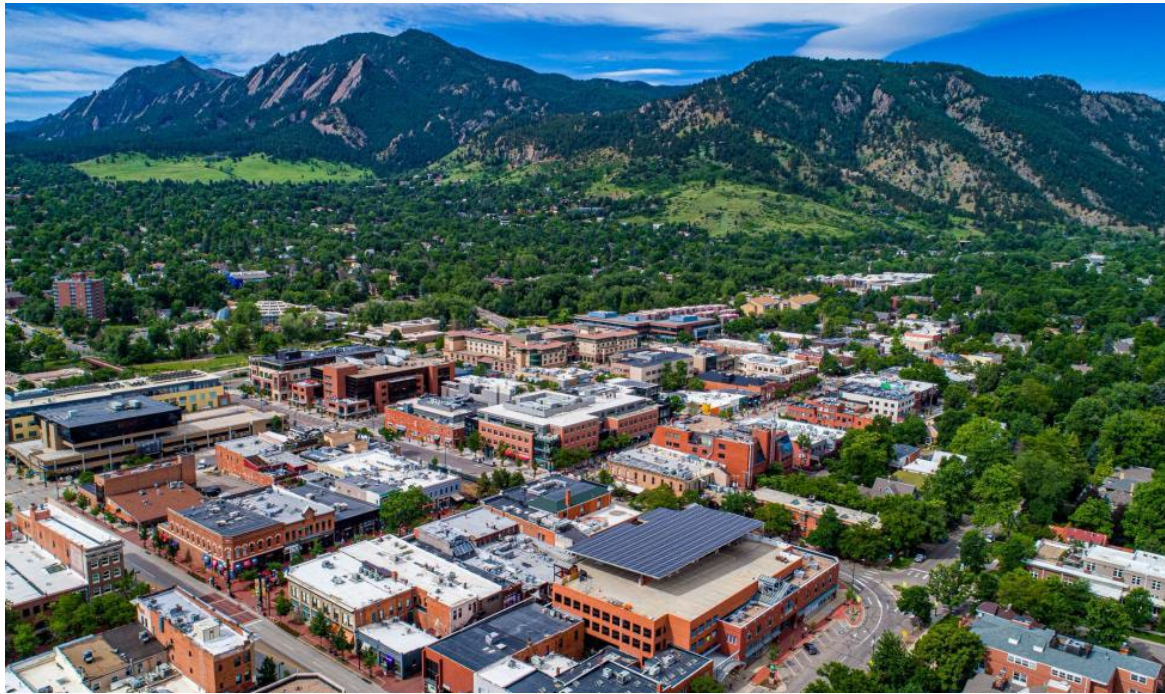


# Thistle Community Housing

Resident Outreach – Rental Payment Reporting  
January 3, 2024



# Agenda

## Thistle & Esusu

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- Introductions
- About Thistle
- Thistle Team Reminders
- Rental Reporting / Credit Scores
- Q & A



# Introductions

## Thistle Community Housing

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- Erin Wenger – Property Manager, Boulder
- Andrew Ellert – Property Manager, Longmont
- Jessica Kronfuss – Thistle Portfolio Director



**THISTLE**

# Introductions

## Esusu

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- William Heard – Esusu Account Manager



# Thistle Community Housing

## Mission

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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

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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

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## **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>

# 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](mailto: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](mailto:info@thistle.us)
  - Boulder Residents – please contact: Erin Wenger – [ewenger@thistle.us](mailto:ewenger@thistle.us)
  - Longmont Residents – please contact: Andrew Ellert – [aellert@thistle.us](mailto:aellert@thistle.us)



**THISTLE**

# Rental Reporting / Credit Score

## Thistle & Esusu

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- William Heard



# Q & A

## Thistle & Esusu / Teams Chat

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- What materials will be shared with our Residents?  
On the Website
  - Thistle Presentation
  - Esusu Presentation & Materials



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

# Thank You Thistle Residents!

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Longmont Residents  
The Cannery  
15 3<sup>rd</sup> Avenue

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

[longmontinfo@thistle.us](mailto:longmontinfo@thistle.us)



**THISTLE**

# Thank You Thistle Residents!

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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](mailto:boulderinfo@thistle.us)



**THISTLE**