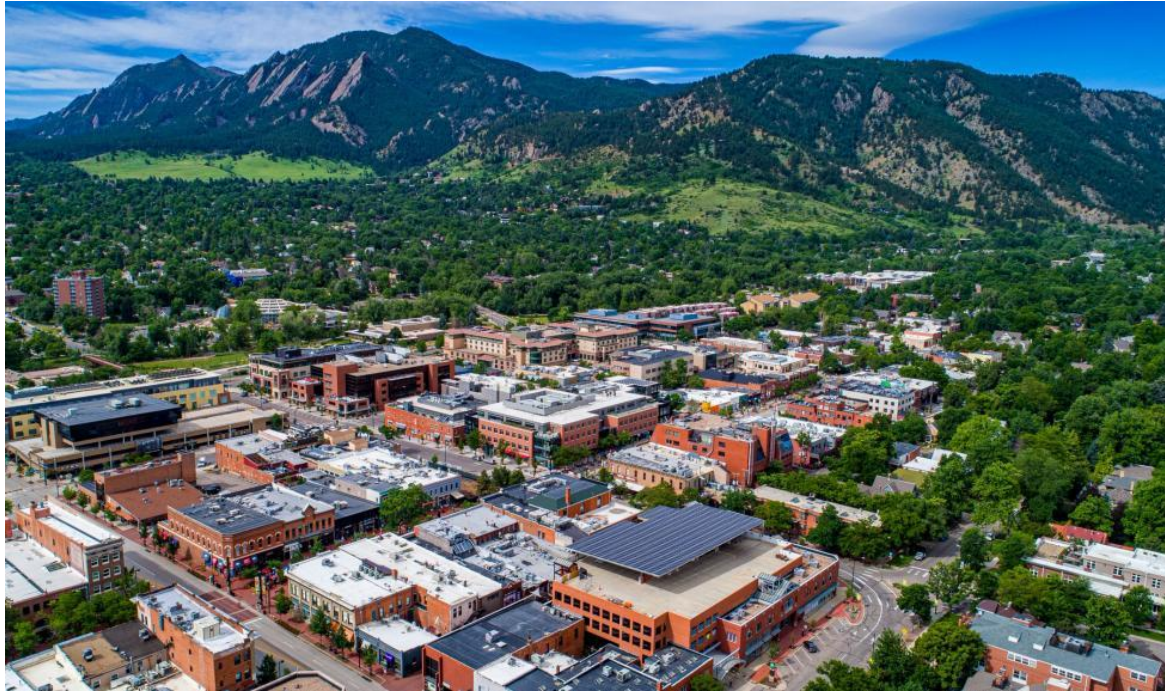


Thistle Community Housing

Resident Outreach
April 3, 2024



45 Minutes / Resident Chat

Agenda

Thistle

- Introductions
- About Thistle
- New Topics
- Thistle Team Reminders
- Website
- Q & A
- Thank You!



THISTLE

Introductions

Thistle Community Housing

- Erin Wenger – Property Manager, Boulder
- Andrew Ellert – Property Manager, Longmont
- Jessica Kronfuss – Thistle Portfolio Director
- Paul D'Angelo – Thistle CEO



THISTLE

Thistle Community Housing

Mission

The Mission of Thistle Communities is to produce, preserve and protect quality, permanently-affordable rental and ownership homes for moderate and lower-income individuals and families, seniors, veterans and people with disabilities.

<https://thistle.us/>

<https://www.facebook.com/thistlecommunities>

<https://www.linkedin.com/company/thistle-communities/mycompany/>

Thistle Community Housing Vision

The Vision of Thistle Communities is to Assist moderate and lower-income individuals and families by developing a pipeline of affordable rental and homeownership housing, creating economic opportunities and wealth building for all residents in Boulder County.

<https://thistle.us/>

<https://www.facebook.com/thistlecommunities>

<https://www.linkedin.com/company/thistle-communities/mycompany/>

NeighborWorks America

Working Together for Strong Communities®

NeighborWorks America creates opportunities for people to live in affordable homes, improve their lives and strengthen their communities.

Thistle Community Housing is a NeighborWorks Organization.

<https://www.neighborworks.org/home>

Topics

- **Comcast Affordable Connectivity Program**

- High-speed internet made more affordable. For more details, please reach out to Laura_Adams@comcast.com or go to Xfinity.com/ACP for eligibility.

- **RentCafe Text Message Notifications**

- Thistle is now offering text message notifications facilitated through the RentCafe portal. For more information on how to opt in, please reach out to Erin for Boulder residents or Andrew for Longmont residents. They will be more than happy to email you opt-in instructions.

- **Spring Cleaning**

- Spring is here and around all the properties you will start to see spring cleaning taking place on the grounds and around the properties.
- Thistle does encourage residents to do some spring cleaning of there own. If you have large items that need to be disposed of, please reach out to your property manager to coordinate.

Friendly Reminders

Team Thistle



Management Offices Are Back On Site!

We have offices in both Boulder and Longmont with walk-in availability. We are thrilled to be available and more accessible to our Residents – please come by and say hello!

Frequently Asked Questions:

- **How to Place an Emergency Work Order?**
 - All after-hour Emergency Work Orders must be placed by dialing (303)443-0007. During office hours, you can place a work order by emailing maintenance@thistle.us, or by contacting your local Management staff.
- **Locked Out of Rent Café?**
 - If you're locked out of RentCafe, the most likely reason is due to being late on rent. Once you're late on rent, the system will automatically lock you out until your balance is cured via certified funds. Once your balance is cured, the lock will be lifted.
- **How to Report a Concern or Complaint?**
 - For all non-urgent concerns or complaints (ie: Lease Violations), please contact your Property Manager directly via phone or email. Statements in writing are always most helpful here.
 - For all non-urgent police matters, please contact the Non-Emergency Police Dispatch number at (303) 441-3333.
 - For all life-threatening emergencies, please dial 911 BEFORE contacting Management.
- **Smoke-Free Policy:**
 - A friendly reminder that ALL Thistle properties are Smoke-Free Communities, including on patios and in common areas. This includes cigarettes, tobacco products, and marijuana.
- **Picking up after your Pets:**
 - Please ensure that you are picking up after your pets and animals, and disposing of the animal waste properly, and immediately.
- **Please Check your Emails for Communications from Thistle:**
 - If you are registered through RentCafe, you should be receiving email notifications from us. Please be sure to check your Spam/Junk folders, and please add your local Management Staff to your contacts list.

Friendly Reminders

Team Thistle

Frequently Asked Questions Continued:

- **Rental Insurance:**
 - Not required, but highly recommended!
- **Office Hours, Walk-In Hours, and Appointments:**
 - Each office has walk-in office hours Monday – Thursday (details on office hours will be shown at the end of the presentation), but please feel free to schedule appointments with the Management Staff!
- **Trash Disposal & Large Trash Items**
 - Please use care when disposing of trash, recycling, and compost materials.
 - Large Item removals are charged back to Residents at \$41.00 per pick-up.
- **Quiet Hours:**
 - City of Longmont Quiet Hours – 10:00pm – 7:00am
 - City of Boulder Quiet Hours – 11:00pm – 7:00am
 - Thistle House Rules – 10:00pm – 6:00am
 - Please be respectful to your neighbors - excessive Noise at ANY time is not permitted.
- **Parking Policy:**
 - In most cases, parking is available on a first-come, first-serve basis.
 - In general, one car is permitted per household.
 - Please reach out to your Property Manager with questions specific to your property.
- **Coming soon...**
 - Preventative Maintenance Work In Units
 - Unit Inspections for Housekeeping and Annual Renewals
 - Notice of Entry of at *least* 24-hours will be provided in all cases, except in cases of emergency.
- **Contacting Thistle Management Staff:**
 - For General Information/Standard Questions – info@thistle.us
 - Boulder Residents – please contact: Erin Wenger – ewenger@thistle.us
 - Longmont Residents – please contact: Andrew Ellert – aellert@thistle.us



THISTLE

Q & A

Team Thistle

This presentation will be shared with our Residents on our Website here ...

- <https://www.thistlecommunityhousing.org/community-meetings>

*Please Note We Hope To Do These Resident Meetings
Once A Quarter*



THISTLE

Thank You Thistle Residents!

Longmont Residents
The Cannery
15 3rd Avenue

Office Hours: M / W 9am to 12 noon
Tuesday & Thursday 1pm to 4pm
303.443.0007

longmontinfo@thistle.us



THISTLE

Thank You

Thistle Residents!

Boulder Residents
Fairways

5620 Arapahoe Avenue

Office Hours:

Monday/Wednesday - 9am to 12 noon

Tuesday & Thursday 1pm to 4pm

303.443.0007

boulderinfo@thistle.us



THISTLE

Q & A

From the 4.3.2024 Meeting

Q – Why do we have so many Apartment Inspections?

A – Because of our involvement in different Affordable Housing Programs, we are obligated to allow the various agencies overseeing our compliance with these programs to complete annual inspections. These agencies include the Colorado Housing and Finance Authority (CHFA), the Department of Local Affairs (DOLA), the City of Boulder Rental Licensing Department, and our financial lenders.

Q – Can Thistle please leave a note / card or door hanger that they have been in my unit for an Inspection?

A – Yes! We will order door hangers and begin leaving these after an inspection is completed.

Q – Can I still get a landline phone hooked up at my apartment? If possible, what company can provide this service?

A – CenturyLink Home Phone offers landline services for Boulder County. To learn more about this service, please visit: [Home Phone Service Plans In Boulder, CO | CenturyLink](#)

Q & A

From the 4.3.2024 Meeting

Q – Can the Tennis Court at Valmont Square / Sage Court also be a Pickleball Court?

A – Great suggestion, and we will look into this!

Q – What can be done on our sites when the trash is overflowing?

A – If you notice that a trash bin is overflowing, please notify either Erin or Andrew and we will coordinate an additional pick-up for the property. If the problem is ongoing and persistent, we will look into adding additional weekly pickups to the service agreement.

Q – I may be interested in an Affordable Senior Living Community? Does Thistle have one?

A – While Thistle Communities doesn't currently have any Affordable Senior Living Communities, we work very closely with the other Affordable Housing providers in the area and can provide informational packets to anyone seeking Affordable Housing resources in Boulder County. Please reach out to Erin or Andrew to discuss your individual needs – we are happy to assist!