

November 2023

Ventana Metropolitan District

www.VentanaMD.colorado.gov

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

Resident Survey Results

Thank you to those who took the time to complete the resident survey!

- What portions of the existing service were you pleased with?
Residents are overall pleased with the landscaping at the entrance of Hidden Prairie Parkway and at the Rec Center; however, the native areas are a concern.
- What portions of the existing service would you like to see improve?
Residents request increased services for landscaping maintenance and covenant enforcement for weeds.
- If additional funding was allotted, what additional services would you like the Board to consider adding or increasing in the maintenance contract for 2024, and if so, what services?
Residents do not want to see additional funding, rather would like to see the landscape prioritized over the Rec Center & Pool.
- Which amenity available at the Rec Center do you find the most valuable?
Residents value the pool most overall.
- What areas of improvement would you like to see in the facilities?
Residents noted that there always seems to be something broken on the pool and would like to see everything in the pool fixed/replaced to ensure the pool can be kept opened during the designated swim times.
- What areas of improvement would you like to see in the facility staffing?
Some residents would like to see additional and professional fulltime staff, while others feel the facility is over-staffed.
- Would you find value in having a staff member present at all times?
The majority of residents prefer not to have the facility staff present at all times and many requested reducing or eliminating staff during the winter.
- If you take advantage of the Fitness Center, please provide your feedback or suggestions pertaining to the variety and condition of the equipment?
Residents seem content with the equipment and facility but would like to see enforcement against residents who do not wipe down the equipment.
- Do you have any additional ideas or recommendations for improving operations at the Rec Center as a whole?
Most residents did not have suggestions, requests for enlarging the facility and adding a pickleball court were submitted.
- What areas of improvement would you like to see from your Management Team?
Residents would like to see Management increase enforcement of the Covenants.
- Are there any Management services not currently being provided that you would like the Board to consider adding or existing services that you would like the Board to consider expanding?
Resident feedback here varied with some requesting more community events, adding snow/ice removal services, and prohibiting dirt bikes.

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, November 20th at 6:00 p.m.
Annual Meeting, November 20th following the Regular Meeting

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:
Rylee Delong
Phone: 719-639-2656
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:

Signal 88 Dispatch
719-960-6233

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

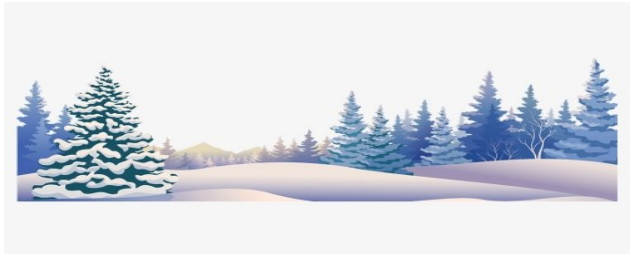
- ◆ WSDM – District Managers office is opened Monday through Friday 8:00 a.m. to 5:00 p.m.
For after hours District maintenance issues, please call 719-447-1777 and follow the prompts to be connected with after-hours service. Please call 9-1-1 for life-threatening emergencies.
 - ◆ Trash Pick-Up Days – Thursdays, weekly.
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, November 20, 2023 @ 6:00 P.M.
 - ◆ Annual Meeting – Monday, November 20, 2023 after the Regular Board Meeting
- Virtual: <https://video.cloudoffice.avaya.com/join/728897121>
Phone: 213-463-4500 / Access Code: 728-897-121
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.



REMINDER ANNUAL TOWNHALL



The Annual Meeting of the Ventana Metropolitan District has been scheduled for November 20th immediately following the **Regular Board Meeting and Annual Budget Hearing at 6:00 p.m.**

DATE:	November 20, 2023
BOARD MEETING:	6:00 p.m.
ANNUAL MEETING:	7:00 p.m.
IN PERSON:	Ventana Recreation Center 11007 Hidden Prairie Pkwy Fountain, CO 80817
ONLINE:	https://video.cloudoffice.avaya.com/join/728897121
DIAL IN:	(213) 463-4500
MEETING ID:	728897121

We strongly encourage you to attend both meetings to learn about the district’s financial position and processes.

The Rec Center has a limited capacity, so virtual attendance is encouraged.

To learn more about this required meeting, visit:
https://leg.colorado.gov/sites/default/files/2023a_110_signed.pdf