



Monthly Thistle Community Newsletter – February 2024

Good afternoon, Thistle Residents!

We hope you all are doing well and enjoying the break in winter weather! As always, thank you for being a valued Thistle Community resident!

A few things to share this month with all our Thistle Communities ...

SAVE THE DATE: Quarterly Thistle Community Meeting (virtual) – Wednesday, April 3rd, 2024 at 5:30pm via Microsoft Teams. A separate invitation will be sent closer to the date with invite and additional information. Please join us!

- **Friendly reminder of how to Contact Us**
- **Lease Renewals / Renewal Inspections**
- **RentCafe Registration**
- **Snow Removal**
- **Preventative Maintenance**
- **New Lease – Coming Soon**
- **Quiet Hours Reminder**

Contacting Thistle:

As part of our transition back to on-site offices, we have established communication systems for both Boulder and Longmont residents! Please see below for the best ways to contact Thistle Management:

- For Longmont Residents:
 - Portfolio Manager Name: Andrew Ellert
 - Phone: (720)696-6310
 - Email: AEllert@thistle.us
- For Boulder Residents:
 - Portfolio Manager Name: Erin Wenger
 - Phone: (303)590-3276
 - Email: EWenger@thistle.us
- For General Inquiries:
 - Phone: (303)443-0007
 - Email: Info@thistle.us

Maintenance Requests:

We strive to ensure the highest quality of service for all of your maintenance needs, and make every effort to complete all work orders in the quickest possible manner. Please follow the important instructions below for placing routine and emergency work orders.

- Standard, Non-Emergency Work Orders can be placed in the following ways:
 - Via phone: (303)443-0007 ext. 2, or by contacting your local Thistle Management team.
 - Via email: Maintenance@thistle.us
 - Via RentCafe
- For Maintenance Emergencies:
 - **All Maintenance Emergencies must be reported via phone by calling (303)443-0007 ext. 2.**
 - Emails are not monitored after-hours, so it's important to follow the instruction above to get immediate maintenance service!
 - Examples of Maintenance Emergencies include:
 - No hot water



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6000 Spine Rd. #101 | Boulder, CO 80301

P 303.443.0007 • F 303.443.0098

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- No heat when outside temperature is under 50 degrees
- No use of toilet if there's only one toilet in the unit
- Inoperative stove or refrigerator
- Unit cannot be secured (broken lock, window, etc)
- Anything within your unit that could cause property damage or a risk to health and safety

As always, for a true emergency like fire or a gas leak, please call 911. The Police non-emergency number in Longmont is 303.651.8555. The Police non-emergency number in Boulder is 303.441.4444.

Lease Renewals:

Prior to your Lease Expiration, Management will send you notification of Unit Inspection. Once the annual Unit Inspection is complete, Management will send you an Invitation to Renew letter, which will give you the option to complete your Annual Recertification and Lease Renewal either online or in-person.

If the end of your lease is coming up and you haven't heard from our Compliance Team, please remain patient and know that we have not forgotten about you! Your lease automatically renews and goes month to month until the lease signing. We are a bit behind but making good progress here and promise we will get to you.

RentCafe Registration:

RentCafe is our online portal which allows you to make online payments and receive important communications from Thistle Management. If you have not yet registered for RentCafe, please reach out to your local Management Office to receive the registration instructions!

Snow Removal:

Snow removal is completed as quickly as possible for all properties, contingent on the weather conditions. Once snow reaches a 2" threshold, our trusted snow removal contractors will automatically respond and begin removing snow in the parking lots, shoveling snow on the sidewalks, and spreading ice melt. Please know that we strive for the highest quality service possible, and we greatly appreciate your patience and understanding while our vendors complete their snow removal work.

Preventative Maintenance:

Our Maintenance Technicians will be completing systematic Preventative Maintenance at all our properties in the coming months. Prior to their coming, Management will send you a Notice of Entry notifying you of the date of their scheduled visit. During their visit, Maintenance will be thoroughly cleaning appliance supply lines, inspecting plumbing fixtures, and other important work to prolong the use of the features in your apartment. We appreciate your cooperation with this effort!

New Lease – Coming Soon:

Thistle has developed a new Lease Contract to incorporate recent changes in the Colorado legislature! During your next Annual Renewal, you will have a chance to review and sign the new Lease Contract.

Quiet Hours:

Residents are encouraged to enjoy their apartments and common areas. However, to maintain an atmosphere of peaceful and quiet enjoyment, all resident and their guests must observe quiet hours between 10:00 PM – 6:00 AM (7days a week.) As always, we ask that you be respectful and courteous of your neighbors!

We greatly appreciate your time and attention to this email! We hope these communications show we are here, we are listening, and we care. Our focus remains on Customer Service, Curb Appeal and Resident Retention!

Thanks for your time and as always, we're available 24/7 at 303.443.0007.

Paul D'Angelo
Thistle CEO

<https://thistle.us/>