



**PLANNING AND DEVELOPMENT SERVICES
DEPARTMENT**

455 Mountain Village Blvd.
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Item No. 12

TO: Town Council

FROM: Michelle Haynes, Planning and Development Services Director, Luke Adamson, Property Manager & Finn Kjome, Public Works Director

FOR: Meeting of July 16, 2020

DATE: July 6, 2020

RE: Village Court Apartments Update, July

Introduction

During the budget worksessions, Town Council requested monthly check-ins regarding Village Court Apartments (VCA).

Village Court Apartments Update

Finn Kjome, Public Works Director has been assisting at VCA as it relates to assessing maintenance, repair and personnel.

General Information. The parking lot chip seal project is complete. Parking lot striping is scheduled to occur within the next two weeks.

2020 Work Plan. Village Court Apartments continues to implement the 2020 work plan as able, including and not limited to the following:

- Sidewalk safety repair. We intend to complete another section of sidewalk recently identified, in August.
- Deep cleaning and acid wash of concrete and exterior hallways of buildings 1 through 9. Buildings 1-7 completed. Buildings 8-9 completed.
- Migration to cellular / internet based alarm system is in progress. (Our alarm system was previously based on centurylink land lines which with the transition to a cellular based system, provides cost savings and a more reliable alarm notification system).
- VCA Capital Reserve Study. 80% complete.
- Roof repair identified with drone flight. Roof repairs are in process and almost complete.
- Grills. We identified six grill locations. Grills are being ordered. We will begin installation as soon as grills are received.
- VCA Resident Satisfaction Survey is completed, and shared as exhibit A. to this memo.
- Superior Alarm inspections were complete last week of June for every building at VCA.
- The Excel Fire Suppression Inspection was completed in June.
- Irrigation has been turned on. Landscape maintenance is delayed due to staffing limitations.
- Our next monthly community clean up day is scheduled for mid-July.

Projects moving forward yet with undetermined completion projections due to staffing limitations and delays due to COVID:

- Common area lighting project – Buildings 8 & 9 are complete. As time allows maintenance staff is working on this project.
- Programmable Thermostats – These are being installed in vacant units as they turn over. We will begin to install in otherwise occupied units beginning in mid-July.
- Cubby doors
- Parking enforcement software – suspended the research and expense

Miscellaneous COVID-19 related updates

- We are re-advertising for the maintenance manager position. Our last candidate who accepted the position, to begin on July 6, 2020, had emergency family issues and will not be accepting the position after all.
- We have approved ten hardship applications to date.
- We have 178 people on the wait list down from 180 last month.

/mbh



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Village Court Apartments Resident Satisfaction Survey - Summary

INTRODUCTION

In cooperation with the VCA Resident Committee, staff launched the VCA resident satisfaction survey in mid-May and closed the survey on June 19th consistent with the Mountain Village Housing Authority 2020 Workplan. We received 27 responses. A link to the active survey data can be found [here](#). Below is a general breakdown in category and type of survey question. The comments are unfiltered in most cases, but generally grouped under COVID-19 response because they were so similar and consistent.

AVERAGE RATING RESPONSES

Question	Average Rating
1 – not satisfied 5 – very satisfied	
How satisfied have you been with VCA's response to Covid-19?	4.4
How satisfied are you with VCA Management?	4.1
How satisfied have you been with the TMV response to Covid-19?	4.0
How satisfied are you with your overall living experience at VCA?	3.9
How satisfied are you with the cleanliness of the VCA hallways and laundry room?	3.6
1 – not very concerned 5 – very concerned	
How concerned are you about rent increases in the future?	4.0
How concerned are you about the safety of your apartment?	2.5
How concerned about parking lot safety/walking through the parking lot at night?	2.4
How concerned are about safety in the hallways/entrances of the buildings?	2.4
1 = not very often 5 = very often	
How often are you able to find parking near your building?	3.8
1 – strongly disagree 5 = strongly agree	
Do you think more upgrades/amenities will justify rent increases in the future?	2.9
1 – very unhelpful 5 – very helpful	
How helpful have you found VCA's response to safety measures related to Covid-19 in your particular situation?	4.4

TOP 10 PRIORITIES RESPONSES

Of the survey respondents, the top twelve (12) priorities are listed below in descending order. . .
The list of priorities was provided by the VCA Resident Committee to receive resident feedback as part of the survey.

- 1) Public Wi-fi
- 2) More quiet hour signs on the grounds
- 3) Monthly Clean Up Days
- 4) Designated place for visitors to park
- 5) Improve bike rack and locations
- 6) Formal Path down to the new parking area behind the basketball court
- 7) Additional trash house in front of 8 & 9

- 8) Lids on dog waste cans
- 9) Ball rack installed near basketball court
- 10) Parking Lot charging stations
- 11) Garden/hanging baskets program under buildings 11,12, & 14
- 12) Emergency phone/lights installed

A LIST OF AMENITIES OR UPGRADES NOT LISTED THAT YOU WOULD LIKE TO SEE.

Below is a free form list of survey responses regarding amenities or upgrades residents would like to see. There was little redundancy in responses except where noted.

- Common BBQ grills (2 responses) grill with a provided propane tank on the deck by building 10, upgrades to playgrounds (2 responses), family areas for exterior living.
- Patio/porch areas outside in the sun for buildings 2 especially
- More decks, small boat storage (kayaks, canoes, sup), discounted cable internet, pesticide free landscaping, composting, security cameras in lieu of lights/phones.
- More handicap spaces, improvement to building entry doors
- Option for additional parking pass (with fee of course)
- Storage units outside of apartments
- Locks on the front doors of the buildings
- Having the option to install plumbing and a stackable washer/dryer if the rent is going to be increased because I am not paying for electricity in my 2 bedroom unit. Balconies installed in building 8 and 9 off the living rooms
- Credit card operated laundry machines
- Cameras on the parking lot. My car has been hit twice now and no one left info.
- New windows on older buildings
- More no smoking signs near the studio area walkways
- Inside apartment doors upgraded
- Carpet change with reasonable advance notice, upgrade blinds, resurface tubs and showers, racks for skis outside of the unit, sweep the parking area and covered parking weekly
- Regulation regarding car stereo noise upon entering the VCA driveway. Culvert redesign/cleanup. A direct link to public safety officers to report property abuses of behavior and noise. Noise on deck past 10 pm is a nuisance, I'd like to be able to report these abuses efficiently without having to bother the county sherriff's office and wait 30-40 minutes for someone to arrive. More installation of wifi access points closer to buildings 11-14. An additional dog poop bag station at the bottom of the gondola stairs. Incentivize community cleanup. Cultivate common respect and civic pride.
- Pool
- Jacuzzi

TOP THREE THINGS YOU LOVE MOST ABOUT LIVING AT VCA IN ORDER HIGH TO LOW

Top Things You Love About Living at VCA	Responses
Location, access and convenience	23
Affordability	12
Views	6
Community, good neighborhood/family oriented	6
Nice well-maintained apartments	6
Peacefulness	2
Housing Security/reliability	2
Everything	2
Laundry in the units	1
Ski Access	1

WHAT ARE THE TOP 3 THINGS YOU WOULD LIKE TO SEE IMPROVE AT VCA?

These are singular responses except where noted.

Exterior

- Grounds/landscaping/flowers and exterior maintenance (3 responses)
- Install BBQ grills (2 responses)
- Cleanliness (2 responses)
- Ice removal
- Public wi-fi
- Covered safe storage for bikes
- Balconies off of buildings 8 & 9 and a general comment about decks on the units (2 responses)
- Daycare access moved
- Softer lighting at night outside buildings
- Roof
- Improve dog park
- Ski in and out
- Access to trash enclosures

Interior

- In unit washer and dryer hook up for 2 bedroom units
- Better insulated windows
- Operable windows
- Address squeaky floors
- Cleanliness (2 responses)
- Sinks with detachable spray nozzles
- Thicker walls

Common Areas

- Laundry room upgrades/cleanliness (2 responses)
- Entry doors
- Washing machines
- Nicer hallways and common spaces
- Quieter common spaces
- Security coded doors on the front of common hallways
- More storage
- Playground improvements

Management

- New manager/better trust of management (2 responses)
- Online rent pay fee reduced
- Rule enforcement
- Noise regulations
- More visual patrolling by police and public safety
- Enforce dog waste clean up – esp. near the ski slope
- Cameras
- Credit card option to pay for laundry
- Glass recycling

Maintenance

- Quicker response to maintenance requests

General

- Town council stop micromanaging our lives

- Respect for residents from town and all staff
- Internet in lieu of cable
- Nothing (2 responses)
- Housing prices

MANAGEMENT RELATED QUESTIONS

How could we improve your experience with VCA Management staff?

These are singular comments from all respondents.

- No improvements needed at this time. Management has been great (3 responses)
- Communication is improving. A neighbors helping neighbors forum seems like a logical next step. Over the years I have received unsigned notes outside my door voicing no relevant complaints. I discard those yet an issue such as digs in building 12- I feel sensitive to this issue and have been denied the pleasure of a dog. A relevant issue-suddenly building 12 is a dog building and these are clearly not service dogs. Parking and handicap parking has gone to non-qualified residents and led to more notes! It divides tenants. Looking for solutions !
- Housing price (Not affordable for a mountain village employee)
- We feel like some decisions are made and very little background or explanation into why the decision was made if ever offered. But overall, you do a great job managing the different personalities at VCA. It's not a job I could do
- Cleaning snow walker after snow. From Cecilia here it is a disaster with snow sidewalks
- Be more un top of the Token machine
- Communication and responsiveness via Resident Committee. Even if we can't meet in person it would be great to do a Zoom or such
- More diverse community events
- Have a manager that is willing to listen and not give attitude when trying to address a problem or situation.
- I feel like now that Luke is in charge the experience will be somewhat better. I just felt there were certain things that didn't happen as they should have with [the former manager]
- Faster response to fire alarms
- Having a more open mind when tenants have concerns, questions and requests. Especially pertaining to needing new appliances and having things fixed or replaced
- Have more information online- lease, renewal, rent, etc. Lower the cost of paying rent electronically- the fee is too high
- under [prior manager's] leadership i have lived in constant fear of losing my apartment.I have felt many times that vca was looking for an excuse to kick me out. I was falsely accused of things that took substantial time and money for me to prove my innocence and never received an apology. no tenant should have to live in constant fear. it is appalling how vca has been run. I do not feel I can trust management and do not feel they have ever had my best interest in mind; in fact, quite the opposite. the only reason I have not pursued further action and publicity on this is that i still constantly fear losing my apartment, though i pay rent on time and follow all rules and always have
- Communication
- Don't be so cheap about fixing broken things due to normal wear and tear
- I would encourage at least one staff member to do a daily (walking) assessment of the entire property, noticing things like illegal parking, litter, reckless dumping of used furniture, generic disorder of VCA property, conditions of property features, illegal

storage of items on building stairwells and decks, etc. I just want to know there is someone actually connected to the property as a conscientious manager/leader

MAINTENANCE RELATED QUESTIONS

Has maintenance entered your apartment to complete work within the last 12 months?

Yes 74%

No 25%

Were you satisfied with the work?

Yes 85%

No 15%

Was the work completed in a professional and timely manner?

Yes 82%

No 17%

How can we improve your experience with VCA maintenance? *There was little redundancy in responses below unless where noted.*

- No complaint, maintenance is great (5 responses)
- Online request
- Portal for work orders
- Management social and professional skills
- More quality jobs
- Grounds and exteriors need better care
- The baseboard/drywall was damaged while replacing flooring never was repaired.
- Would like to see things assessed and fixed/replaced in a more fair manner. Instead of looking at replaced timelines
- There is not enough staff to keep up with all the improvements, etc. More staff needed I'm afraid to ask them to fix all the broken things, they say its not allowed
- Address property cleanliness more often. I am happy to contribute energy to cleaning my immediate space, limited parking lot space, etc. But I'd like to see better attention given to litter, noise pollution, common space disturbances, carelessness of residents and general maintenance of these common spaces

COVID 19 RESPONSES

Please give an explanation of why you found VCA's response and safety measures relating to Covid-19

General summary:

Good communication, witnessed enhanced cleaning, appreciated the rent waiver.

STAFF ANALYSIS AND REVIEW

Overall, the residents who responded to the survey were satisfied with VCA management, VCA maintenance and the town's Covid-19 response.

Primary talking points include the following:

- 1) The VCA residents' value the free wifi and would like it enhanced.
- 2) The VCA residents would like both snow removal in the winter and landscaping improved in the summer.

- 3) Staff can look at the resident priorities and comments and incorporate requests into future work plans.
- 4) Some items can be immediately addressed.

The largest assets expressed by residents are the location (including walkability and access), affordability then a three-way tie between views, community and nice well-maintained apartments.

/mbh