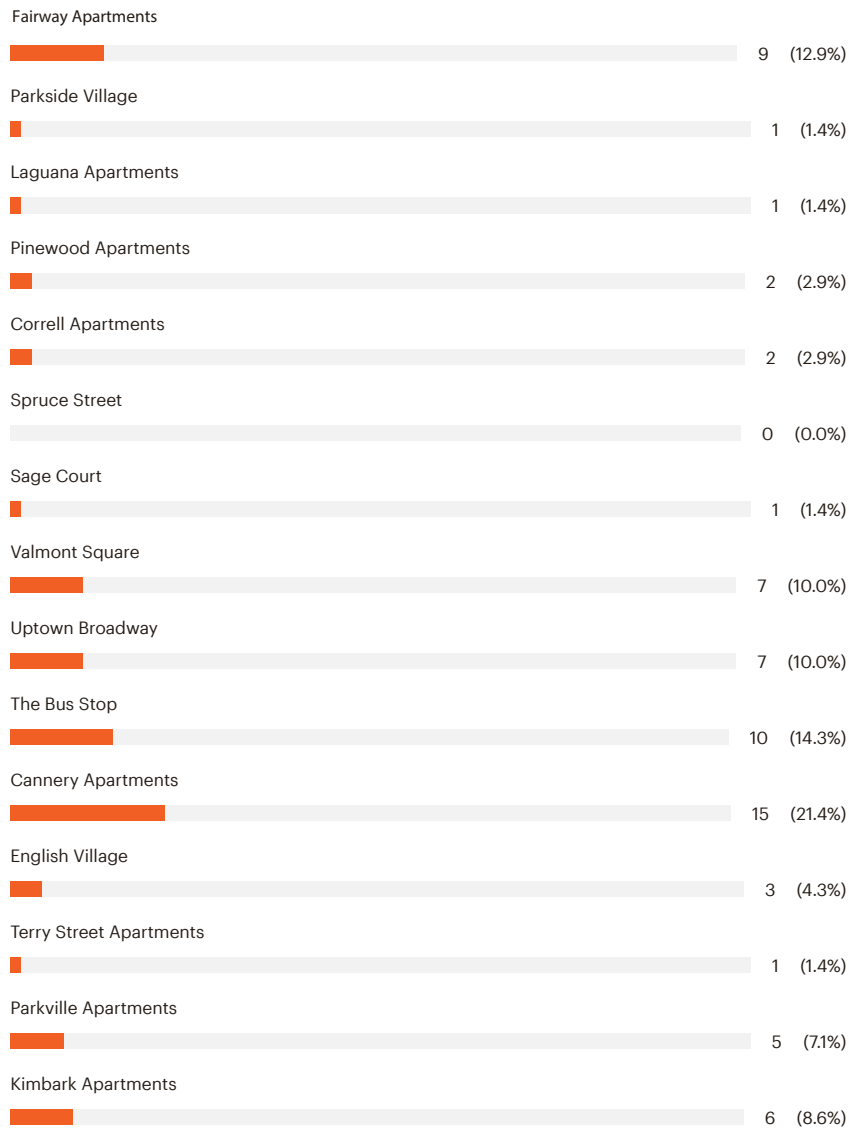


Thistle Community Housing Resident Survey 2025

has collected 70 responses

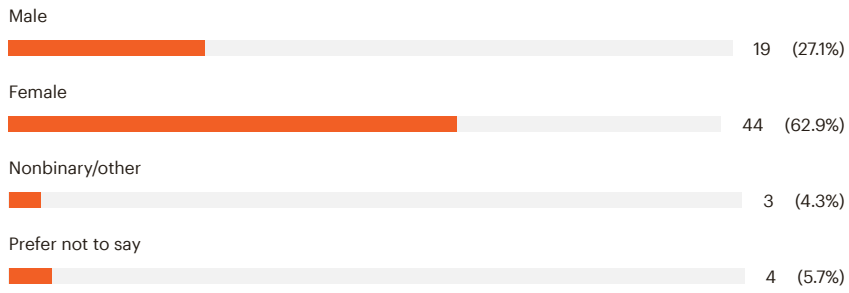
"What Thistle community do you currently live in?"



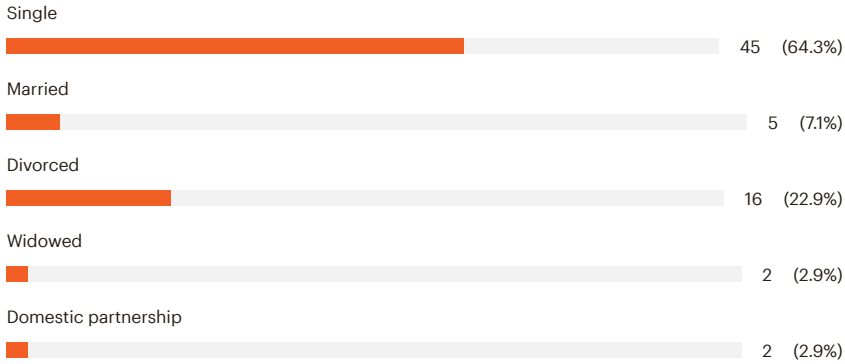
"What is your age?"



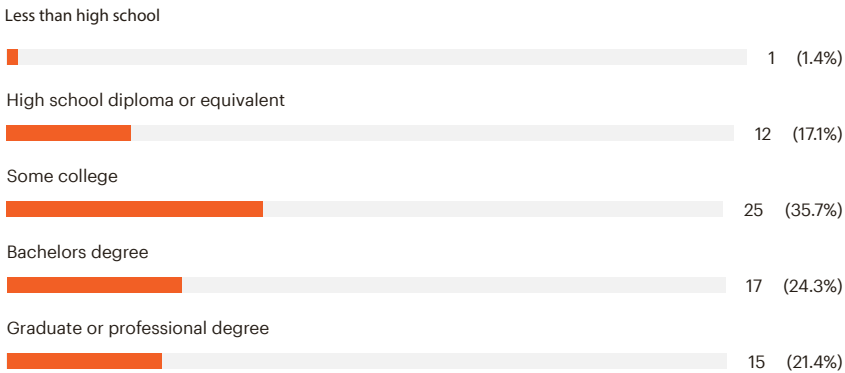
"Gender:"



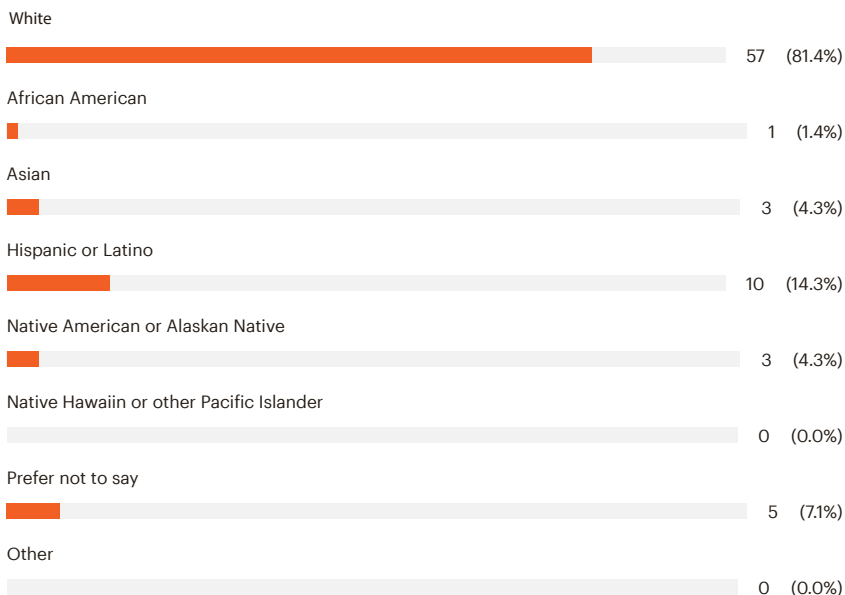
"Marital status:"



"Education level:"



"Ethnicity/race (check all that apply)"



No responses yet

"Do you identify as LGBTQ?"

Yes



No



Prefer not to say



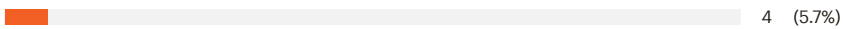
"What is your preferred language for communication?"



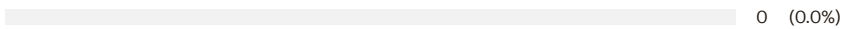
English



Spanish



Other



Open text responses to "Other":

No responses yet

"How long have you lived in the Thistle community?"

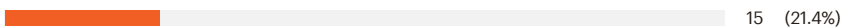
Less than 1 year



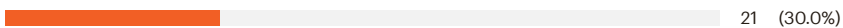
1-3 years



4-6 years

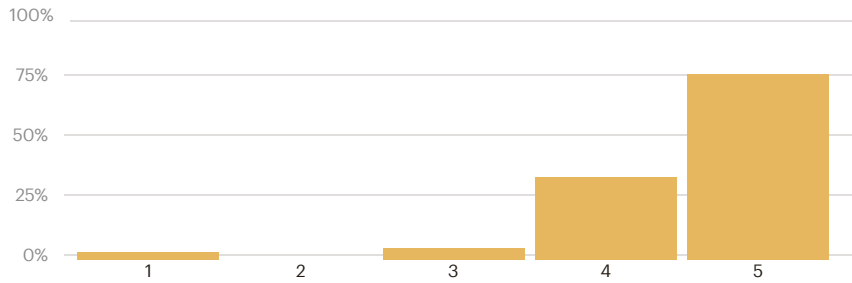


more than 6 years



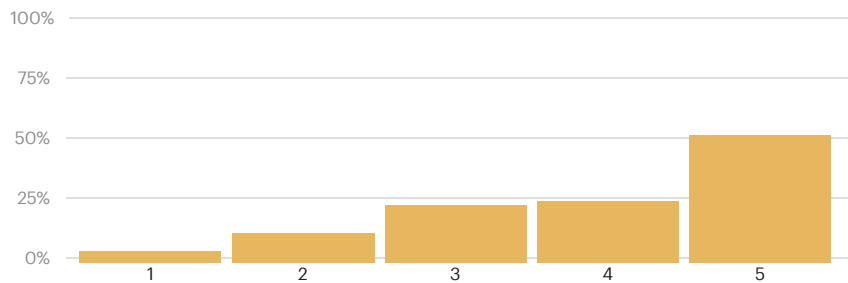
Question 12 has 70 answers (Range) Average rating: 4.5

"How satisfied are you with courtesy of staff?"



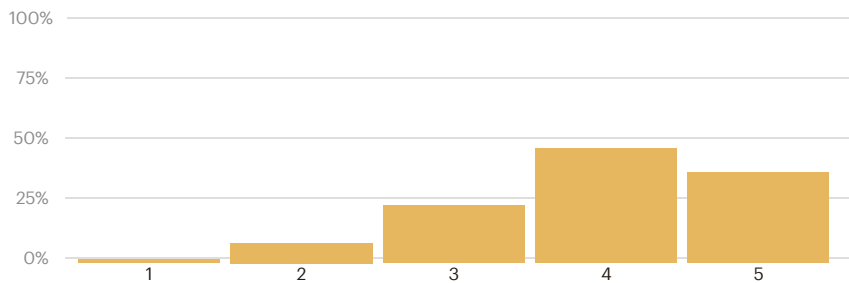
Question 13 has 70 answers (Range) Average rating: 3.9

"How satisfied are you with ease of contacting staff?"



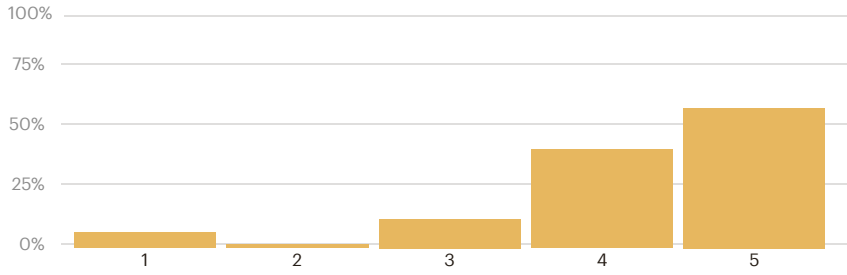
Question 14 has 70 answers (Range) Average rating: 3.9

"How satisfied are you with ability of staff to solve your problems?"



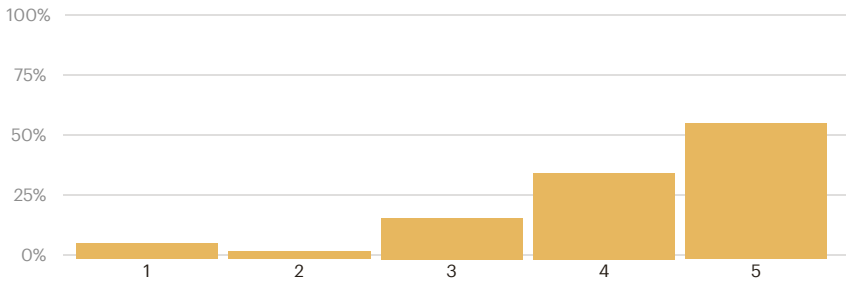
Question 15 has 70 answers (Range) Average rating: 4.2

"How satisfied are you with apartment cleanliness upon move in?"



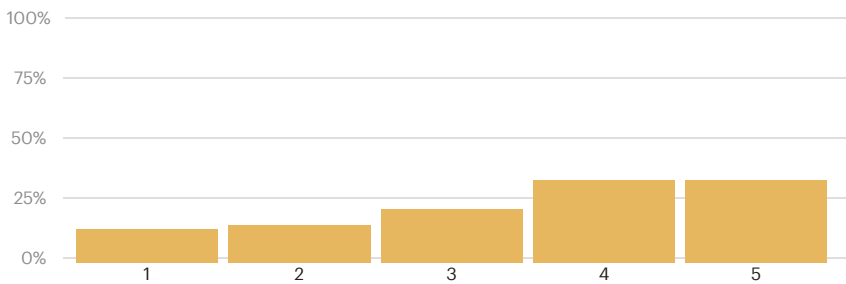
Question 16 has 70 answers (Range) Average rating: 4.1

"How satisfied are you with maintenance quality?"



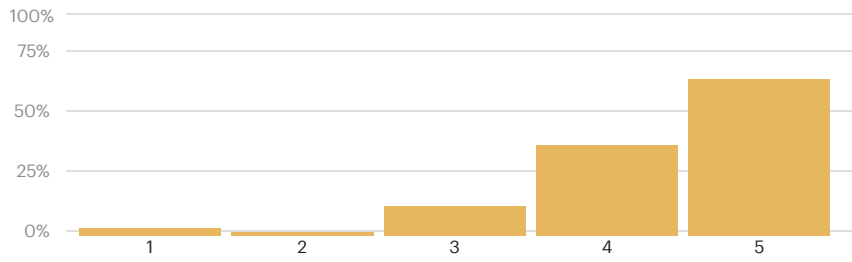
Question 17 has 70 answers (Range) Average rating: 3.5

"How satisfied are you with the level of safety outside of your apartment?"



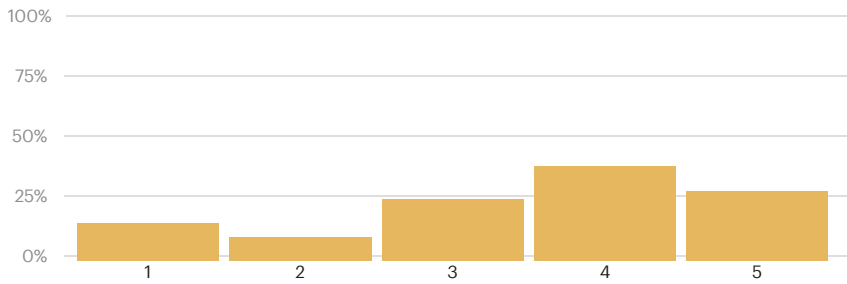
Question 18 has 70 answers (Range) Average rating: 4.3

"How satisfied are you with the level of safety inside your apartment?"



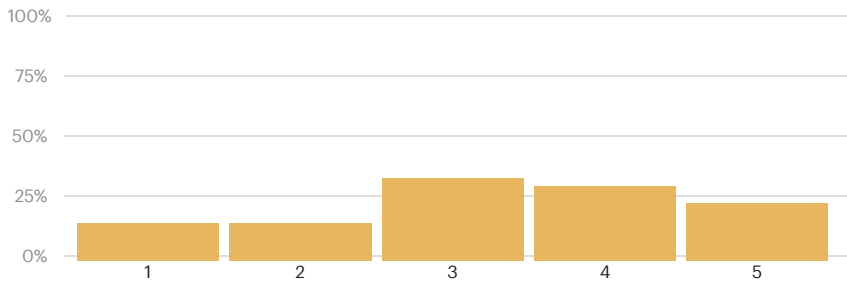
Question 19 has 70 answers (Range) Average rating: 3.5

"How satisfied are you with the cleanliness of public areas?"



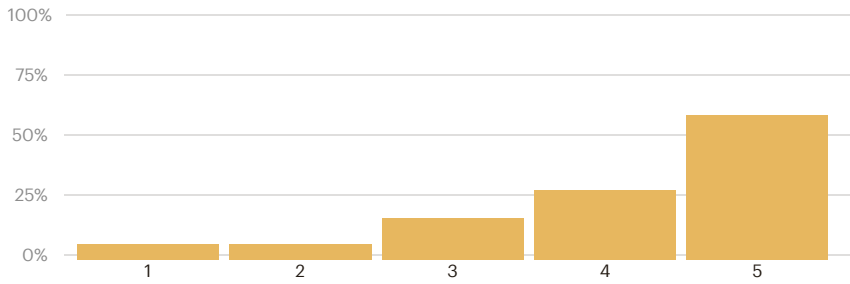
Question 20 has 70 answers (Range) Average rating: 3.3

"How satisfied are you with the community amenities?"



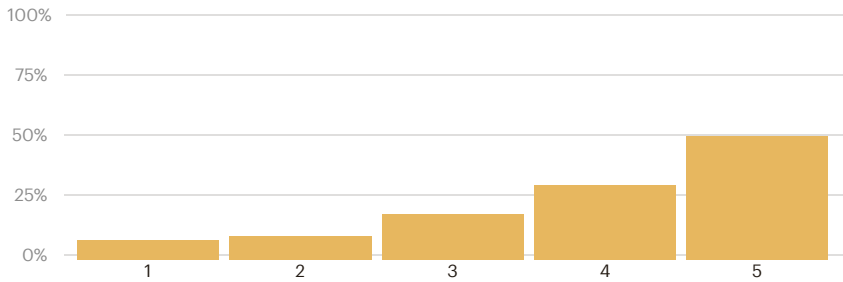
Question 21 has 70 answers (Range) Average rating: 4.1

"How satisfied are you with the waste management services?"



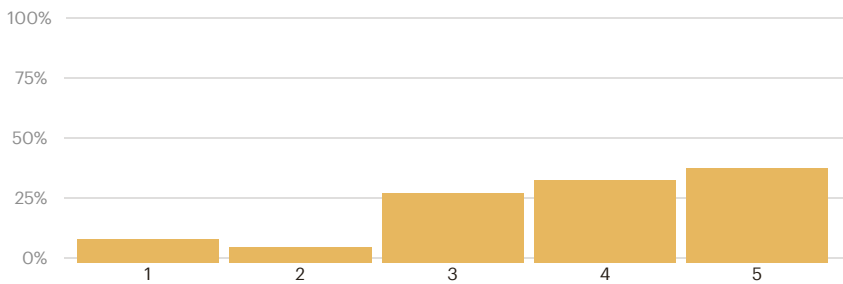
Question 22 has 70 answers (Range) Average rating: 3.9

"How satisfied are you with the ease of use of common space?"



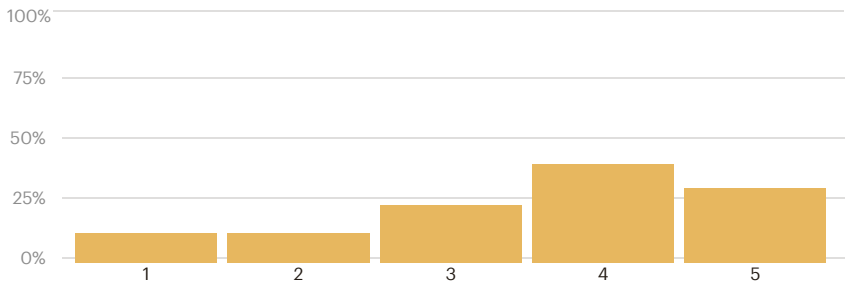
Question 23 has 70 answers (Range) Average rating: 3.7

"How satisfied are you with the lighting?"



Question 24 has 70 answers (Range) Average rating: 3.6

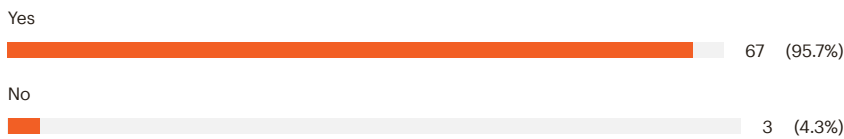
"How satisfied are you with the cost of your apartment?"



Question 25 has 70 answers (Radio buttons)



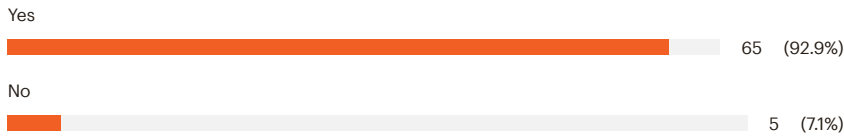
"Are you considering (or planning on) renewing your Lease with Thistle Community Housing?"



Question 26 has 70 answers (Radio buttons)



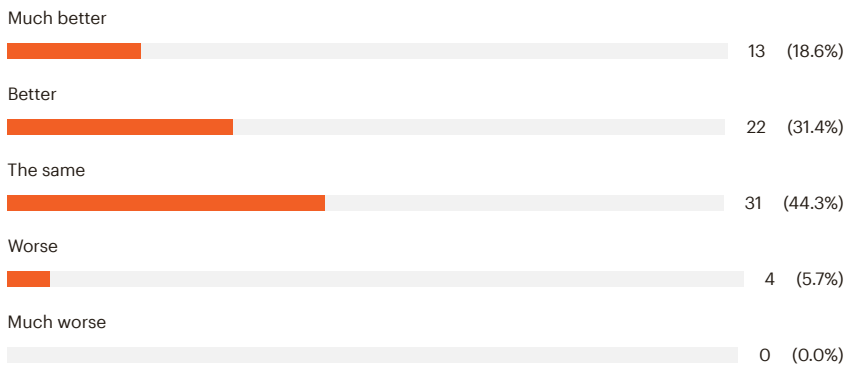
"Would you recommend a Thistle apartment to others? "



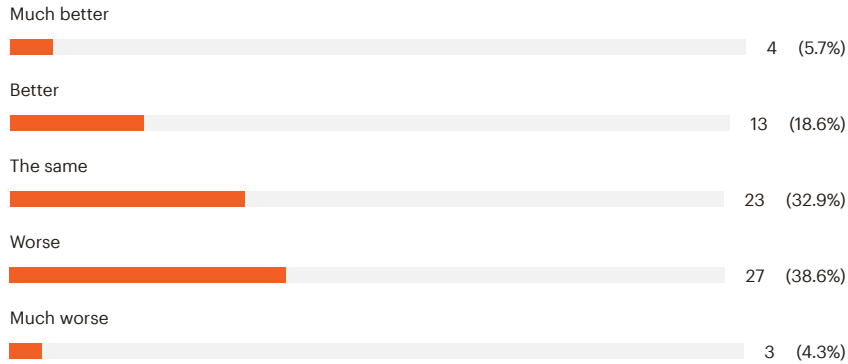
Question 27 has 70 answers (Radio buttons)



"How has your quality of housing changed since moving to a Thistle apartment?"



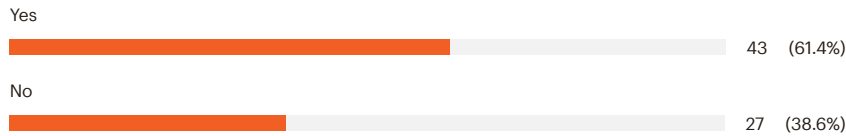
Question 28 has 70 answers (Radio buttons) "How has your rental cost changed since moving to a Thistle apartment?"



Question 29 has 70 answers (Radio buttons)



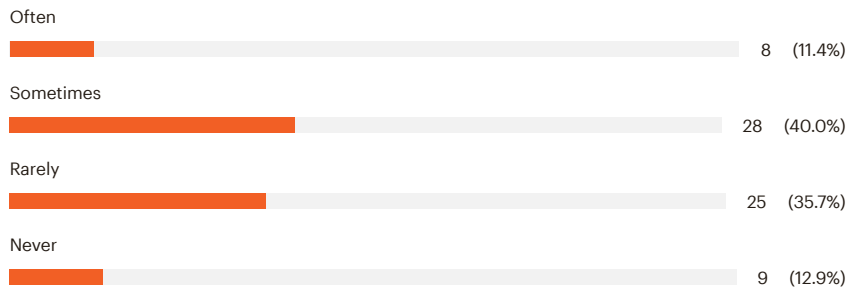
"Are you interested in homeownership? "



Question 30 has 70 answers (Radio buttons)



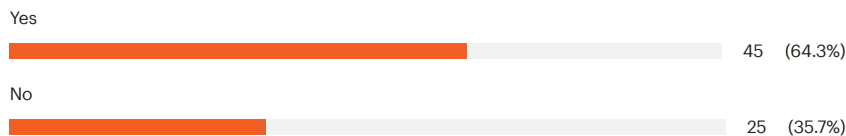
"How often do you use the Thistle website?"



Question 31 has 70 answers (Radio buttons)



"Are you aware the Thistle website has resources that may be helpful to you?"



"Are there any resources that you wish were available on the Thistle website that currently are not?"

PERSON

"I would like to know when apartments are for rent and where."

PERSON

"No"

PERSON

"Not that I can think of "

PERSON

"I don't know what is available. I'll have to look at the website ."

PERSON

"I've not visited the site but will do so and browse around a bit."

PERSON

"no"

PERSON

"Can't think of anything"

PERSON

"No, I'll have to check it out again."

PERSON

"I don't know"

PERSON

"N/A"

PERSON

"No"

PERSON

"No."

PERSON

"Direct contact with local management instead of outside out of state subcontractor. So lame."

PERSON

"No"

PERSON

"Not Sure"

PERSON

"no"

PERSON

"Not that I can think of"

PERSON

"not sure"

PERSON

"Por él momento no tengo nada en mente "

PERSON

"No suggestions"

PERSON

"No "

PERSON

"No"

PERSON

"None at the moment."

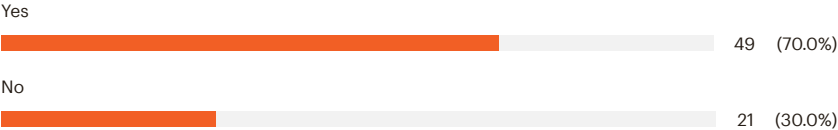
PERSON

"Financial, budgeting classes or where to find some. "

Question 33 has 70 answers (Radio buttons)



"Do you read the monthly Thistle News Letter that is sent out on Rent Cafe?"



Question 34 has 70 answers (Radio buttons)



"Are you aware that Thistle has quarterly all resident community meetings?"



Question 35 has 70 answers (Open text)

"Are you aware of our partnership with Esusu? If yes, are you signed up and have you noticed an improvement in your FICO credit score?"

PERSON

"never heard of Esusu"

PERSON

"I'm still mad about this. You signed me up without asking me first, and Esusu sent me a text message on my work phone."

PERSON

"Yes, I am aware. I haven't noticed an improvement in my FICO score yet."

PERSON

"I was not aware."

PERSON

"Yes, Yes"

PERSON

"No."

PERSON

"Yes and no. Useless and a bad idea."

PERSON

"No"

PERSON

"Yes"

PERSON

"I am not aware"

PERSON

"Did not know of this until now"

PERSON

"no"

PERSON

"Yes, no."

PERSON

"Yes and no"

PERSON

"Yes. I'm not signed up"

PERSON

"yes"

PERSON

"Yes I am aware. "

PERSON

"Yes! This is such an incredible asset."

PERSON

"No, no la conozco "

PERSON

"Yes"

PERSON

"No "

PERSON

"N/a"

PERSON

"Yes and no."

PERSON

"How do I sign up?"

PERSON

"Yes i think..?"

PERSON

"No"

**"Do you feel that you are treated fairly/equitable by staff?
Please explain your answer."**

PERSON

"Yes
"

PERSON

"Yes. "

PERSON

"Yes "

PERSON

"Most of the encounters have been with maintenance or during inspections. I have always been treated well."

PERSON

"All the staff I have had an opportunity to interact with have been very nice."

PERSON

"yes"

PERSON

"Yes, since Ashlee Garcia-Perez and Mark Holmes have left the company. They were neither courteous nor professional. In fact, they were downright NASTY."

PERSON

"I guess. I rarely directly interact with Thistle staff. Everyone has been nice except for one weird maintenance guy a couple years ago."

PERSON

"Yes, absolutely. I feel very welcomed by staff whenever I have any contact."

PERSON

"I have had minimal interaction with anyone since moving in."

PERSON

"Yes"

PERSON

"Yes."

PERSON

"Yes and no.
Our "

PERSON

N

"Yes"

PERSON

"Yes I am Generally
Pleased"

PERSON

"yes
"

PERSON

"Yes.
"

PERSON

"Yes"

PERSON

"Si, él manager siempre ha sido muy amable al responder mis correos con dudas que se me presentan o con los problemas que he tenido en mi estancia en the bus stop "

PERSON

"Minimal interaction, all conversations have been positive "

PERSON

"Yes. All staff I've encountered are very nice, helpful people. "

PERSON

"Si"

PERSON

"Yes, de initely!"

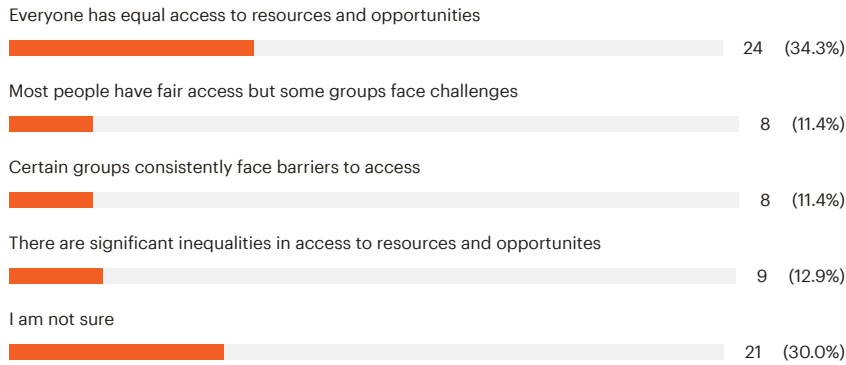
PERSON

"Yes. "

Question 37 has 70 answers (Radio buttons)



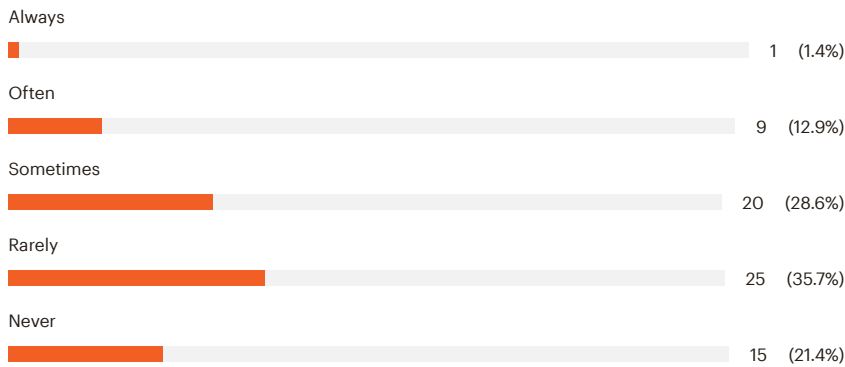
"How do you feel about the access to resources and opportunities (e.g. housing, transportation, services) in your community?"



Question 38 has 70 answers (Radio buttons)



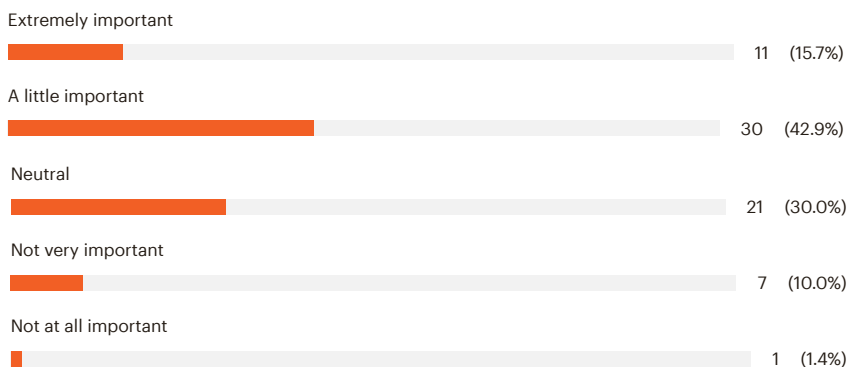
"How often do you participate in community events?"



Question 39 has 70 answers (Radio buttons)



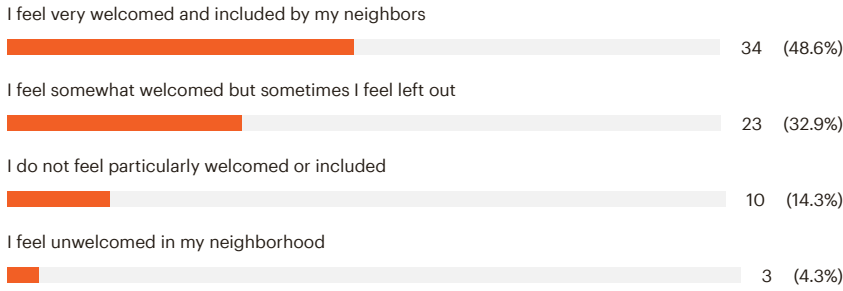
"How important is it for you to know your neighbors?"



Question 40 has 70 answers (Radio buttons)



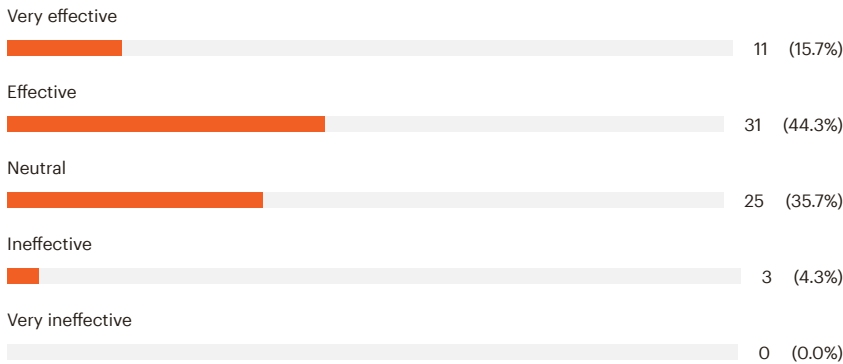
"How welcome do you feel in the neighborhood?"



Question 41 has 70 answers (Radio buttons)



"How effective do you find communication from community management (newsletter, emails, etc.)?"



Question 42 has 70 answers (Open text)

"Do you utilize Rent Cafe for Thistle communications and/or to pay your rent? If you do not why?"

PERSON

"Yes"

PERSON

"Yes"

PERSON

"Yes"

PERSON

"I use Rent Cafe to pay Rent and for maintenance"

PERSON

"I use it to pay rent."

PERSON

"Yes"

PERSON

"Yes I utilize rent cafe and like the ease of paying that way."

PERSON

"Yes"

PERSON

"No, because I have an older cell phone. Paying by check is convenient for me."

PERSON

"I have yet to, easily frustrated with online systems."

PERSON

"Yes"

PERSON

"Si, si lo hago"

PERSON

"I think I use Rent Café to pay rent, it's on auto, and in fact I need to check and see if this is something I need to renew for 2025."

PERSON

"Yes"

PERSON

"Yes"

PERSON

"Yes. "

PERSON

"Rent Cafe has never been able to be linked to my bank account for an unknown reason."

PERSON

"Si"

PERSON

"Yes"

PERSON

"Yes I do it's wonderful!"

PERSON

"Yes. I don't like that it closes so that sometimes you can pay and sometimes you can't. Even a day before rent is due you're not able to log on and pay. It should be open all the time."

PERSON

"I don't, but would love to be able to pay online if I can."

PERSON

"No"

PERSON

"Yes"

PERSON

"No. Don't trust it"

Question 43 has 70 answers (Open text)

"What improvements would you like to see in the community? What else can Thistle do to make your residency better? "

PERSON

"Clean vents in apartments. Paint, repair deck."

PERSON

"The parking lot is so slippery when icy. I have fallen twice. "

PERSON

"Lighting and dog clean up stands on the north end of the property. Also it would be nice if the area had a bit of patrol at night- the parking lot area gets sketchy after about 10pm "

PERSON

"At some point, it would be good to have the looring of my balcony inished."

PERSON

"I've lived here for some years and never have they come in to paint or repair/ replace the carpet. That would be nice to have done since things start to look very dingy after time, even with cleaning of walls or carpet wash. The stairs could use a good cleaning as well. In the years i've been here I've never seen them get washed. "

PERSON

"I am satisfied."

PERSON

"Can't think of anything"

PERSON

"The windows at The Cannery suck. Sound, cold, and heat go right through them. And the trains are annoying. Make the trains go away. :-)"

PERSON

"I'm really not sure; Sage Court is such a small community."

PERSON

"N/A"

PERSON

"Proactive updating of existing appliances and hardware (eg bathtub/shower)"

PERSON

"The outside of the Kimbark apartments are completely trashed at all times. There is trash everywhere all through the Lawns the trash cans are constantly overflowing there's cigarette butts and pinata scraps and food bags everywhere. My parents came to visit me this Christmas and said that I should start a neighborhood clean up. It was really embarrassing."

PERSON

"Cameras, fences, signs, more security, much better landscaping and snow removal. More attention paid."

PERSON

"Better quality fixtures. My food disposal and dishwasher require regular maintenance "

PERSON

"Living t The Cannery has been very good for. Close to Transportation"

PERSON

"I would love to see the gym back, we had it when I first moved in then it was promptly removed. Also when first moving in we had a hot tub that was 'under repair' but also has been removed"

PERSON

"This is a lovely place with mostly kind and friendly neighbors. There are only a few ruining a peaceful experience of living here that seems like it should have been resolved by the blatant disregard for policies such as no smoking inside, noise disturbances at all hours, inability for a couple of residents who consistently do not pick up their pets waste, and domestic violence episodes. From speaking with others, everyone seems to know who these people are and are also confused as to why complaints are overlooked or seemingly ignored. "

PERSON

"Nothing off the top of my head."

PERSON

"Me gustaría que se agregaran cámaras de seguridad en los estacionamientos "

PERSON

"Not sure"

PERSON

"What I believe is a community room on the ground floor doesn't offer a lot of amenities. I've only been in there once but I think all I saw was a foosball table. This isn't a concern for me personally, but if you are looking to create more community within the building, I would suggest adding some other games and maybe a keurig so people can connect in the mornings over coffee or in the evenings over a game. "

PERSON

"N/A"

PERSON

"More communication with management and employees of the homeless shelter for solutions to keeping drugs and loitering off our property. Perhaps during their nightly intake rules they can mention this property as off limits and could jeopardize intake should they be caught loitering."

PERSON

"A workout room, hot tub (lol). Maybe community events in the common area so it's easier to get to know each other maybe. "

PERSON

"Cleaner!!!
Pet waste... windows... residents upkeep outside their units.... Laundry room....
Sidewalks

What people are allowed to wash in the machines!! Also, request that company make it mandatory to do an inside cleaning of machines. "

PERSON

"I live across from the Homeless shelter. It's a nightmare. I've been physically attacked several times. Some people in the building are afraid to walk their dogs. I've had my truck broken into several times. The Homeless always wandering the grounds and I'm the only one that kicks them out. There are NO cameras! You need to set up surveillance cameras. Especially in the parking lot and build a fence around the grounds. The landscape maintenance is horrible. The place looks like a wasteland. I was one of the first people to move in and it was nice. The weeds have completely taken over. The employees of the company you have contracted know nothing about landscaping. I have a masters in Landscape Architecture and own my own company. Would love to have chance to bid next process."

Question 44 has 35 answers (Open text)

"Please share any additional comments or suggestions"

PERSON

"I'd like to know the neighbors better, but it does not seem to happen naturally. Many of the people with dogs seem to have bonded, "

PERSON

"There is a homeless problem here at the Kimbark apartments which makes the building feel unsafe during night or early morning hours as the homeless sleep in the shed where the dumpsters are and usually sit or hang around at the benches in common areas of the property. "

PERSON

"I hope there is never another Ashlee Garcia-Perez or Mark Holmes in Thistle's employ. They were incredibly rude and unprofessional, and I for one considered moving because of them. It was nearly impossible to get any repairs made while they were part of the staff. Ashlee would blatantly lie to me, hang up on me and try to blame me or others for her incompetence. Mark actually told me once that I would have to pay for interior repairs. Those two were HORRIBLE. If they were still around, I wouldn't be. Good riddance to both of them!"

PERSON

"In this survey, rating things from 1 to 5, it doesn't say which is good or bad. I assume 1 is worst and 5 is best."

PERSON

"Deva is the most awesome maintenance person!"

PERSON

"I'm so grateful to be here! After being homeless (even though I work hard, full time) I'm happy even though I'm on an air mattress for now. "

PERSON

"You need to have direct communications with the Homeless shelter. They roam the grounds daily. They are constantly trying to break into the Mail room and steal packages left outside (because of the fob dilemma) at one point they were living in the building. If it wasn't for me they would still be terrorizing the building. I put my life in danger to finally rid the building of their scourge. Also you gave no directions as to the 1-5 rating for your questions. Example 1 meaning best 5 being worse. Or is it the other way. Major oversight and will mean the survey is moot"

PERSON

"I've had some minor maintenance issues since I moved in a few years ago. Shower curtain rods and towel racks that were never installed correctly that fall off. The closet doors are so old that they're not on the tracks anymore and it's really hard to open and close all of the closet doors. They need to be removed and replaced it's very 1970s trailer quality. I live right next to the utility closet and there are animals I think mice maybe raccoons living in there and scratching through the walls all the time. I've had a pantry moth infestation for over a year that I've asked about numerous times I have thrown away all of my dry goods four times and have a continuous set of pantry moth traps set up nothing seems to make them go away and I can't get maintenance to help me. The biggest thing though is just the incredible amount of trash that's outside of my door on the lawns on the property at all times it's just so disgusting.

It's also really discouraging that this is low income housing and I still pay \$1,400 a month. I guess it's just really tough times right now."

PERSON

"Are you all serious? This is the third time I've filled out this survey. What is going on over there who's in charge? You're wasting my time but ok, one more time. Living across from the homeless is a nightmare. People live in fear. I don't because I'm a large who can take care of myself. Most of my neighbors are older who threatened every time they take their dog out or leave the building. I've been attacked physically attacked several times and single handedly rid the building of a homeless fencing gang who had taken over the apartment. Thankfully most in Canon City. Every day night they wander the grounds and parking lot. I patrol myself with no backup or help kicking people out with the thanks of my neighbors. You all need to get together and install outside cameras and fencing. People here get stolen constantly. Sometimes it feels like we live in Aurora. You need to have more communication with the homeless shelter stressing the fact that once you cross the sidewalk you are trespassing. We are sick of it and people feel you don't care. The absurdity of the fact you've sent this survey to me 3 times is proof that you don't care and are just going through the motions is now a joke and is documented. "

PERSON

"Overall very good experience living here . "

PERSON

"I am an elderly man on a fixed income and even though my rent would be more than fair if I was able to get a part time job. however it is almost consuming half my Social Security. I have sent a couple email requesting it be addressed. I know this isn't necessarily the forum for this. I call this my home"

PERSON

"Or maintenance person Dava does a fantastic job, I feel he is overtaxed with janitorial duties. Would like to see a licensed janitorial company bi-monthly handling common janitorial duties. "

Question 45 has 70 answers (Radio buttons)



"Thistle is considering creating a resident advisory board where one resident from each of our 15 communities would meet quarterly. Would you be interested in joining this advisory board to represent your community?"

