



**PLANNING AND DEVELOPMENT SERVICES  
DEPARTMENT**

455 Mountain Village Blvd.  
Mountain Village, CO 81435  
(970) 728-1392

**Item No. 9**

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**TO:** Town of Mountain Village Housing Authority

**FROM:** Michelle Haynes, Planning and Development Services Director

**FOR:** Meeting of February 20, 2020

**RE:** A) Consideration of the Village Court Apartments (VCA) Resident Advisory Committee Framework and B) Consideration of the Recommendation from the VCA Committee Regarding Five VCA Resident Seats and Appointment of Five Resident Committee Members- *Interviews are Optional*

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**Introduction**

The Town Council directed staff to create a VCA resident advisory committee (“Committee”) framework and solicit applications from VCA residents who wish to serve on the Committee at the December 12, 2019, regular Town Council meeting. We solicited applications from December through January 31, 2020. We received 16 applications. Town Council, acting as the Town of Mountain Village Housing Authority, will review the Committee framework and consider the VCA Committee’s recommendation of five resident members.

**Attachments:**

- A. VCA Resident Advisory Committee Framework
- B. Applications of the five committee members recommended by the VCA Committee

**VCA Resident Advisory Committee Framework**

The purpose and intent of the Committee are for residents to provide input to staff. No specific Council member will be appointed to the Committee, but a Town Council member will elect to attend the Committee meetings. A staff person will be present to hear resident concerns and ideas. The framework is provided as attachment A.

**VCA Committee Selection**

The VCA Committee met on February 4, 2020, to review applications and interview candidates. Thirteen of the sixteen applicants were interviewed, and each candidate was exceptional. The committee strove to select for recommendation a composition of resident committee members with diversity in age, ethnicity, experience, interest and tenure living at VCA. Each VCA Committee member shared their top five candidates after the interview process which were then ranked in aggregate. The top five candidates recommended by the VCA Committee are listed below.

1. Matthew Lewis
2. Pam Pettee
3. Ursula Cristol
4. Amelia Martin
5. Citlali Casillas

As a point of information, the following additional candidates were chosen but did not receive as many votes as the top five applicants listed above:

- *Ron Cheroske*
- *Trevor Browning*
- *Frances Nelson*

*Staff recommends two members are appointed for one-year terms initially, and three members are appointed for two-year terms to create a stagger. Two-year term appointments will occur thereafter. Residency is a requirement to serve on this Committee, therefore, if a Committee member is no longer a resident, they will be replaced via a similar process utilized in this appointment.*

**Recommended Motions – Two Parts**

Staff has prepared the following motions for your convenience:

***Motion #1***

- 1) *I move to approve the VCA Resident Advisory Committee Framework, provided as Attachment A.*

***Motion #2***

- 2) *I move to appoint the following candidates to the VCA Resident Advisory Committee*
  1. *Matthew Lewis – one-year term*
  2. *Pam Pettee- one-year term*
  3. *Ursula Cristol- two-year term*
  4. *Amelia Martin – two-year term*
  5. *Citlali Casillas – two-year term*

/mbh

**ADVISORY COMMITTEE  
VILLAGE COURT APARTMENTS (VCA) RESIDENT COMMITTEE  
FRAMEWORK**

**Mission Statement**

VCA strives to provide a safe, clean and comfortable living environment for the residents of our community. In furtherance to this goal, VCA is creating a VCA Resident Advisory Committee (“Committee”), which functions as a resident working group. The Committee will meet to provide input and feedback to VCA administration.

**VCA Resident Committee Composition**

- Five VCA residents

**Terms**

The Telluride Mountain Village Housing Authority (“TMVHA”) will appoint five VCA residents. Initially, two members will be appointed for one-year terms, and three members will be appointed for two-year terms, to establish a stagger of term appointments. After the first year, all members will be appointed for two year terms.

Residency at VCA is a requirement to serve on the Committee, therefore, if a Committee member is no longer a resident, they will be replaced via a similar process utilized in the appointment of members.

**Town Support**

The Town will provide one VCA administrator at each meeting and when advised of the meeting dates and times, a Town Council member, at Town Council’s discretion.

**Form of Organization and Recommendations**

The Committee will not be a decision-making body. Rather it will be an advisory committee that will provide recommendations to VCA management regarding maintaining and improving the living conditions at VCA.

1. The TMVHA requests that feedback from the Committee be shared with Town Council twice yearly.
2. The Committee can elect to have an all VCA resident meeting. Town staff can assist the coordination of the meeting space and communications of such a gathering.

**Meeting Procedures**

The TMVHA recommends meetings to be held every two months. The committee may elect a chairperson who would schedule the Committee meetings and manage the meeting.

**Meeting Notifications**

The town will not require agendas to be drafted or public noticed; however, the Committee can request that meeting dates be shared with VCA residents. Meetings are open to the public.

**Committee Limitations**

1. The VCA administrator and Committee will maintain resident confidentiality and will not disclose private or confidential information regarding residents on any matter, except in a case

where information is of public record.

2. Committee meetings are not the forum for resident complaints against other residents. Complaints are managed by the VCA administrative office staff. The VCA resident committee shall not arbitrate complaints between residents.
3. The Committee does not direct the actions of staff or budget, but rather, the Committee is a forum for resident input in concert with town staff and a Town Council member.
4. The Committee is not an arbiter of staff personnel issues. Personnel matters are handled in accordance with TMVHA and Town of Mountain Village policies and procedures. Concerns or complaints about staff will be directed to focus on matters of safety, civility, expectations and results. The Committee does not make recommendations regarding staffing matters, except in the case where there are observations of too much or too little and whether staffing is meeting the expectations of comfort and safety.

*/mbh*

Form Name: Website Form - VCA Resident Committee Application  
Submission Time: January 13, 2020 10:54 pm  
Browser: Firefox 71.0 / Windows  
IP Address: 75.166.133.88  
Unique ID: 571980349  
Location: 39.813098907471, -105.1257019043

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**Name** Matthew Lewis

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**Email** mattlewisdesign@gmail.com

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**Phone** (970) 708-4873

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**Best way to reach you?** Email

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**Unit Number** 1032

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**How many years have you lived at VCA?** 6.5

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**What is your interest in serving on the committee?**

I have lived in the Village Court Apartments since I moved to town 6 years ago. This community has provided me a supportive, safe, and stable living situation unmatched in the region. Having lived in the studios and 1 bedroom buildings, walked my dog through the complex and used the dog park daily, I have had an opportunity to get to know many of my neighbors on a very personal level. I can count some of my closest friends in the region as former VCA neighbors of mine. Even those that I don't know on a first-name basis I smile and greet as I feel instantly connected to them through our shared desire to be treated with respect as the lower and middle-class citizens of Mountain Village.

I am eternally grateful for the housing security that VCA (and the Town of Mountain Village) provides me and the opportunity to live in the place that I love; a place that I could not see myself ever being able to leave.

I know that many of my neighbors feel the same. For that reason, I would like to offer my abilities as a property manager and local non-profit board member to advocate for them.

Our common bonds as citizens of this stunning and boundless mountain paradise obligate us to look-out for one another. Just as the beauty of nature harbors danger for the uninitiated, the difficulties of our region's housing scarcity can provide challenges for newcomers and old-time locals alike.

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Form Name: Website Form - VCA Resident Committee Application  
Submission Time: January 3, 2020 2:07 pm  
Browser: Chrome 79.0.3945.88 / Windows  
IP Address: 216.237.245.130  
Unique ID: 569211441  
Location: 39.574401855469, -106.09750366211

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| <b>Name</b>  | Pam Pettee   |
| <b>Email</b>   | ppetteesbox@gmail.com  |
| <b>Phone</b>   | (970) 728-7071   |
| <b>Best way to reach you?</b>  | Email  |
| <b>Unit Number</b>   | 1413   |
| <b>How many years have you lived at VCA?</b>   | 5.5  |
| <b>What is your interest in serving on the committee?</b>                                | Participating in decisions regarding the place where I live.   |
| <b>What is your contribution to the committee?</b>                                       | Experience in elected office; past service on community boards and commissions (Telluride region and San Diego); familiarity with state and some national housing issues; resort industry career background.   |
| <b>How often can you meet?</b>   | monthly  |
| <b>Which is your preference?</b>   | monthly  |
| <b>Are you willing to promote the best interests of VCA residents and the community?</b> | Other: This question echos one in a recent Washington Post article about colleges tracking students. An affirmative answer indicated to the college that students agreed to the tracking function. That wasn't clear in the question. What do you mean by promote? |

Form Name: Website Form - VCA Resident Committee Application  
Submission Time: December 19, 2019 2:13 pm  
Browser: Chrome 77.0.3865.90 / OS X  
IP Address: 205.220.219.2  
Unique ID: 566179437  
Location: 38.071098327637, -84.593399047852

**Name** ursula cristol

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**Email** ucristol@telluride.k12.co.us

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**Phone** (970) 729-0473

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**Best way to reach you?** Email

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**Unit Number** 1304

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**How many years have you lived at VCA?** 3.0

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**What is your interest in serving on the committee?** Im a single mother of two boys. they spend time with me two weeks a months. I need to assure that they will be spending half of their time growing up in a safe, highly supported surrounded areas. Specially coming back after school activities on their own when they will grow up. We have the potential due to location to have a very high end residence area in our town , its very well cared but there is always margin of improvement

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**What is your contribution to the committee?** I moved to Telluride in 2001 . Im bicultural and bilingual . always work on community development through different agencies in the region. From Ouray to paradoz valley with diverse communities and developing program for cultural diversity.. At the time, Im the family liason for the TSD and many of our families are residents in VCA.  
I would like to bring my expertise in cultural diversity and my vision to expand what VCA can offer with the supportive management that they have now. to be able to improve what they can provide to our kids when we are on school break and work with partnerships to bring programs like the library to do story times to our kids in VCA.  
Thank you for your attention

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**How often can you meet?** monthly

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**Which is your preference?** bi-monthly (every two months)

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**Are you willing to promote the best interests of VCA residents and the community?** Yes

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Form Name: Website Form - VCA Resident Committee Application  
Submission Time: December 13, 2019 6:59 pm  
Browser: Chrome 78.0.3904.87 / Windows  
IP Address: 216.237.240.3  
Unique ID: 564417558  
Location: 39.574401855469, -106.09750366211

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|---|---|
| <b>Name</b>   | Amelia Martin   |
| <b>Email</b>  | amartin277@gmail.com  |
| <b>Phone</b>  | (614) 561-0788  |
| <b>Best way to reach you?</b>                             | Phone Call  |
| <b>Unit Number</b>  | 1046  |
| <b>How many years have you lived at VCA?</b>              | 6.5   |
| <b>What is your interest in serving on the committee?</b> | <p>To advocate for the residents, as it can often feel like our feedback is unimportant, or that focus is being misdirected away from what will best serve the people living in VCA. Many residents have concerns or observations that they are hesitant to voice because they don't want to be singled out as a complainer, and having a strong committee that can work together with management and Town Council is crucial to making VCA a better community that can grow along with the rest of Mountain Village. I also think it is important that residents be able to understand what is going on with VCA, and what is going in to it as well, as we don't always see where improvements are being made, or understand why certain projects are being done. We work to live in one of the most beautiful towns, but doing so shouldn't mean we also relinquish our right to a nice place to live that people are happy to come home to. VCA is currently an okay place to live, but it can be tough to be happy when residents also feel like they are being ignored solely because they are in "affordable housing".</p> |
| <b>What is your contribution to the committee?</b>        | <p>My contribution would be as someone who can assess situations, whether that be in a meeting or reviewing information, with a clear head to make sure that what the committee discusses is an appropriate use of time, and that the outcomes are conveyed to the proper people reasonably. It is easy for people to use a shared time to complain about things that might be wrong or unpopular, when what should be coming out of this committee is time to be constructive, and take the comments and feedback already received (whether that be at the start of the meetings or by surveys/comment cards or whatever) and determine what the best method of approach is so that the tenants are not only heard, but also feel like they are being responded to. I want to make sure the committee starts strong, with people that are there to make VCA better and improve the resident experience, rather than as a channel for negativity and rants.</p>   |
| <b>How often can you meet?</b>                            | monthly   |
| <b>Which is your preference?</b>                          | bi-monthly (every two months)   |



Form Name: Website Form - VCA Resident Committee Application  
Submission Time: December 30, 2019 10:02 am  
Browser: Chrome Mobile 79.0.3945.93 / Android  
IP Address: 174.209.17.116  
Unique ID: 568231329  
Location: 39.61669921875, -104.6695022583

**Name** Citlali Casillas

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**Email** talicg1985@yahoo.com.mx

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**Phone** (970) 708-1071

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**Best way to reach you?** Email

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**Unit Number** 1302

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**How many years have you lived at VCA?** 2.5

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**What is your interest in serving on the committee?** I want to be a voice and a serve/be part of my community.

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**What is your contribution to the committee?** I been a resident of Telluride for 16 years and this is my second time leaving in VCA. I rented here right after I finished High School back in 2006. I gave seen the changes in VCA.

Also I am bilingual (Spanish/English) and I feel as this town is growing there is a big Spanish speaking community. I would like to serve as a voice for them and also for my new adopted community.

Gracias,  
Citlali Casillas

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**How often can you meet?** bi-monthly (every two months)

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**Which is your preference?** bi-monthly (every two months)

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**Are you willing to promote the best interests of VCA residents and the community?** Yes

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**What is your contribution to the committee?**

I have worked in management since moving to Telluride, 6 years ago.

I started in Food and Beverage management holding both the position of F&B Manager for the Madelaine Hotel for two years with a staff of 50 employees and General Manager of a Main St restaurant in Telluride. Leading a team of that size requires a high level of conflict resolution and leadership while limiting the amount of visible personal stress that comes with organizing a demanding business model.

After realizing a career in Food and Beverage was not a healthy goal to pursue in my thirties I embarked on a career in property management. After nearly three years in this field, I have gained a new wealth of knowledge ranging from Limited Liability Insurances, hands-on facilities maintenance/construction skills, and further growing my organizational/task management abilities.

One major feather in my cap that would hopefully set me apart is my now 2-year membership on the Board of the local non-profit student advocacy group, True North. I volunteer my time helping local teens (many of whom live in VCA) find a way to give back to their community while learning new skills and trying out new outdoor/team-building experiences. I have also volunteered with One to One for the last 4 years, my mentee will be graduating high school this year. Though I am very proud of my chaperoning and activity organizational work, for this purpose my decisive and receptive professionalism which allows me to contribute high consequence well-informed financial rulings to our budget and annual spending makes me uniquely qualified to directly advocate for my Village Court neighbors.

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**How often can you meet?**

bi-monthly (every two months)

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**Which is your preference?**

bi-monthly (every two months)

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**Are you willing to promote the best interests of VCA residents and the community?**

Yes

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