



ONE MISSION. ONE COMMUNITY.

Community Chat

September 30, 2021 at 5:30 p.m.

Virtual Meeting

OVERVIEW

Section 1

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

Section 2

- Wildlife & Trash
- Snow Removal 2021- 2022
- Get the 411 on Communication
- The How to Rental Rates

Section 3

- Utility Updates
- Everything About Work Orders
- 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



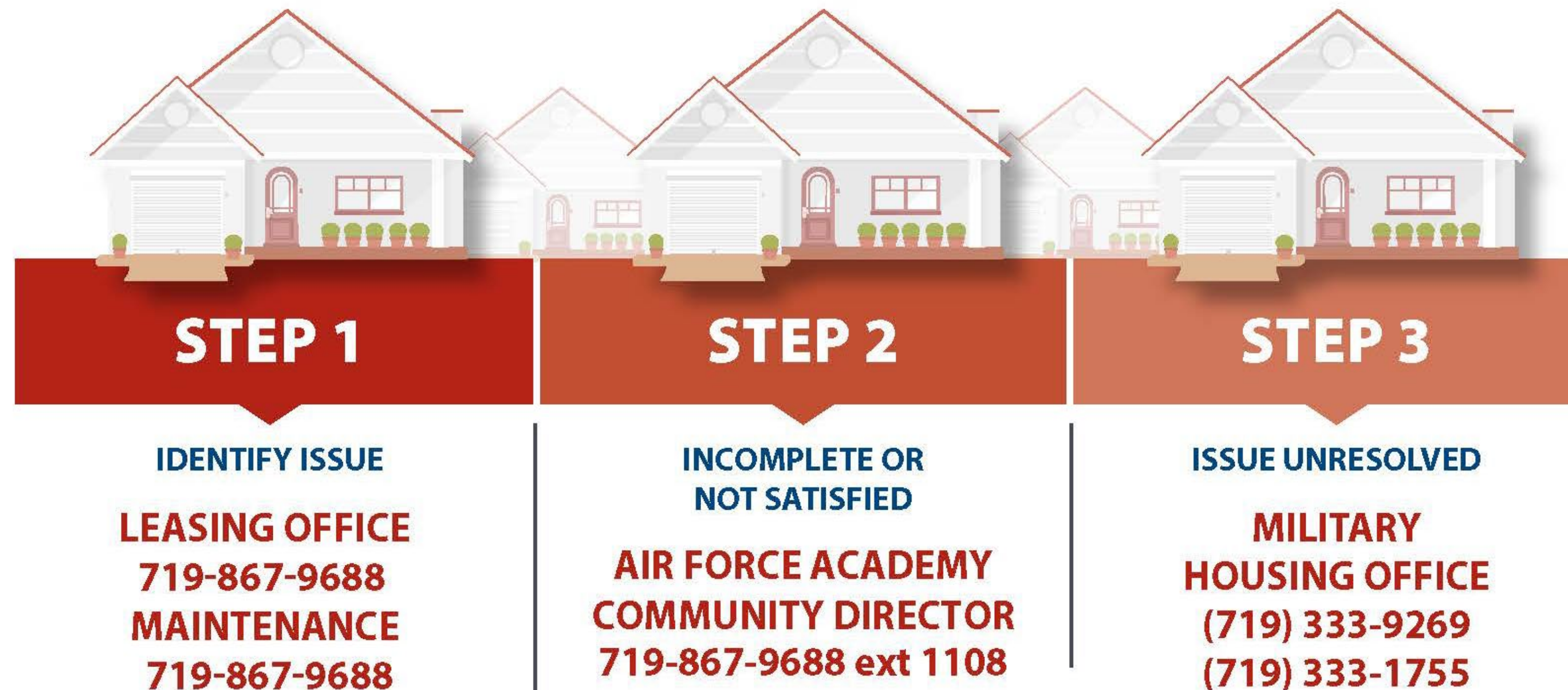
Office Contact Info & Hours

- 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

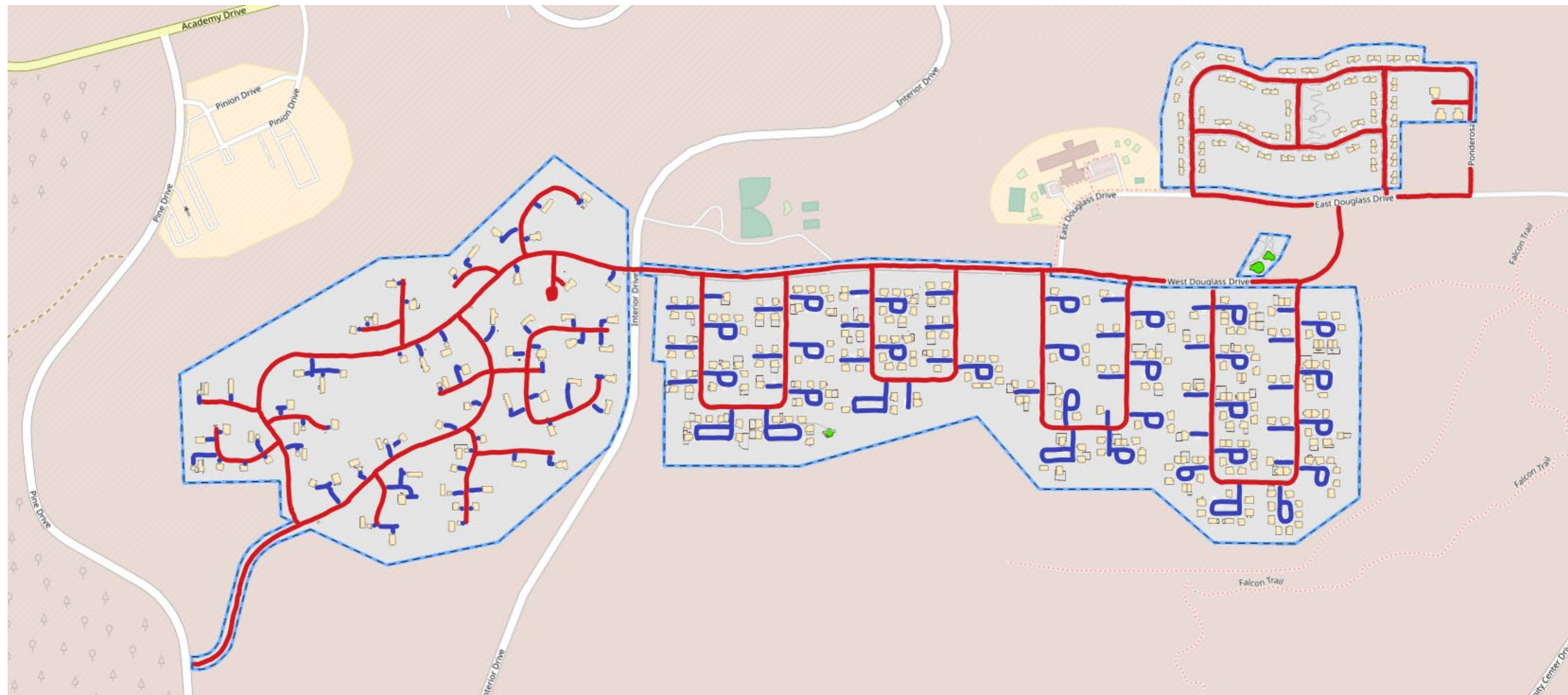
Wildlife & Trash

- To protect yourself and the wild animals, follow these simple viewing rules:
 - Place trash in the bear-proof trash bins and or dumpsters
 - If you have a bear-proof trash bins, do not overfill as your lid needs to be able to close so it secures
 - **DO NOT** place trash in your recycle bin
 - **DO NOT** leave uneaten pet food outside
 - Make sure to clean your BBQ grill or smoker after each use to avoid attracting wildlife
 - If you do not want to clean after each use, store within an enclosed outdoor storage space or garage if applicable
 - **DO NOT** feed or attempt to touch wildlife
- For additional resources, contact USAFA Natural Resource Management at (719) 333-3308 or (719) 333-3416



Snow Removal 2021 - 2022

Priorities & Map: Douglass Valley



Priority 1 (Red):

- Main Roads & K&E personnel

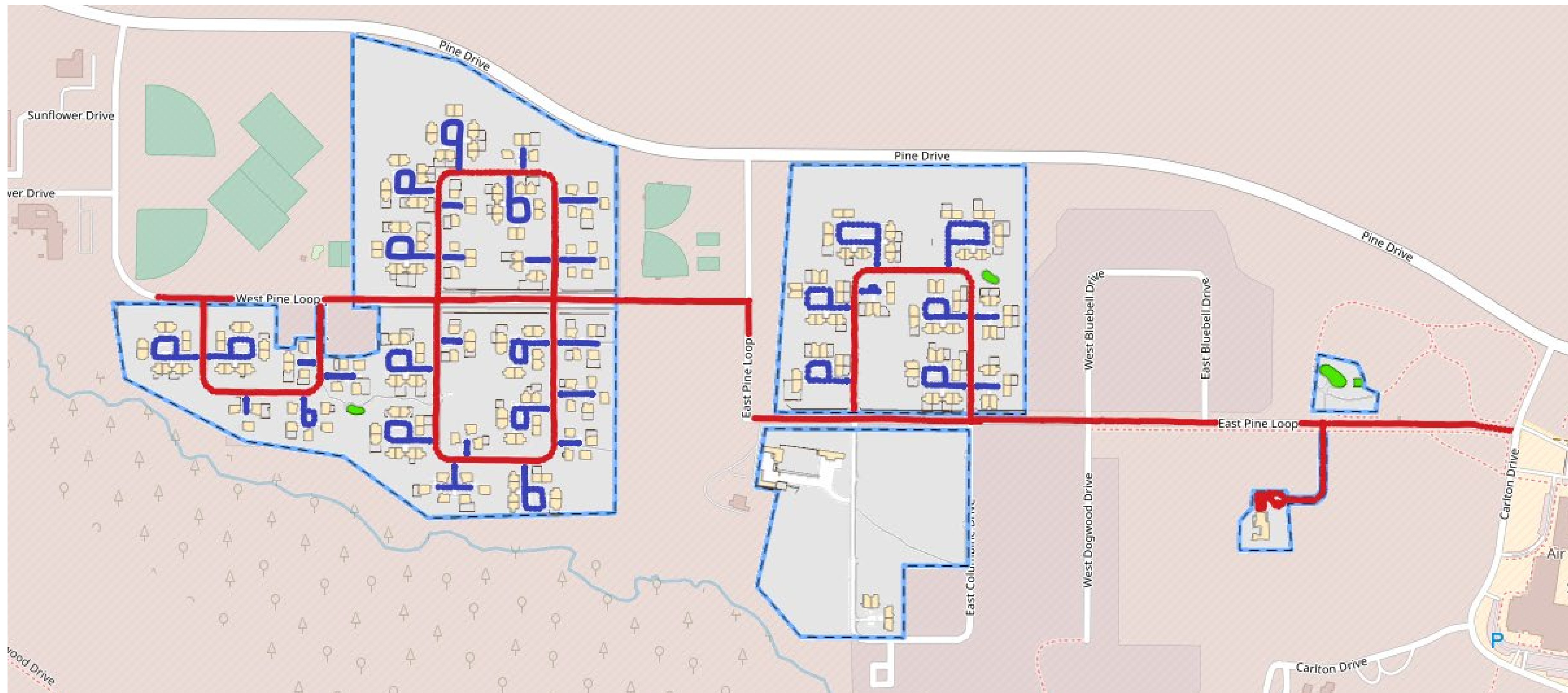
Priority 2 (Blue):

- Clusters, Sidewalks and Bus Stops

Priority 3:

- Mailboxes and Deployed Spouses

Priorities & Map: Pine 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

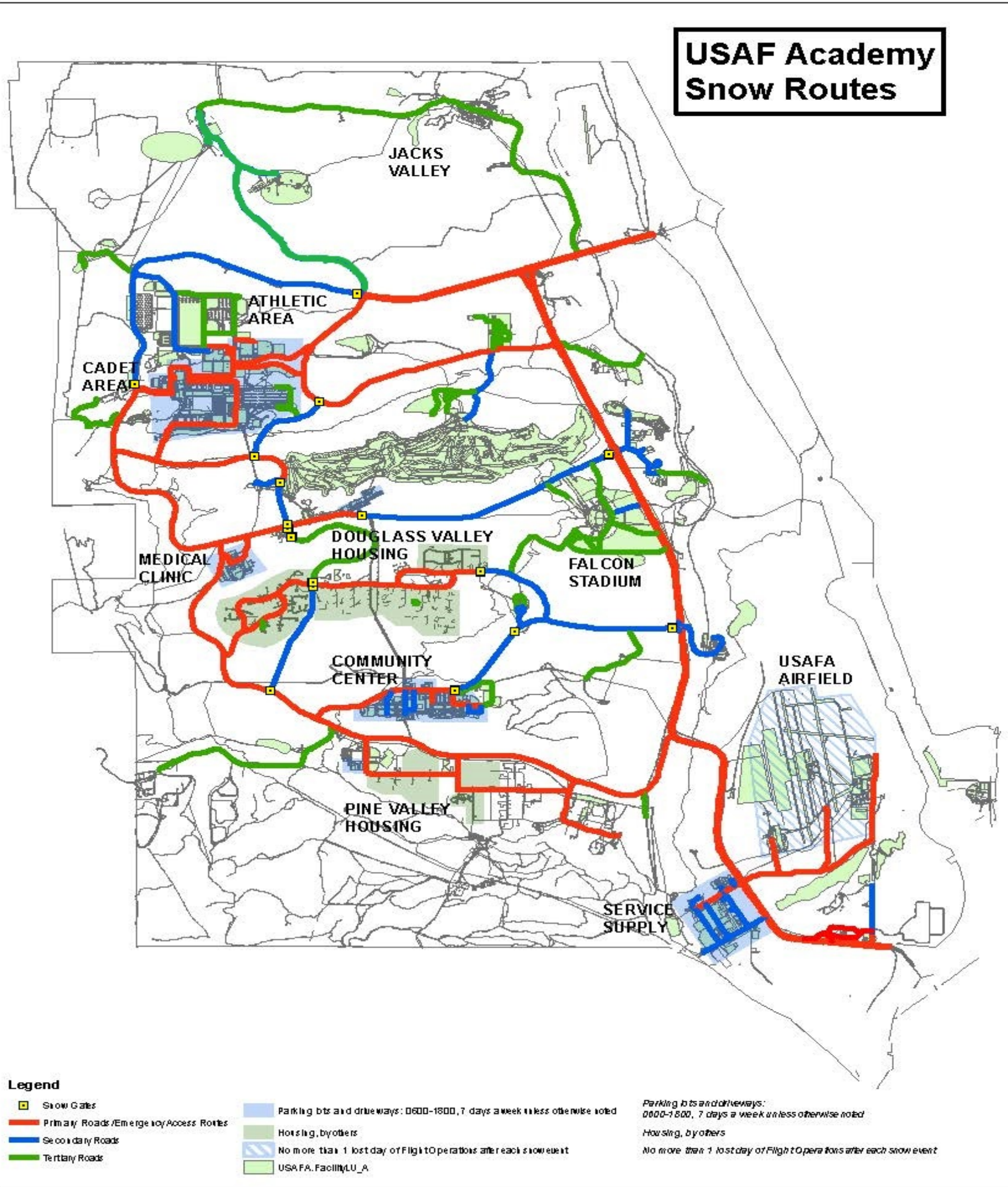
Snow Storm Plan of Actions

- **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

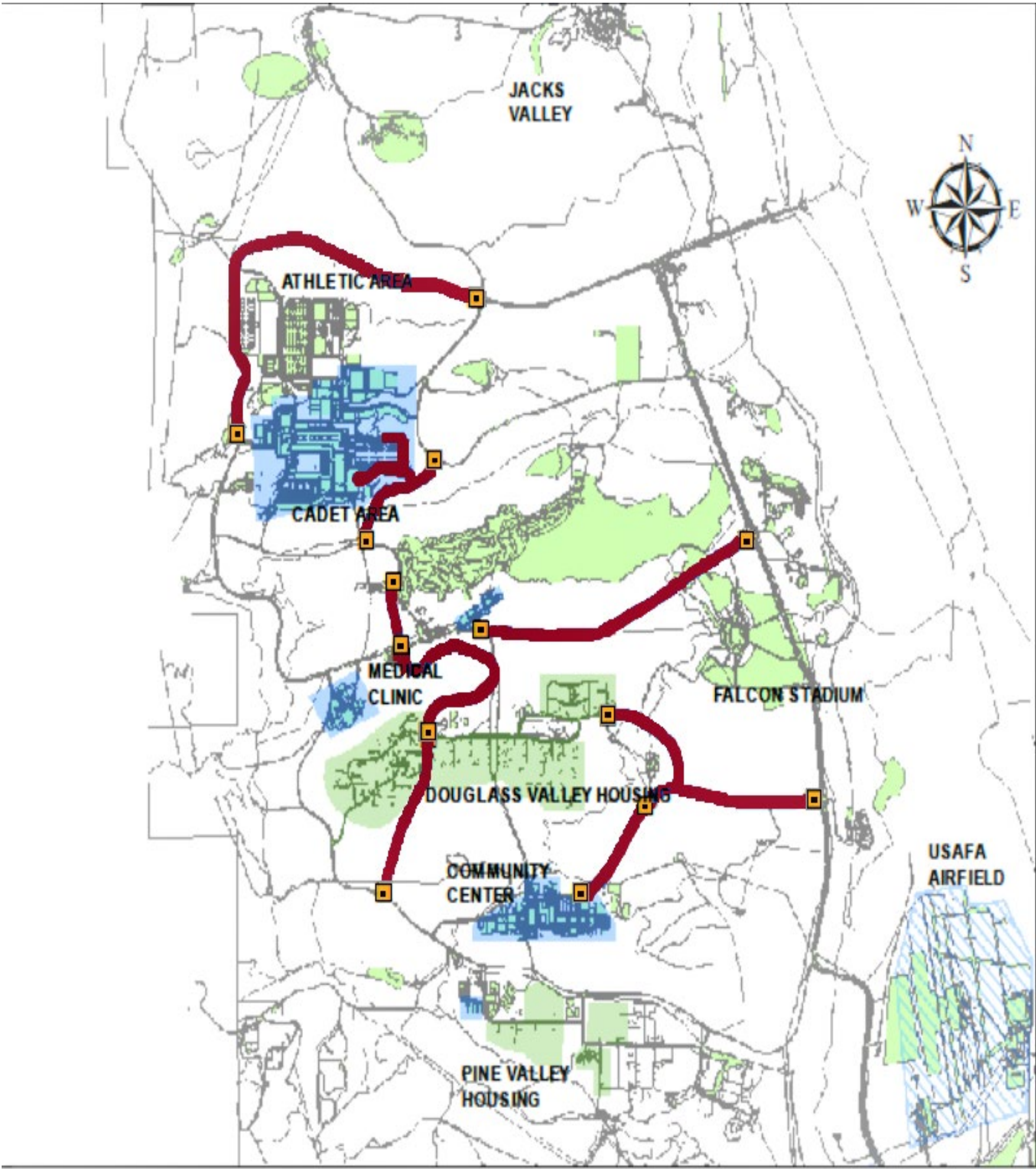
Airfield

- 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

Friendly Pet Reminders

- Pet ownership is a privilege at Air Force Academy Military Communities
- 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 Chow
 - Akitas
 - Mastiffs
 - Great Danes
 - Alaskan Malamutes
 - Wolf hybrids
 - Any dog of any breed that demonstrates a propensity for dominance or aggressive behavior



Friendly Pet Reminders

- 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
- New Installation Animal & Pet Control Policy signed by Wing Commander as of January 4, 2021
 - www.airforceacademyhousing.com/document/usafa-animal-and-pet-control-policy-1



Get the 411 on Communication

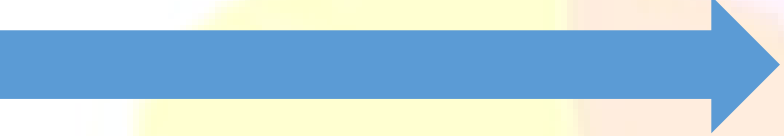

- There are multiple avenues for residents to get up to date housing information to include:
 - Air Force Academy Military Communities Website: www.airforceacademyhousing.com
 - Facebook: www.facebook.com/afafamilyhousing
 - Instagram: www.instagram.com/afafamilyhousing
 - Monthly Resident Newsletter: 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

* Contact the Community Management Office at (719) 867-9688 or 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

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

SECTION 3

Utility Updates

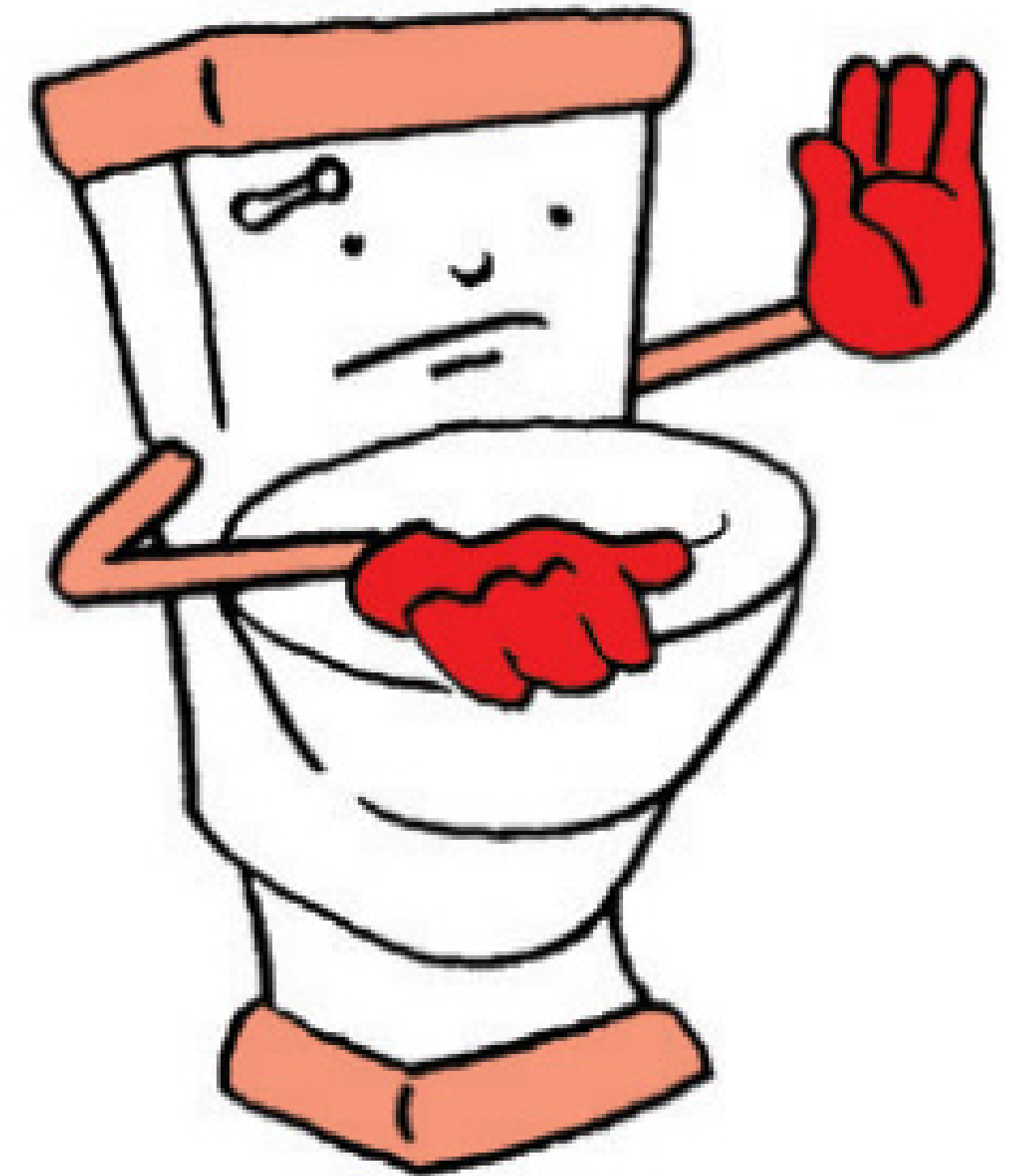
- Maintenance flushed all hydrants throughout housing August and September 2021
 - This allows for any sediment build up to be flushed out of the system before it reaches your homes
 - Next time for hydrant flushing will be April 2022
- HMC GIS team onsite this week mapping water utility system
 - Second 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
 - Working with 10CES, HMC Construction Manager, HMC GIS team, and utility infrastructure consultant to determine final plan to address high pressure water issues

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

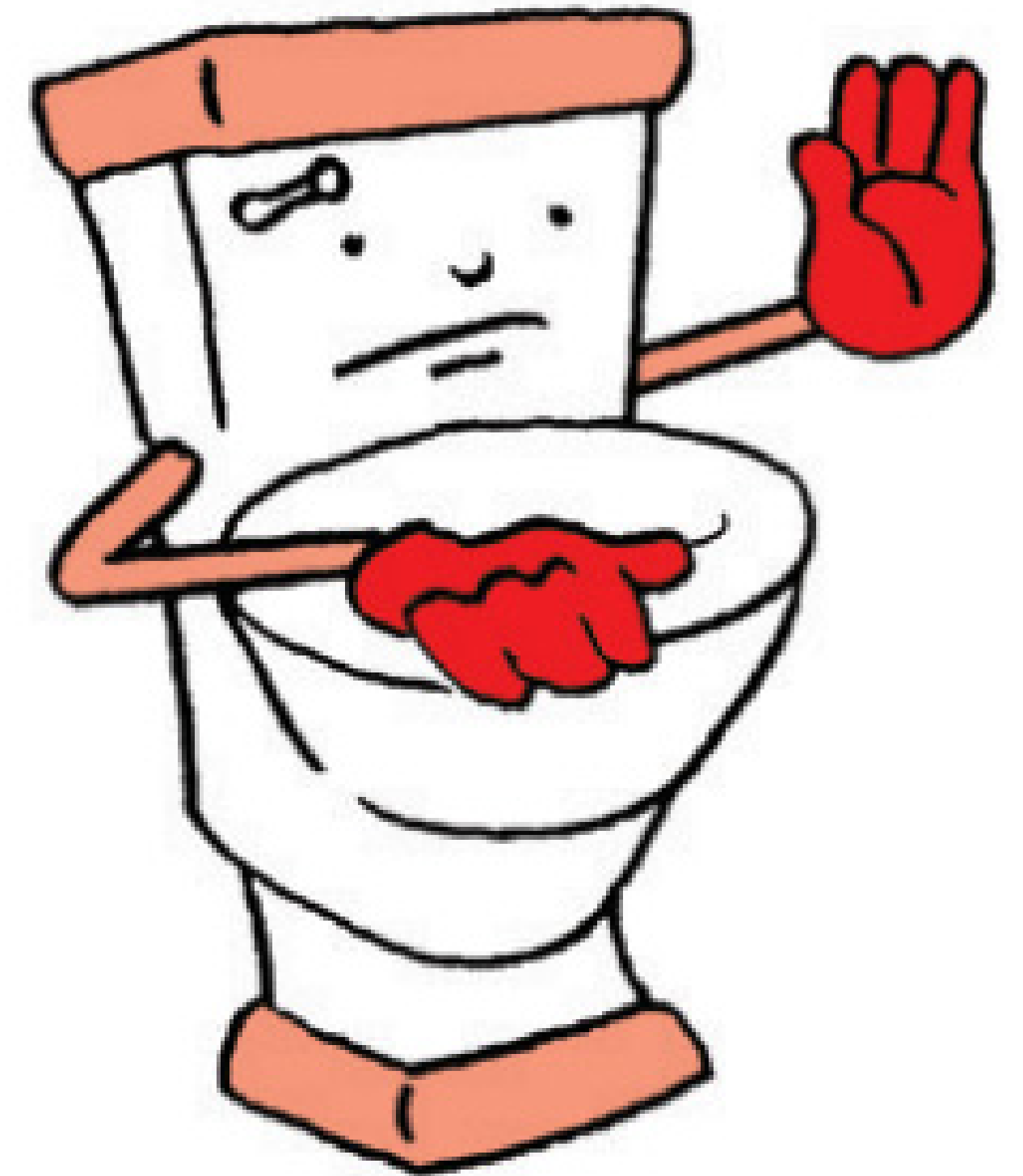
Utility Updates

- As a reminder, we need your help with following as it comes to your drains:
 - **Flush Away:**
 - Only flush single or double ply toilet paper down the toilet
 - Other drains in your home should only be used to dispose of used water and soaps from washing or cleaning activities



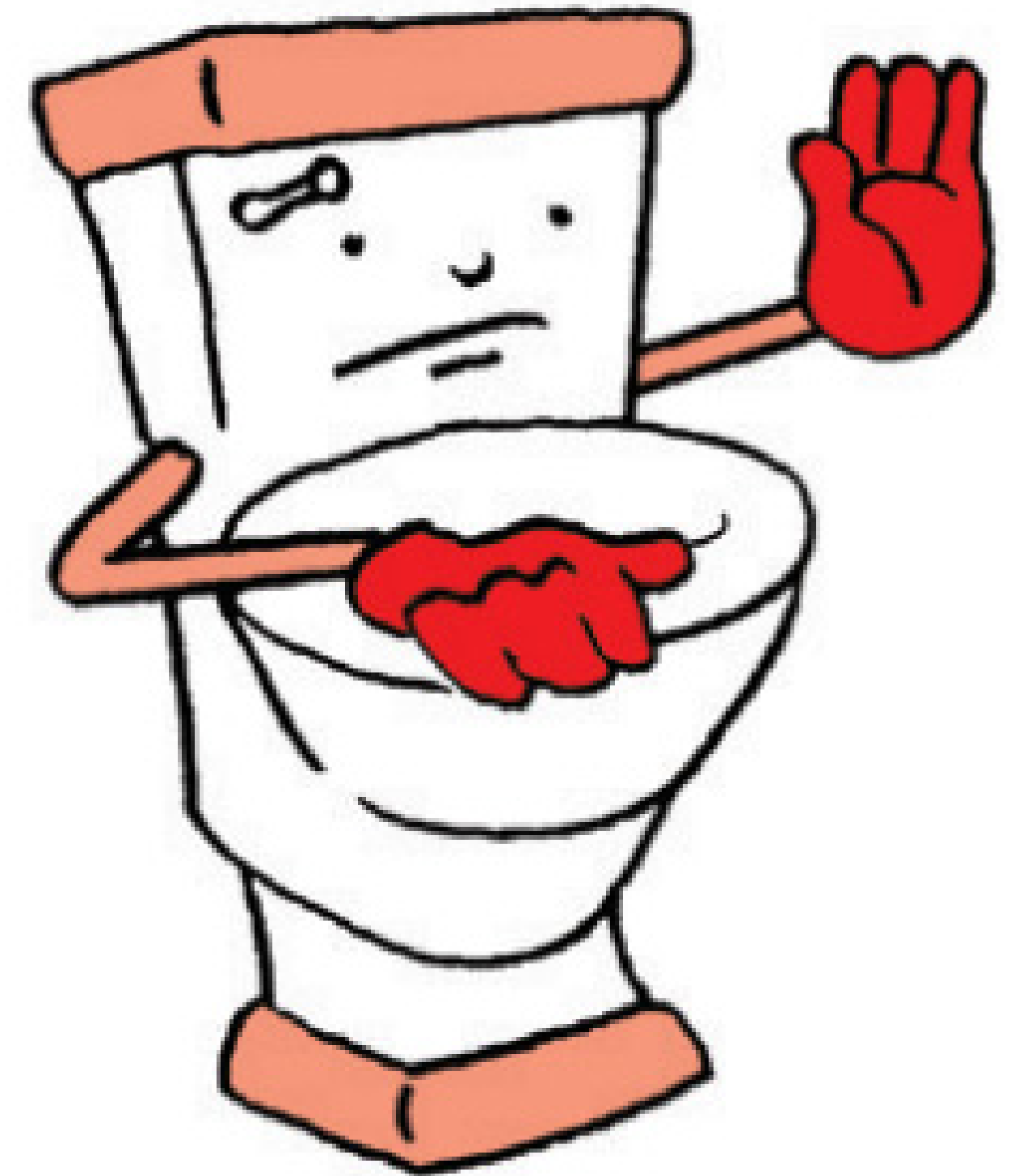
Utility Updates

- As a reminder, we need your help with following as it comes to your drains:
 - **Stop! Don't Flush:**
 - Do not flush facial tissue *(Even though it may feel the same as toilet tissue, it does not break apart and shred when it is flushed)*
 - Do not flush ANY type of paper towel and/or cotton ear swabs such as Q-Tips
 - Do not flush feminine sanitary napkins or tampons including applicators



Utility Updates

- As a reminder, we need your help with following as it comes to your drains:
 - **Stop! Don't Flush:**
 - Do not flush disposable diapers (*It may say they are "flushable," but they do not break down properly. Dispose of diapers in the garbage*)
 - Any type of grease
 - Rice, any type of pasta, egg shells, potato peels, and other fibrous or expandable food items
 - Kitty litter



Everything About Work Orders

- Air Force Academy Military Communities 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, 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



Everything About Work Orders

- Our maintenance team will only access your home under the following circumstances:
 - You call in a work order and request work to be done at your home,
 - Air Force Academy Military Communities 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
 - Advise you and your family why we are needing to enter the home under the emergency clause of the Lease Agreement



Next Community Chat

When: Thursday, October 28, 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