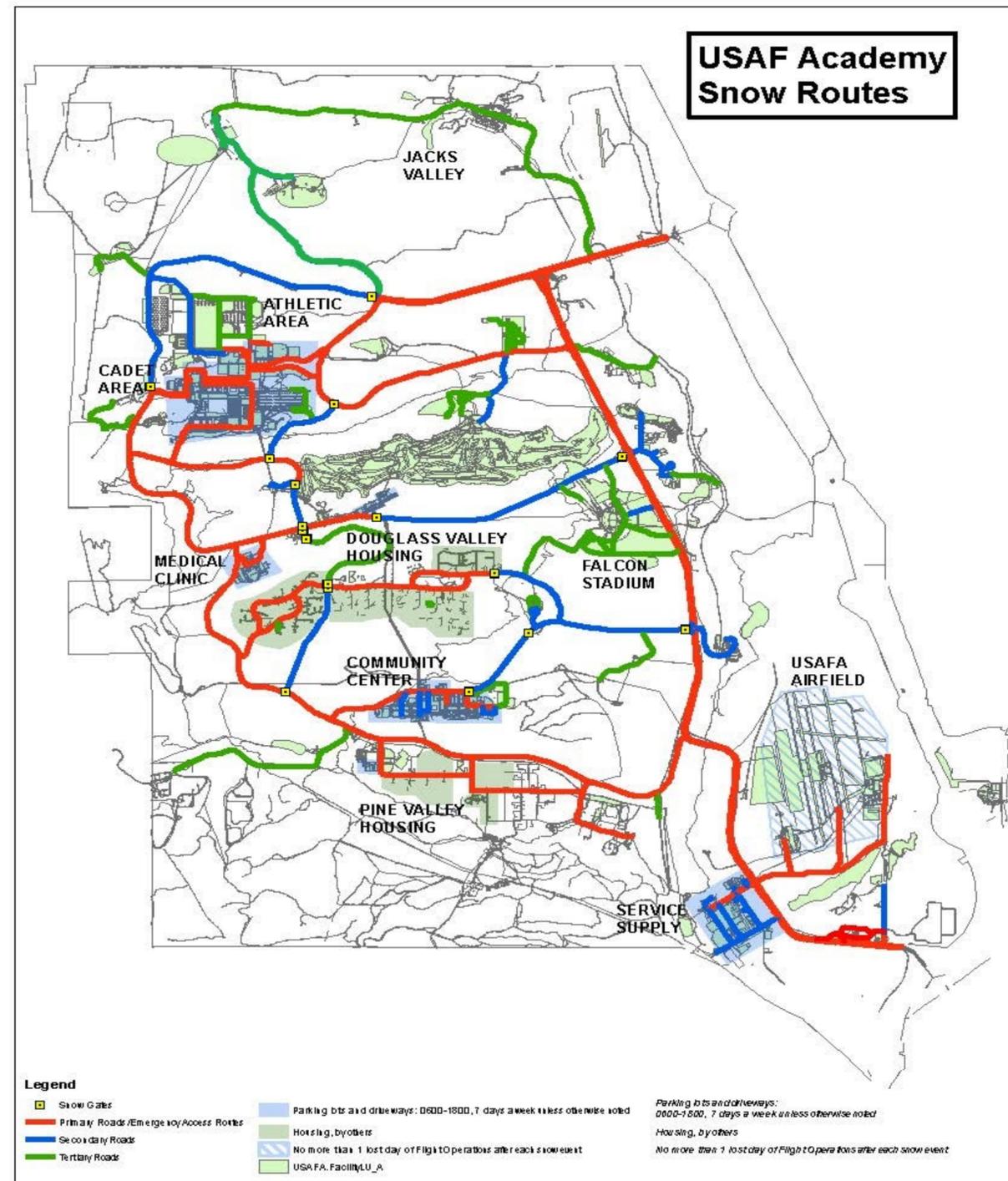
# Snow Storm Plan of Actions

- **Post Snow Event (24hrs+ after event)**
  - Regular site checks continue for any post event drifting or ice accumulation/melting
  - Reconstitute/repair snow equipment

# Snow Plan Overview – Snow Routes



10th Civil Engineer Squadron



## Priority 1 Roads

- Safest / Shortest Routes Possible for Emergency Response Vehicles & Base Populace
  - Plow passing every hour

## Priority 2 Roads

- Secondary Roads in Support of Emergency Response Vehicles and Base Populace
  - Subject to Closure with Snow Gates

## Priority 3 Roads/Outlying Areas

- All Other Roads and Remaining Parking Lots

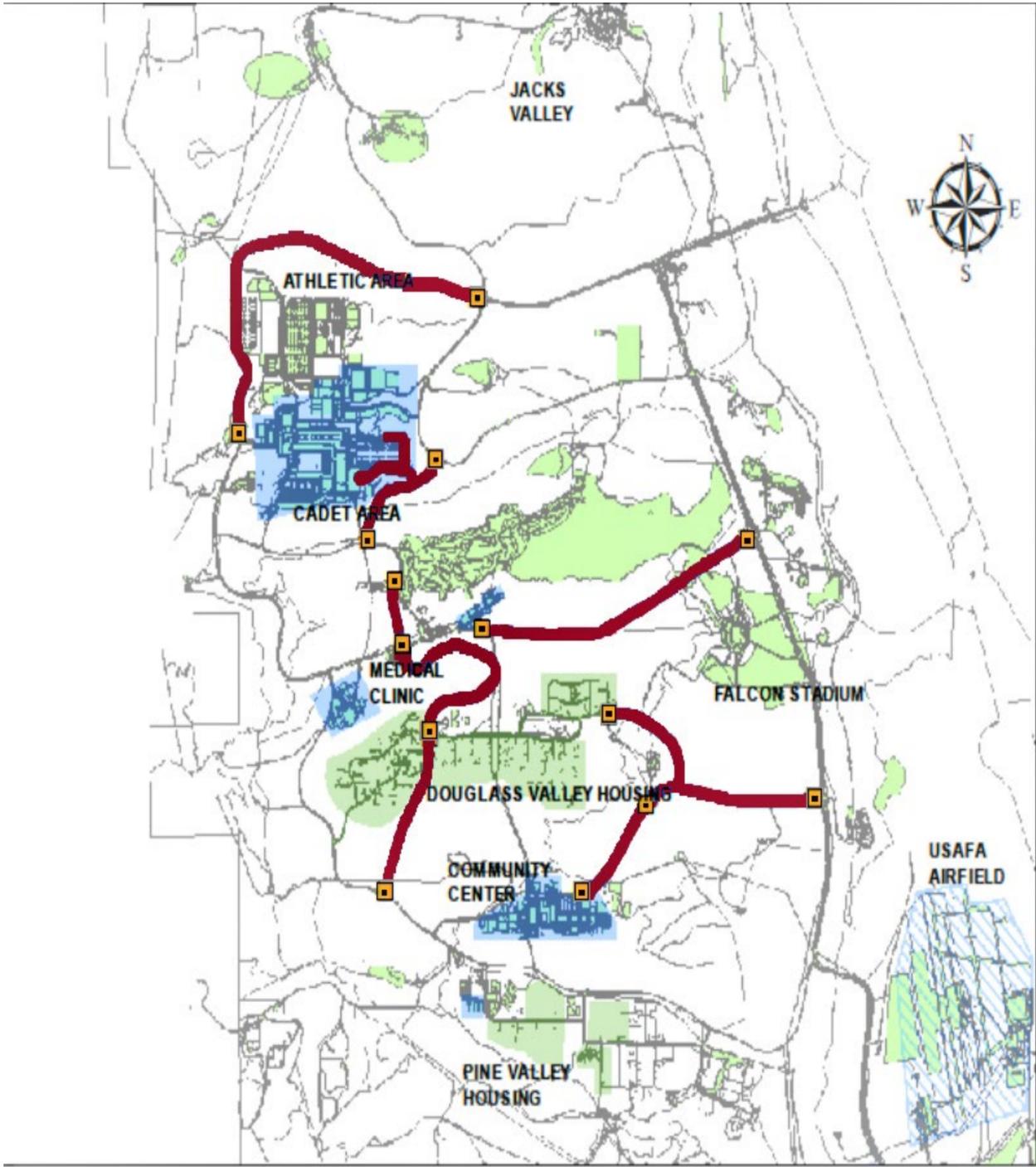
## Airfield

- Open 24-hours after snow stops accumulating across USAFA

# Snow Plan Overview – Snow Gates/Road Closures



10th Civil Engineer Squadron



Legend: View-Snow Gates Road Closed (Snow Gate)

= Road Closed for Safety Concerns

We Attempt to Keep Open, Community Center Drive From Stadium Blvd to Pine Drive, and Cross Drive From Parade Loop to Interior Drive.

These Two Access Points Alleviate Some Traffic Congestion During Morning Rush

# Roads and Parking Lot Operations



10th Civil Engineer Squadron

- **Pre-Snow Event (24hrs before the event)**
  - Checking/Staging equipment
  - Checking D20 School Status/ Cadet Schedule and Events
  - Pretreating Priority 1 Roads (if required and weather permits)
  - Sending Snow Crews home for late night shifts (if needed)
  
- **During**
  - Snow plows ensure 1 passable lane on all Priority 1 Roads
  - Continually assessing road conditions and forecasted snow amounts
  - As road conditions allow, move to clearing parking lots in Priority Order
  - As road conditions and forecasted snow amounts allow, begin shifting road crew to clearing Airfield
  
- **Post Snow Event (24hrs + after event)**
  - Continue parking lot clearing in accordance with S&ICP
  - Reconstitute/repair snow equipment

# Get the 411 on Communication

- There are multiple avenues for residents to get up to date housing information to include:
  - Air Force Academy Military Communities Website: [www.airforceacademyhousing.com](http://www.airforceacademyhousing.com)
  - Facebook: [www.facebook.com/afafamilyhousing](http://www.facebook.com/afafamilyhousing)
  - Instagram: [www.instagram.com/afafamilyhousing](http://www.instagram.com/afafamilyhousing)
  - Monthly Resident Newsletter: [www.airforceacademyhousing.com/newsletter](http://www.airforceacademyhousing.com/newsletter)
  - Six (6) Community Announcement Boards located throughout the community
    - W Douglass Drive & Interior Drive
    - W Douglass Drive & Bighorn Drive
    - Oak Drive & E Douglass Drive
    - E. Pine Loop & Primrose Drive
    - W. Pine Loop & Hawthorn Drive
    - W. Pine Loop & Elderberry Drive

# Get the 411 on Communication

- HMC Resident Email and Text Blast
  - Register at <https://airforceacademyhousing.securecafe.com/residentservices/air-force-academy/userlogin.aspx> if you have not signed up with HMC
  - You will need the following to register:
    - First Name & Last Name
    - Registration Code\*
    - Email\*
  - Step by step manual to register is located at [https://sitemanager.rentcafe.com/dmslivecafe/3/231605/3\\_231605\\_11310489.pdf](https://sitemanager.rentcafe.com/dmslivecafe/3/231605/3_231605_11310489.pdf)

\* Contact the Community Management Office at (719) 867-9688 or [afacontact@huntcompanies.com](mailto:afacontact@huntcompanies.com) to retrieve your Registration Code and verify the email on file as these need to be a perfect match with your First and Last Name

# Get the 411 on Communication

- Hunt Resident App
  - Step #1: Must be registered with HMC Resident Email and Text Blast before app will work
    - See previous slide for instructions on how to register if you have not already
  - Step #2: Download the “Hunt Resident App”
    - Available at Apple’s App Store or Google’s Play Store
      - Logo will look like the following  
  - Step by step manual to download and setup is located at [https://sitemanager.rentcafe.com/dmslivecafe/3/231605/3\\_231605\\_11310488.pdf](https://sitemanager.rentcafe.com/dmslivecafe/3/231605/3_231605_11310488.pdf)

# 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



# SECTION 3

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# Utility Updates

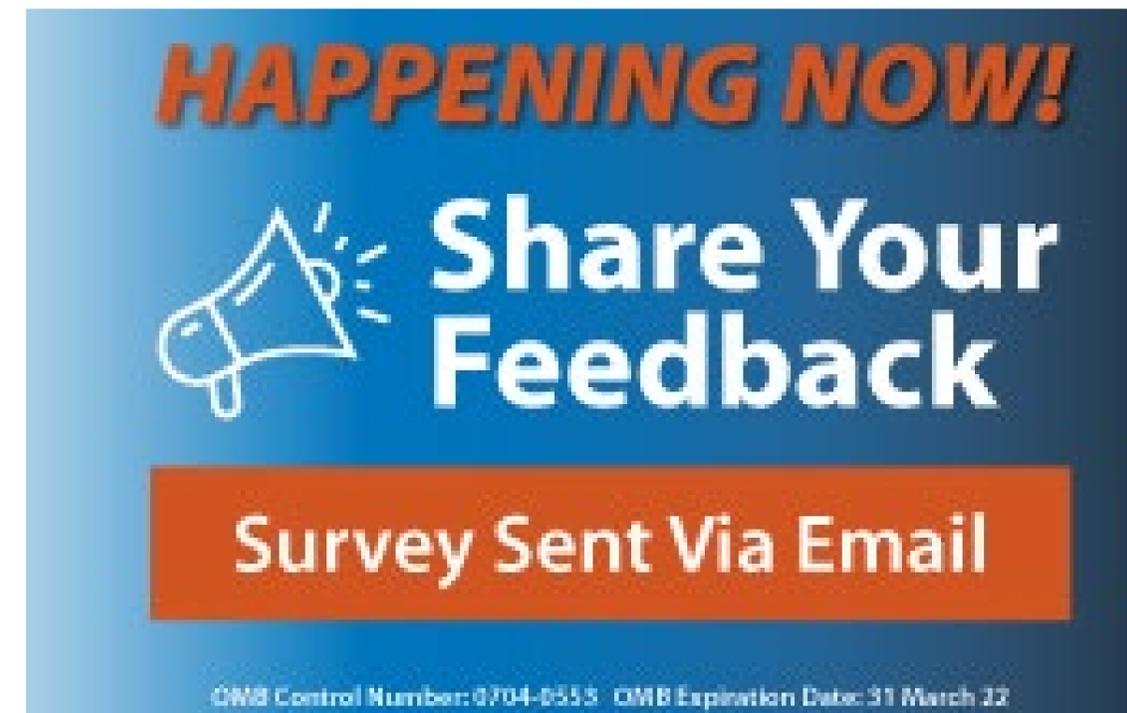
- Maintenance flushed all hydrants throughout housing August and September 2021
  - This allows for any sediment build up to be flushed out of the system before it reaches your homes
  - Next time for hydrant flushing will be April 2022
- HMC GIS team onsite September 2021 mapping water utility system
  - Team has developed a permanent solution to high pressure water situation and presenting to 10CES on November 16, 2021
    - HMC contracted with water utility consultant to verify permanent solution and provide alternatives

# 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 developed plan of action to address high priorities that were identified in final report
    - HMC to present solution to 10CES on November 16, 2021

# Resident Satisfaction Survey

- CEL & Associates, Inc. is administering the annual Resident Satisfaction Survey for the United States Air Force this year
- Your feedback is instrumental in making changes for our housing community at Air Force Academy Military Communities
  - The more families that participate and provide feedback the more likely those changes you want will occur
- Survey will be emailed to the primary email on file at AFAMC on Friday, October 29, 2021
  - Survey will be open until December 13, 2021
  - Please check your junk and spam box if you do not see the survey from [AirForceHousingSurvey@CELassociates.com](mailto:AirForceHousingSurvey@CELassociates.com)



**HAPPENING NOW!**

 **Share Your Feedback**

**Survey Sent Via Email**

OMB Control Number: 0704-0555 OMB Expiration Date: 31 March 22

# Next Community Chat

**When: Thursday, November 18, 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