



Town Hall 9.23.19 Questions & Answers

Topics of Discussion:

- Bears-
 - o It is that time of year again that bears on base begin to look for more food sources as they prepare for hibernation. They try to consume up to 20,000 calories during this time. Please remember to lock your dumpster and keep totes in your garage to prevent bears from getting into the dumpsters. This is to keep you and the bears safe from the things that may be in the dumpsters. We have reached out to Waste Connections to ask that their drivers are also locking the dumpsters when they come through.
- Dumpster Relocation-
 - o The dumpster relocation project came out of the CEL survey from 2018 and many conversations with residents regarding their interactions with bears. There are three goals through this project.
 - Reduce the potential bear-human interaction between the homes
 - Provide a better customer service experience by opening up parking spots in clusters that are dumpsters are currently blocking, moving dumpsters further from windows and doors of homes and allowing dumpsters to be emptied consistently without vehicles blocking them
 - Reduce the wear on the clusters from the dump trucks
 - o We have consulted with natural resources on base and our current waste provider and both have agreed that our first step is to reduce the number of dumpsters.
 - o We are currently working on a plan of location of the centralized dumpster areas. These areas will be within reasonable distance and will be throughout the loops.
 - o Once these areas are determined, we will share this information with residents for feedback.
 - o We are also working with our trash providers on new dumpsters that will allow easier access for residents.
- Projects-
 - o Roofing- each year 20 homes are scheduled to have their roof replaced, these are nearing completion
 - o PRV (pressure relief valve) installation- We are continuously looking at and evaluating our very complicated water system. Because we are connected directly to the base, there are areas that are effected by base activities from even as far as Doolittle Hall. With this, we are doing an in-depth analysis of the best placement for the prvs and filtration systems.
 - o Paving & Roads- We are currently finalizing our bid package for our Juniper Loop paving and concrete project that will begin late Fall and continue through Spring when the asphalt plants open again. Over the summer we have completed



- several small repairs throughout the community and will continue to make these repairs to include two sections of Pine Valley.
- Playgrounds/Dog Park- We are currently working with our Air Force partners on the final locations of the additional playgrounds.
- Work order process changes-
 - We heard your feedback from the CEL survey and how difficult it was to put in a work order. We only had Mary answering the maintenance line which made it hard to get one in. Now, there are many ways to put in your work order!
 - The App/Portal
 - Email afacontact@huntcompanies.com
 - Call the office- if we don't pick up, please leave a message; if it is an emergency, wait for the prompts for our emergency maintenance call center
 - In person! Everyone in the office can create and schedule your work order for you!
 - We have also increase our communication with you regarding your work order! Once the work order is created, you will receive an email with the work order # for your reference if you have questions for a future date/time. You will also get email notifications through each step of the process.
 - Our work order survey is sent after the work order is closed. That is the best way to provide us immediate feedback regarding your experience. These are reviewed by the management team weekly.



Questions from the Town Hall

1. Why is the area behind the Milcon houses/Shortcut to DVE not being mowed? The vegetation there is about 3-4 feet tall and lots of kids go through there every day. It's dangerous since wildlife can hide in there.

While we understand the convenience of this trail, this is not a Hunt maintained walking path. Residents are encouraged to use the sidewalks to the elementary school as their primary route for walking.

2. Why is there so much focus on curb appeal instead of the inside of the homes? New appliances and flooring would make this place much more appealing.

Over the last year and a half we have made efforts to update not only the exterior of the homes, but also the interiors. We are working with our new asset manager on the upgrade schedule for the homes, however, right now things like lighting, countertops and some flooring are being completed as the homes vacate. Some of the work we are doing with regards to xeriscaping is intended to help with pest control and keep mice out of your home

3. Will there ever be a splash pad? Why do we need yet another playground?

Unfortunately, there is no plan for a splash pad however we could host water themed events throughout the summer. The community advisory board is a place that we can look at what those events look like.

4. When will there be more community events for the housing residents? At other bases i have been at we had something going with the housing office st least monthly. That was some kind of gathering intended to include ALL residents not some.

We have begun hosting more events at the community center and will continue to host more as the year continues. We have two new staff members coming on board tomorrow who will be focusing on these events. Some of the events we will be hosting will be CEL Launch Party on October 1st, Fall Festival on October 19th, and a new move in social. We are also looking to host some craft fairs and small business fairs in the upcoming months to help enhance the overall sense of community and provide an avenue for residents and families to get together .

5. Can we PLEASE get proper a/c installed on this base, like so many bases across the nation?

We certainly understand homes can get hot in the summer time. Unfortunately, due to the age of the homes on base, the electrical and duct systems cannot sustain A/C installation. The cost to make these changes are cost prohibitive to the project. We do allow residents to install window units to help with the temperature regulation in their homes. At the time these homes were built, the AF had a policy regarding which communities are designed to have



AC provided. AFA housing is in an area that does meet the requirements of that policy, the average mountain temperature does not qualify this community for AC. Therefore, the homes have not been designed for an electrical system that would support central AC. We do allow residents to install window units.

6. What is the plan for fixing the sewage/water leaking issues in Pine Valley? The houses in Pine Valley appear to be prone to sewage and/or water leakage in the basements. It is extremely upsetting to residents when their basements leak and/or flood with sewage and/or water.

Is it possible to disclose to new residents that the basements are prone to water and/or sewage leakage so that they are able to make informed decisions about what to put into the basements for storage or store their belongings on pallets?

We understand this can be frustrating. There are two different causes for flooding in the homes. One is a blockage in the lines from tree roots, grease, disposable wipes etc... which causes sewer back ups into the home. We take each situation individually on a plan for routine jetting until the issue is resolved. The second cause for flooding is additional pressure on the main water line that hits the water heater. Water heaters have a temperature and pressure (T&P) relief valve built into them as a preventative measure to keep them from exploding if temperatures or pressure builds too high. What we have found over the last two years is this system is extremely sensitive to the changes in the system even as far away from housing as Doolittle Hall. We have a project in place to address the pressure issues on the homes. This is a currently project that will take some time to complete and address all of the affected areas.

7. Did they give an answer about the yellow water? It is very concerning that our kids have to take baths in that water. What is it? And what is going to be done about it?

It is certainly not our expectation that residents live with brown water in their lines. There are times when hydrants are being exercised that this may happen. However, if it is a consistent problem, please call, email or put in a work order through the app/portal so a maintenance tech can evaluate your water system.

8. Is it possible to have access to the data used to determine the base line average for the electrical and gas bills? It seems as though the utility average base line rate does not accurately reflect occupied housing vs non-occupied housing.

For Active Duty: base line averages are determined for each like-type group. The Air Force Academy has 27 different base lines. All vacant homes and the top and lowest 10% of users are all discarded for the average use to insure the baseline is not being unfairly impacted by these homes. Your usage of electric and gas are then put against the baseline and the net usage is multiplied by the current CSU rate for that commodity.



Throughout 2019 there were several months that experienced a .10 increase per commodity. This could result in sometimes a \$20-30 increase in a bill. Please also note that the base line is not a monetary number. The base line is the average commodity usage.

9. How there are people with 3 + dogs there are people with clearly pit bulls. I rehomed my boxer pit before we moved. If I had to give up my beloved dog to live here why don't others?

While our policy does state there are certain banned breeds and a limit of 2 pets per household, we also abide by Fair Housing laws that are in place for accommodations that are requested. There is a process that is in place for this request that goes through several levels of approvals.

10. Can someone please say that the Roofers they hired left nails all over the front and back of the house. My husband had to clean up the nails in the road thankfully we warned our neighbors.

We are so sorry to hear that this happened. Clean up is an expectation and a part of our contract with our roofers. In the future, if you find this happening, please reach out to us right away as we can make sure the roofing company is performing according to their contract including any additional clean up that is necessary.

11. When do you decide to replace old heating units? Ours is old and inefficient. Our winter utility bill is more than double our summer bill and we run AC units in the summer.

We can certainly come and look at your unit if you have concerns. We do replace the heating units if they warrant it. Please submit a work order if you have a concern regarding any of your systems in your home.

12. Can we install cameras on the exterior of our units, so we can check to make sure it's safe to exit due to the bears?

Unfortunately, because we are on a federal installation, exterior cameras are not permitted on our homes.

13. Many of the retiree population are on a fixed income. Why are rent prices going up and how are they determined?

Typically, rent prices will increase each year through the renewal process. We work hard to control expenses, but operating costs for the community continue to increase on average 305% per year. Our market rent is determined by many factors and approved by many levels of people. We understand the impact that the utility billing had on our residents and the unfortunately timing for some people. The decision to raise rent was made in Nov 2017.



As lease renewals came in 2018, the rates were raised to the current pricing. Unfortunately, that meant some people who were renewing their lease in October through December of last year saw the increase in rent and utilities in the same month. We understood the impact this had on our residents and decided to not raise rent in 2019.

14. There have been rumors about housing demolishing Pine Valley within the next year. Is this true? If not when?

The original development plan for housing did have Lower Pine Valley scheduled for demolishing in 2020. However, we are currently requesting to extend this to 2030. Residents will receive notifications well in advance if there is a demolition schedule created.

15. What do I do if I have a bent or damaged dumpster lid?

Please submit a work order and we will get it repaired. It can take time to get the lids in as they are typically a 6-8 week lead-time for the lid. We are currently exploring avenues to get new dumpsters provided by our waste company.

16. My neighbor's dog is barking all the time. What can I do? Especially when Security Forces says it is not their issue to respond to.

Please send us an email to afacontact@huntcompanies.com or call the office during business hours. We can address the resident and hopefully provide a resolution. Our quiet hours are 10pm-6am.

17. Dead trees- how do we get them removed?

We have an active list that we are working through with our dead tree removals. If you are concerned about the safety of a tree around your home, please call or email us and we will review that tree.

18. Dogs off leashes, what can we do?

Pets must be secured with leashes and under positive control while outdoors, except in fenced patios and yards (which includes pet tethers, electric restraint, or authorized dog runs). Please let us know and we will address the home/resident responsible. If an animal is aggressive, please let us know as well. We do not tolerate aggressive animals or bites.



Questions for the Base

Safety/Security (10 SFS)

1. Why is it okay for thousands to come on base for football games but we can't get dispatch health, dumpster cleaning and many other basic services because the gate guards harass the companies until they stop coming. They demand background checks from them less than 24 hours after allowing thousands on base with zero background checks, car checks or anything else they just get waived through with open arms. That diminishes our quality of life when we are denied basic services.

Open access for visitors during a home football game is approved by USAFA Headquarters. The security professionals posted at gates are following established procedures to prevent unauthorized entry to the installation. Background checks are standard requirements for all non-military affiliated/commercial vehicles and personnel requesting entry to the installation.

2. Why is it so difficult for food delivery drivers to get on base but when there's home games, traffic is just waved through without any ID check? The security should be equal across the board.

Open access for visitors during a football game is approved by USAFA Headquarters. Delivery drivers (Uber Eats/Door dash) are allowed on base unless the driver has an open warrant or criminal background, in which case they are denied entry in order to safeguard the base populace.

3. What about having a company come and spray the bins down for those of us who have our own? They stink so bad, I don't mind paying out of my own pocket for the service but we can't get it because they won't come on base.

If you hire a company to perform work, the company can get on base like any other commercial vehicle. As long as the company has a valid work order showing the on-base address and the driver does not have an open warrant or criminal background, they can access the base through the Large Vehicle Inspection Station, located at the South Gate, to perform their work.

4. You guys claim it's for traffic control, however, when the visitors get on base they are not monitored. They can go anywhere on base and is considered an "honor code" that they go to a certain location that they claim. There are no additional ECPs that they have to go through so they may very well be going all over base with no oversight.



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The visitor cordon is approved by USAFA Headquarters. Our Security Forces has police patrols to provide security and oversight throughout the installation.

5. Agreed! And why are there always little huts outside of housing for game days with no one monitoring traffic... Someone can easily show up on game day, pitch a tent somewhere in the acreage around here and stroll right to housing. We harass delivery drivers but wave in potential threats.

Open access for visitors during a football game is approved by USAFA Headquarters. Commercial delivery drivers are checked against a national crime database in order to ensure only trustworthy personnel are allowed access to the installation. Our Security Forces has police patrols to provide security and oversight throughout the installation.

6. How can housing resident's best access the stadium for a football game? Currently have to go out the South Gate and reenter.

With Stadium Blvd being closed between Pine and North Gate Blvd to facilitate 3-lane inflow from both gates, the best route for on-base personnel to access the stadium would be Road 402 from E. Douglass Drive, in Douglass Valley Housing.

7. Question for mil side can ECP on interior remain open please? Would make life much easier going up and back from the Med group/cadet area.

During the visitor cordon, this ECP remains closed/reserved for proxy card access (key personnel/first responders) for force protection/antiterrorism purposes. Personnel can drive "up it" to freely exit the area, but restrictions are in place to prevent non-key personnel/first responders to drive "down it". We will reassess the need to keep this gate closed.

8. Exactly why can't a reader be installed like at the gates of Carson? Anyone with some form of military ID should be able to access that interior drive gate considering it's for housing residents which is military.

During the visitor cordon, this ECP remains closed/reserved for proxy card access (key personnel/first responders) only for force protection/antiterrorism purposes. Personnel can drive "up it" to freely exit the area, but restrictions are in place to prevent non-key personnel/first responders to drive "down it". We will reassess the need to keep this gate closed.

9. And if it is only for first responders then why can we drive up it and not down it?

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can drive “up it” to freely exit the area, but restrictions are in place to prevent non-key personnel/first responders to drive “down it”. We will reassess the need to keep this gate closed.

10. What can be done about the speeding (and aggressive drivers) on base – throughout the base, but especially in school zones?

There are police patrols assigned to patrol school zones during the beginning and end of school days. If you observe a car speeding or aggressively driving and have a description of the vehicle, call 333-2000 to report it to Security Forces.

11. Can we do something about bicyclists obstructing traffic forcing vehicles to go into oncoming traffic to go around? I’m talking about main roads as well with a LARGE 6-8 foot shoulder but they insist to ride on the white line.

Vehicles should never go into oncoming traffic to pass bicyclists. It may be an inconvenience to slow down to allow oncoming traffic to pass; however, it is also a legal requirement for vehicles to share the road with bicyclists.

Utility Bills/BAH (CES)

Will the utility bills be suspended like the Army has done it?

The Air Force Academy is not aware of any Air Force plans to suspend utility billing in privatized housing. It should be noted that the Army’s decision to suspend utilities is not part of a larger DOD requirement. The USAFA Military Housing Office will continue to stay informed on any Air Force housing initiatives and will notify residents if there are any planned changes to the Air Force utility billing program.

2. Is it possible to have access to the data used to determine the base line average for the electrical and gas bills? It seems as though the utility average base line rate does not accurately reflect occupied housing vs non-occupied housing.

The MHO is not involved in reviewing the utility bills. If a resident has questions regarding their bills, Hunt will agree to perform a utility audit in which we can participate.

3. I’m very interested in this response. The base line went from one price to triple with no change in my thermostat. Seems like there is no way to address this or even have the inconsistencies acknowledged.

Baseline utility averages change from month to month, as residents adjust their usage based on changing temperatures and weather patterns. Thus, residents who keep their thermostats at the same level each month will often see an increase or decrease in their bill from the previous month. For example, in a slightly warmer month than the previous



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month, some residents may choose to use their heating systems less frequently. This would result in a lower average consumption for that month and a higher bill for those that kept their thermostats at the same set point as the previous month. However, residents are always welcome to ask Hunt or the Military Housing Office to conduct a utility usage review of their home to verify that their bills each month are accurate.

4. Has a BAH survey been conducted recently showing the reasoning for this year's BAH decrease?

The methodology used to determine BAH is publicly available on the Defense Travel Management Office website. Their "Primer on the Basic Allowance for Housing" details the entire process used to determine housing allowance rates.

4a) (If yes to 4) Are those results public?

The publishing of the BAH rates each December is the public release of the BAH survey for that year.

4b) (if not 4a) Can they be made public?

They are made public as per the 4a answer.

4c) (if not 4) What is the most current BAH rate survey/inquiry, and when is the next one

scheduled?

BAH surveys are completed annually for every location. The results are released in December when the new BAH rates are published.

5. By all local indicators, cost of living in Colorado Springs has gone up exponentially, while rates have dropped. What information was received that played into the rate drop?

As noted in the BAH Primer on the Defense Travel Management Office website, BAH rates are based on average rental rates in a housing area (not home values or mortgage costs). In addition, housing "profiles" are established for every military grade; for example, the BAH rate for E-5s with dependents is based on the average rental cost for a 2-bedroom townhome.

In any housing market, even one that is growing, different types of dwellings will grow at different rates. For example, 4-bedroom homes may be increasing in value, while 1-bedroom apartment rates remain the same. This is actually what we saw in Colorado Springs for 2019. Those profiled to 3 or 4 bedroom homes saw an increase in BAH, while grades profiled to 1 or 2 bedroom apartments went down.



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Regardless, the recent University of Denver study on rental rates in Colorado Springs suggests that BAH levels for 2019 are reasonable. For example, 1-bedroom apartments in Colorado Springs average \$1054 per month. E-4s (who are profiled to 1-bedroom apartments) at the Academy receive \$1272 in BAH.

Finally, it should be noted that BAH is no longer intended to cover 100% of out-of-pocket housing costs. In 2015, the Department of Defense reduced the BAH calculation to cover 99% of out-of-pocket costs and committed to reducing the percentage by an additional 1% each year until 2019. This means that BAH rates in 2018 were intended to cover 96% of housing costs, while the 2019 rates are intended to cover 95%. If you compare BAH rates in Colorado Springs from 2018 to 2019, you'll notice that the rate drop for most grades that saw a decrease were within or very close to the planned 1% reduction DoD-wide.

Grounds Maintenance/Road Construction (10 CES)

1. Grounds maintenance near the play grounds and basketball courts in Pine Valley have been lacking. Who is responsible? Can we get them to do a better job?

This was recently addressed by the 10th Civil Engineer Squadron and will be better monitored in the future.

2. Work needs to be done on the Falcon Trail. Can you address that?

Yes, we can and will be addressing those areas also brought up at the Town Hall meeting. Work is scheduled to begin 21 Oct 19. We have identified five areas of the Falcon Trail that urgently need work. These areas represent approximately 2,500 feet of the trail. Those areas brought up in the Town Hall are included in these five. The work will also include two new footbridges.

3. Could 10th Civil Engineering be asked to please notify housing of ALL base road construction projects to be forwarded to all residents? We don't all get base emails or squadron notifications about things like the recent Stadium Blvd closure and Academy Rd closures - or even the railroad bridge construction

Future road closure information will be coordinated with Hunt for distribution through their email distribution list.

Giant Voice (10 CES/10 CS)

1. Giant Voice! It echoes heavily in Pine Valley and is almost unintelligible the majority of the time. The recordings that the Command Post uses, has them speaking FAST, and due to very few speakers even aimed at housing, by the time you hear an announcement is even happening, the voice is speaking over itself due to the echoes,



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then it's quickly ended. Many residents take to our FB Neighborhood Group asking what was just said. Can the CP redo their recordings and speak a LOT SLOWER? :) :)
Cheers :)

Unfortunately, echoes from the speakers in/around Pine Valley, as well as across the installation, are nearly impossible to eliminate due to environmental factors, tower layout, etc. There are 17 towers across USAFA, of which two (2) are located in Pine Valley, and another two nearby, one each in the Community Center and the Service & Supply Area. The towers are omni-directional, and utilize fiber connectivity to provide the best sound clarity possible. Please note the Giant Voice system is an outdoor notification system, and is not designed to be heard indoors. Alternate means including AtHoc are available for similar announcements to be received indoors.

2. Would it be possible to get a different siren tone to notify Pine Valley housing residents if there is a breach in the dam? The siren that plays over Giant Voice is to take shelter, not evacuate.

It's possible and we will look into this suggestion. Re-recording or adjusting any announcement is a partnership between 10 Civil Engineer Squadron, Colorado Springs Regional Command Post, and 10 Communication Squadron.

RV Storage (10 CES/FSS)

1. Regarding RV Storage Lot – can you increase storage lot or give some priority to on-base housing residents?

10 FSS has been working with 10 CES to program additional space to expand our RV storage lot. Once space has been allocation for this project, 10th FSS will provide a cost estimate for design and construction to the non-appropriated fund council for consideration and approval. While we understand this is a priority for authorized guests with boats, RV's, and other large vehicle storage challenges, it is a few years from execution.

Our Outdoor Recreation program does offer a priority for housing residents. Our first priority is Active Duty military and then retirees and others. We have approximately 10-15 active duty members on the current wait list and another 300 plus of retirees and others. We free up about 20-30 slots per year. Please reach out to ODR at 333-4523 to make sure you are appropriately placed on the wait list.



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Legal

1. What do residents need to know about Red Flag Colorado State Law?

All military residents are subject to both federal/military grounds for removal of firearms possession and the Red Flag Colorado State Law. As for civilian residents/dependents, if a Colorado magistrate/court finds them unfit to possess firearms, USAFA will honor the ruling and law.

2. What cannabis-related (CBD oil, hemp) items are banned from base/base housing?

USAFA is a federal military installation and primarily falls under federal jurisdiction; therefore, all cannabis-related items are banned from base/base housing.