

June & July 2024

Ventana Metropolitan District

www.VentanaMD.colorado.gov

Professionally Managed by WSDM – District Managers; 614 N. Tejon St., Colorado Springs, CO 80903

June Updates

Following the delayed opening of the pool, a number of concerns have been brought forward by the Board and residents, which we would like to take this opportunity to address.

Pool Maintenance:

- At the start of the season, the Board engaged a 3rd party to service the pool. This service agreement was terminated after less than a month due to inconsistencies and a lack of quality in the service.
- As of June 21st, the pool has reverted back to being serviced and maintained entirely in-house and the Board is brainstorming options for upkeep within the constricted budget.

Pool Behavior:

- Residents bringing alcohol, food, and glass into the pool area have created a health and safety risk for other guests, in addition to clogging the skimmers with trash. Alcohol, food, and glass are prohibited within the fenced pool area.
- Loud music, inappropriate conversations, and use of profanity have caused a headache for the young families hoping to enjoy some PG rated fun in the sun. Respect for the innocence of children and common courtesy for families must be employed while at the facility.
- Young children and intoxicated adults continue to be witnessed using the hot tub. Any person under 115 lbs or inebriated in any manner is not permitted in the hot tub for any period of time.
- All swimmers should shower before entering the pool to get rid of particles and dirt on their person, which would otherwise end up in the pool. Not only is this more hygienic, it reduces the possibility of sharing communicable bacteria and parasites.

Restroom Etiquette:

- Feces, sanitary napkins, tampons, and diapers are just a few of the foul items that the Rec Center staff has cleaned up over the past few weeks, which is simply unacceptable.
 - Younger children who still have accidents must wear swim diapers.
 - Make sure all waste makes it into the trash cans, with no exceptions.

BOARD OF DIRECTORS:

President: Eric Farrar
Vice President: Christina Sparks
Treasurer/Secretary: Michael Laurencelle
Assistant Secretary: Rich Vorwaller
Assistant Secretary: Mick Schuhmacher

NEXT BOARD MEETING:

Regular Meeting, July 15, 2024 at 6:00 p.m.

The final agenda will be posted on the website. You may also obtain a copy by contacting Management.

IMPORTANT CONTACTS:

WSDM – OFFICE:
719-900-5822

DISTRICT MANAGER:
Heather Smith
Phone: 719-639-2656
heather.s@wsdistricts.co

GENERAL QUESTIONS:
Brenda Juarez
Phone: 719-447-1777
heather.s@wsdistricts.co

AFTER HOURS EMERGENCIES:
Phone: 719-447-4840

Always visit the website first:

- New Resident Service Requests
- Recreation Center / Great Room Reservations
- Architectural Improvement Applications
- Automatic Payment Enrollment
- Key Fob Requests
- Governing Document Downloads
- Community Event Info & Updates

PAYMENT INFORMATION:

Ventana Metropolitan District
c/o WSDM – District Managers
P.O. Box 91479
Colorado Springs, CO 80901

SECURITY CONCERNS:

Fountain Police Department
Non-Emergency Assistance (719) 382-8555
For emergencies, call 911

ANIMAL CONTROL:

El Paso County Humane Society
Phone: 719-473-1741

FOUNTAIN POST OFFICE:

Address: 101 S. Santa Fe Ave.
Phone: 719-382-4623

General Reminders

- ◆ WSDM—District Managers office is opened Monday through Friday 8:00 a.m. to 5:00 p.m.
WSDM will be closed July 4th in observance of the 4th of July
For after hours District maintenance issues, please call 719-447-1777 and follow the prompts to be connected with after-hours service. Please call 9-1-1 for life-threatening emergencies.
- ◆ Trash Pick-Up Days—Thursdays, weekly.
Collection will be delayed by 1 day for the 4th of July.
Large items can be collected by HBS for an additional fee. To schedule removal of large items, please call HBS Directly at 720-547-8600. HBS will request payment over the phone prior to scheduling pick-up of a large item.
- ◆ Regular Board Meeting—Monday, May 20, 2024 @ 6:00 P.M.
*Virtual: <https://video.cloudoffice.avaya.com/join/516109091>
Phone: 213-463-4500 / Access Code: 516-109-091
In Person: Ventana Recreation Center—11007 Hidden Prairie Pkwy*
All meeting dates are subject to change. Contact Management or check the district website to confirm prior to each meeting.

SIGN UP FOR THE ACH PROGRAM

Save time and money and never miss a payment again! Sign up to have your payments automatically debited from your checking or savings account.

Visit <https://form.jotform.com/210387584903057> and click the green “Start Filling” button to submit an ACH application.

Contact Management with any questions regarding the ACH process.

All fees and fines are considered due and payable within thirty (30) days from the date of issuance and shall be subject to a late fees for each subsequent thirty (30) day period in which any portion of the fine remains unpaid in addition to interest at the established per annum rate.

July Focus

Covenant Enforcement will be a central point of focus for the month of July, with inspectors coming through each week to ensure every property is being up-kept.

Here are a few of the primary complaints your neighbors have submitted and key items we will be looking for:

- Lawn Care: Lawns should be mowed, weeded, and free of bare spots.
- Rock & Mulch Beds: Beds should be free of weeds and contain sufficient rock or mulch to cover all dirt.
- Porches & Driveways: Personal items, tools, and toys cannot be stored in the front of the home.
- Backyards: Backyards should be mowed, trimmed, weeded, and free of pet waste at all times.
- Homes: Homes must be free of chipped paint, broken windows, damaged gutters, and dented garage doors.

If you receive a notice and would like to resolve the violation by making a change to the exterior, please fill out the online Architectural Application at:

<https://form.jotform.com/202804692763056>.

Concerns regarding issues beyond of the Covenants of the District should be reported to the City of Fountain. **Code Enforcement**, **Animal Control**, and **Health and Safety** concerns can be submitted through the My Fountain system at:

https://www.fountaincolorado.org/residents/my_fountain.