



Welcome HOME

Welcome to Boulder Housing Partners!
We are delighted to have you as a new
resident in our vibrant community.

As one of the leading providers of
affordable housing in Boulder, Colorado,
we are committed to creating safe,
inclusive, and thriving neighborhoods for
individuals and families alike.

Boulder Housing Partners is more
than just a place to live—it's a place
to call home. We believe in fostering
connections, supporting growth, and
empowering our residents to live their
best lives. We look forward to helping
you settle into your new home and
experience all that Boulder has to offer.
Welcome home!



Dear Resident,

Welcome to your new home!

We are excited to have you join us and hope you will enjoy your new home and community.

We understand moving to a new place can be both exciting and overwhelming. Our dedicated team is committed to ensuring your transition is as smooth as possible. Please don't hesitate to reach out to us if you have any questions, concerns, or need any assistance along the way. We are here to support you.

At Boulder Housing Partners (BHP), we strive to create a vibrant and inclusive community where residents can thrive and forge meaningful connections. We believe a strong sense of community fosters a sense of belonging and enhances overall quality of life. We encourage you to take advantage of amenities, activities, and events we offer to get to know your neighbors and make new friends. If you have ideas for community programs and events, please let us know.

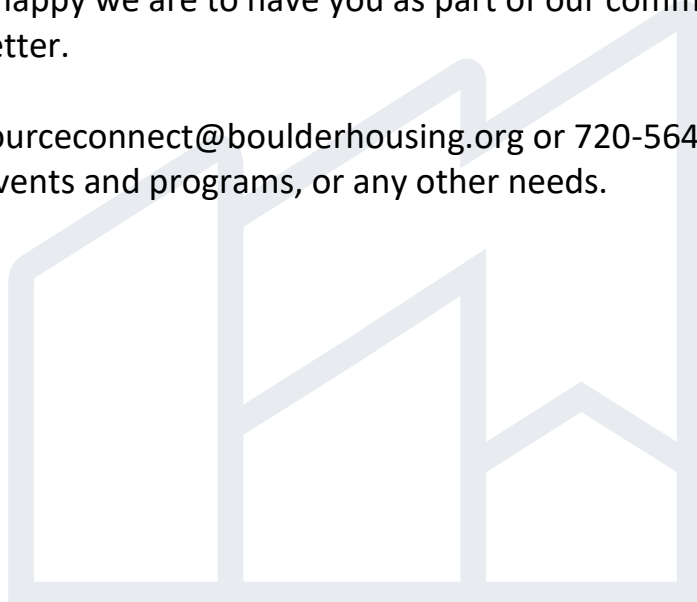
In this packet, please find information on easy rent payment options, the maintenance work order process, BHP customer service commitment and staff contact information, free benefits, and additional resources.

Once again, we would like to express how happy we are to have you as part of our community. We look forward to getting to know you better.

Please do not hesitate to contact us at resourceconnect@boulderhousing.org or 720-564-4610 with any questions, ideas for community events and programs, or any other needs.

Warmest regards,

Your BHP Team



Choose Which Fits You Best



Pay online through RentCafe

RentCafe is the preferred method for work orders.

SETTING UP YOUR ACCOUNT

In order to set up your account, we first need your email address.

Check with your community manager if you do not know with email address you provided BHP.

If this email section is blank, is not correct, or we do not have an email for you, please update it at UpdateMyEmail.boulderhousing.org.

Once we have your email, you can create your account:

1. Go to account.boulderhousing.org
2. Click on "Click here to register" located below the sign-in button.
3. At this screen, you'll enter your name and your unique registration code. You will need to get this from your community manager or [click here](#) to get your code.
4. You'll then use the email you have on record with BHP to create a password and finish the steps to register.



SETTING UP AUTOMATIC PAYMENTS

Once you've added your preferred payment method, manually pay each month or choose the auto-pay tab to set up automatic payments. Automatic payments can be scheduled to take place from the 1st-5th of each month.

RentCafe Fees

Checking & Savings Account

FREE

Credit Card

2.5% fee per transaction

Debit Card

Flat fee per transaction

\$0 - \$1,000: \$3.95

\$1,000 - \$2,000: \$4.95

\$2,000 and above: \$9.95

RentCafe is a free online portal where you can easily make rent payments, pay additional rent-related charges, and submit maintenance work orders. You can also download the mobile app for convenient on-the-go payments.



Pay automatically through ACH

FILL OUT THE ENCLOSED ACH FORM

Checking Account: FREE

Savings Account: FREE

The ACH form can be found



Pay in cash using your PayNearMe barcode

Use your PayNearMe barcode to pay your rent in cash at three of the 7-Eleven stores in Boulder or at a participating PayNearMe retailer in other cities if you're out of town on rent day. Locate Map the Boulder locations or national PayNearMe retailers at bit.ly/PayNearMeBHP

HOW IT WORKS

- Know the exact amount you owe before you go, including the fee. The store will not know the amount. Example: rent owed + \$3.99 PayNearMe fee = total to be paid.
- Bring your PayNearMe barcode and cash payment to one of the three 7-Eleven stores in Boulder (1091 13th St, 2605 Valmont Dr, or 4700 Baseline Rd Boulder, CO), or other participating retailer in other cities, and tell the cashier you want to make a PayNearMe cash payment. The cashier will scan your barcode, accept your payment, and give you a receipt.

GET YOUR PAYNEARME BARCODE

Get your barcode in one of three ways:

1. Talk to your community manager
2. Log into RentCafe. Click the Payment Accounts tab then the Walk-In Payment System link
3. Fill out the form here: boulderhousing.org/bar-code-request

PayNearMe Fee

\$3.99 per transaction

Get Started Today

Step-by-step instructions and more information are available at EZPay.boulderhousing.org



Automatic Rent Payment (ACH)

4800 N. Broadway, Boulder, CO 80304 | p: 720-564-4610 | f: 303-939-9569 | www.boulderhousing.org

☐ I authorize Boulder Housing Partners to initiate ACH automatic payments from my bank account to pay for rent-related charges as determined by my lease agreement and to pay for additional charges selected below.

☐ **I have attached a voided check or a photocopy of a check.** (If you do not have a voided check, request and attach written documentation from your bank stating your routing and account number.)

☐ I am aware that it may take up to 72 hours for the bank to authorize ACH transactions and that may push my enrollment to the following month.

1. Please check the box for any additional charges you would like to be included in your monthly automatic rent payment (mark all choices that apply):

☐ **Security deposit** ☐ **Work order fees** ☐ **BHP utility fees** ☐ **Increase in rent**

☐ **Total balance on ledger**

2. Please indicate the date you would like this service to begin: _____.

3. Please check the information we have for you:

Name: _____

Current phone number: _____ Current email address: _____

Address: _____

Financial information will only be discussed with the signer of this document. If another individual is authorized to discuss this information, a separate release will need to be signed and included with this form.

Printed Name

Signature

Date

- - - - - You may want to keep this bottom section for your files. - - - - -

THE FOLLOWING POLICIES WILL APPLY

There is no additional charge to process automatic rent payments. Your account will be debited on the 5th of each month unless the 5th occurs on a weekend or bank holiday. If so, the payment will be debited on the following 48 hours.

Boulder Housing Partners is unable to view or access account balances. You will need to have the full rent amount in your account on the day we process the charge. **If you have non-sufficient funds (NSF), you will owe a \$20.00 NSF fee.**

If you would like to cancel your automatic payments, complete a ***Request to Terminate Automatic Rent Payments*** form. Submit this form to Boulder Housing Partners' main office **by the 25th day of the month prior to the month you are requesting to cancel.** Forms received after the 25th will be processed for the following month.



CUSTOMER SERVICE COMMITMENT

We are committed to providing you with excellent customer service. When you contact BHP by phone or email, you will receive a reply within two business days. If your request is time sensitive or urgent, please mention this in your phone message or email correspondence and we will do our best to assist you in the requested timeframe. We want to hear from you and welcome your feedback on our services.

The **Property Management** team is here to assist you and can be reached through the one phone number and one email address for your property. Your calls or emails will be routed to the correct team member. Please see the attached list for your property contact information.

If you have a Housing Choice Voucher and need to reach the **Housing Choice Voucher** team, please contact **(720) 564-4630** or hcv@boulderhousing.org.

For **Maintenance requests**, please submit a request through RENTCafé (this is the preferred method unless the situation is urgent), email workorder@boulderhousing.org, or call (720) 564-4620 to speak with our answering service.

To reach **Resident Services** for assistance navigating community services and resources, please contact the Resident Service Coordinator for your housing community (<https://boulderhousing.org/resident-hub/resident-support-services>) or contact ResourceConnect@boulderhousing.org or call **(720) 564-4610**.

GRIEVANCE PROCESS

If you have a concern or a complaint that you feel has not been adequately addressed by BHP, please follow our grievance process:

1. **Begin by contacting your community manager or regional manager (see the contact for your community manager below).**
2. If the issue remains unresolved, then please contact the Director of Property Management at **(720) 564-4610** or PMDirector@boulderhousing.org.
3. If you have already done steps 1 and 2 and are still not satisfied, then please contact the BHP Ombudsman, an impartial liaison who helps resolve complaints affecting BHP residents, community members, or other organizations. To contact the BHP Ombudsman, please email Ombudsman@boulderhousing.org.
4. If all other appropriate resources or processes have been tried but the problem has not been resolved, then please contact the Office of the Executive Director at **(720) 564-4610** or officials@boulderhousing.org.

If your complaint involves a neighbor, you should first try to work out the issue between yourselves. If you would like assistance, Community Mediation Services is a city resource that provides mediation between neighboring residents and between residents and landlords. Community Mediation Services can be reached through <https://bouldercolorado.gov/family-services/mediation-resource-center> or by calling **(303) 441-4364**.

PROTECT YOUR PERSONAL BELONGINGS: BUY RENTER'S INSURANCE!

- As your lease outlines, BHP's insurance **does not** cover residents' personal property in the event of loss or damage from fire, flood, windstorm, burst pipes, theft, vandalism, or similar causes.
- Rental insurance coverage depends on the insurer, but typically renter's insurance covers the loss or damage of personal possessions due to fire, theft, and other circumstances.
- Rental insurance typically costs between \$5.00 and \$30.00 a month. Some car insurance companies offer a discount to current policy holders.
- BHP highly recommends that residents look into rental insurance options and purchase it to protect your personal property.

The providers below offer policies starting between \$7-\$20 a month depending on coverage needs and requested limits. We encourage you to shop around.

- Lemonade 1-844-733-8666 website: <https://www.lemonade.com>
- Liberty Mutual 800-295-2723 website: <https://www.libertymutual.com>
- State Farm +1-800-782-8332 <https://www.statefarm.com>
- Allstate +18665617300 <https://www.allstate.com/>



How to Submit a Work Order

To make a Maintenance request, please do one of the following:

- Submit a request through RENTCafé if you are signed up to pay rent through the portal; this is the preferred method unless the situation is urgent.
- Email workorder@boulderhousing.org; You will receive an email letting you know when the work has been completed.
- Call (720) 564-4620 to speak with our answering service who will forward your message to the Maintenance Department.
- If you have an urgent maintenance need (see section below) after regular business hours, call (720) 564-4620.

Please note:

- By submitting a work order, you are giving BHP permission to enter your home to complete the work order.
- If you would like to be present when the BHP Maintenance Tech does the work in your home, specify that in your work order, and the Maintenance Tech will call before coming by. If after three attempts to contact you, you do not answer or we are unable to make contact, we will have to cancel the work order and you will need to resubmit it.

How Much Time Will the Work Order Take?

- Depending on the request made and the availability of parts, you can expect a routine (non-urgent) work order to be completed within 5-7 days; some repairs take longer than others.
- For an urgent work order (see below), a Tech will respond to the situation right away. No matter what the work order is,

BHP's dedicated and skilled maintenance technicians will do their best to complete your request as quickly as possible.

What is considered an Urgent Work Order?

An urgent work order is for a situation that could jeopardize the health and safety of the household, such as: fire, bio-hazard situation, broken locks/keys, broken entry door, broken windows, clogged drains, electrical issues, elevator issues, flood, freezer out, no electricity, no heat, no hot water, no water, gas leak, sewer, smoke/fire alarm, frozen pipe, refrigerator out, clogged toilet (if there is only one), water leak, water heater leak. Please call (720) 564-4620 to speak to our answering service.

We want your feedback

We welcome your feedback on our maintenance work and ask that you use this link

<https://boulderhousing.org/maintenance/survey>.



Benefits and Resources

Thanks to BHP's strong partnerships with local organizations, we are pleased to be able to offer BHP residents the following benefits, which promote digital connectivity, health and well-being, financial stability, convenient and affordable transportation options, and sustainable climate solutions. Please note that not all of these benefits are available to households at every BHP housing community.

For more information on these benefits, please see the flyers included in this section.

- Many BHP housing communities have free internet access (<https://boulderhousing.org/resident-hub/bridging-the-digital-divide/>) If Wi-Fi is not working for you, please send an email to your property management team.
- Internet Essentials through Xfinity and Affordable Connectivity Program (<https://www.affordableconnectivity.gov/do-i-qualify/>)
 - Benefits include a service discount and device discount.
- Boulder Food Rescue (BFR)(<https://www.boulderfoodrescue.org/>) may provide free food delivery to your community with the support of resident volunteers.
- Free Rec Center Passes ([https://bouldercolorado.formstack.com/forms/parks and recreation financial aid application](https://bouldercolorado.formstack.com/forms/parks_and_recreation_financial_aid_application))



- Easy Verification for City of Boulder Food Tax Rebate (<https://bouldercolorado.gov/services/food-tax-rebate-program>)
 - Each year, between March and June 30, the City of Boulder shares information on the Food Tax Rebate. If you choose the BHP applications, BHP will verify your eligibility with the City. Please note that if you are applying as a family with children, you must submit a federal tax return or other proof of status as a family with children.
- Leadership opportunities with FLOWS (Foundations for Leaders Organizing for Water and Sustainability) (<https://www.colorado.edu/ecenter/FLOWS>)
 - FLOWS is a local community-led organization focused on finding climate solutions. FLOWS has supported efforts including air quality studies, CHARM pick-ups for hard-to-recycle items, home energy efficiency upgrades, and other community-based initiatives. FLOWS welcomes your ideas and participation!
- Free use of Boulder B-Cycle's (<https://boulder.bcycle.com/>) shared bike system that allows residents to use shared bicycles at more than 40 stations in Boulder for free short trips between stations. Every trip less than 60 minutes is free for BHP residents; overtime fees of \$3/half hour apply to all trips over 60 minutes.
- Reduced Rates with Colorado Car Share (<https://carshare.org/>)
 - BHP residents receive a 25% discount for this short-term car rental where you only pay for what you use, resulting in access to vehicles without the high cost of car ownership.



- Free composting/recycling (<https://ecocycle.org/resource-library/>)
- To find out if your neighborhood qualifies for a Neighborhood EcoPass, please visit:
<https://bouldercolorado.gov/services/ecopass-program>
- City Mediation and Resolution Center (CMRC)
(<https://bouldercolorado.gov/community-mediation-and-resolution-center>) CMRC provides mediation services at no cost to BHP residents.
- Health First Colorado is Colorado's Medicaid Program
(<https://www.healthfirstcolorado.com/>)
- Family Self-Sufficiency (FSS) Program
(<https://bouldercounty.gov/families/housing/family-self-sufficiency/#1488327693872-2e7106f8-caeb>)
- For more information about these community partners and others, please visit:
<https://boulderhousing.org/about/community-partners-and-resources/>.

In addition to accessing any of these benefits that interest you, please sign up for:

- Office of Disaster Management (ODM) (<https://boulderodm.gov/>) alerts to receive messages on emergencies and severe weather updates.



Thank you for choosing Boulder Housing Partners! We hope you enjoy your new home.

Boulder Housing Partners Resident Services Team
(ResourceConnect@boulderhousing.org) or 720-564-4610



Directory

Arapahoe Court

arapahoecourt@boulderhousing.org
(720) 778-2502

Casey

casey@boulderhousing.org
(720) 778-2508

Cedar

cedar@boulderhousing.org
(720) 778-2509

High Mar

highmar@boulderhousing.org
(303) 494-5456

Madison

madison@boulderhousing.org
(720) 778-2519

Northport

northport@boulderhousing.org
(720) 778-2522

Twin Pines

twinpines@boulderhousing.org
(720) 778-2528

Walnut Place

walnutplace@boulderhousing.org
(720) 778-2530

Whittier

whittier@boulderhousing.org
(720) 778-2532

30Pearl

30pearl@boulderhousing.org
(720) 778-2512

Canopy

canopy@boulderhousing.org
(720) 778-2501

Ciclo

ciclo@boulderhousing.org
(303) 784-5329

Lee Hill

leehill@boulderhousing.org
(720) 564-4638

Red Oak Park

redoakpark@boulderhousing.org
(720) 778-2524

Broadway East

broadwayeast@boulderhousing.org
(720) 778-2504

Broadway West

broadwaywest@boulderhousing.org
(720) 778-2506

Diagonal Court

diagonalcourt@boulderhousing.org
(720) 778-2511

Iris/Hawthorn

irishawthorn@boulderhousing.org
(720) 778-2517

Kalmia

Kalmia@boulderhousing.org
(720) 778-2518

Manhattan

manhattan@boulderhousing.org
(720) 778-2520

Palo Park

palopark@boulderhousing.org
(720) 778-2523

Woodlands

woodlands@boulderhousing.org
(720) 778-2533

Canyon Pointe

canyonpointe@boulderhousing.org
(720) 778-2507

Dakota Ridge

dakotaridge@boulderhousing.org
(720) 778-2510

Glen Willow

glenwillow@boulderhousing.org
(720) 778-2514

Hayden Place

haydenplace@boulderhousing.org
(720) 778-2515

Midtown Info

midtown@boulderhousing.org
(720) 778-2521

Sanitas Place

sanitasplace@boulderhousing.org
(720) 778-2525

Bridgewalk

bridgewalk@boulderhousing.org
(720) 778-2534

Tantra Lake Apartments

tantralake@boulderhousing.org
(303) 499-3605

Twenty37

twenty37@boulderhousing.org
(720) 778-2527

Arapahoe East

arapahoeeast@boulderhousing.org
(720) 778-2503

Foothills Community

foothills@boulderhousing.org
(720) 778-2513

Holiday

holiday@boulderhousing.org
(720) 778-2516

Trout Farms

troutfarms@boulderhousing.org
(720) 778-2526

Vistoso

vistoso@boulderhousing.org
(720) 778-2529

WestView

westview@boulderhousing.org
(720) 778-2531

Housing Choice Voucher Team

(720) 564-4630
HCV@ boulderhousing.org

Resident Services

(720) 564-4610
resourceconnect@boulderhousing.org

Maintenance

workorder@boulderhousing.org
Answering Service- (720) 564-4620

<https://boulderhousing.org/contact/request-maintenance/>



December 2023

Dear BHP Resident/Housing Choice Participant:

We have great news for you: Your household qualifies for a **FREE, Boulder Parks and Recreation (BPR) facility pass in 2024!**

Current Pass Holders and New Residents simply need to apply online here: [Parks and Recreation Financial Aid Program | City of Boulder \(bouldercolorado.gov\)](#) or visit a recreation center and provide proof of Boulder Housing Partners program participation (lease or other proof of address such as a utility bill; or, if you are a voucher holder, your Notice of Change in Rent). Passes will be valid through December 31st, 2024. Additional members being added to your account may be asked to provide proof of residency.

This pass will give you and the members in your household unlimited access to our three Boulder recreation centers, plus two summer outdoor pools and the Boulder Reservoir for 2024. This special opportunity is made possible by a partnership between Boulder Housing Partners and BPR and is funded by Boulder's Health Equity Fund and the 2016 voter-approved Sugar-Sweetened Beverage Product Distribution Tax, which supports general wellness programs and chronic disease prevention in the city of Boulder.

Our goal is to increase opportunities for your household to be physically active and enjoy:

- Open swim and gym
- Drop-in fitness/yoga classes
- Weight room, racquetball/handball and platform tennis courts
- Fishing and swimming at Boulder Reservoir
- 50% discount on eligible registered classes and camps through BPR (up to \$400 for 2024)

Questions? Contact Matt Gazdik at (303) 413-7468 or gazdikm@bouldercolorado.gov

Best wishes for 2024!

Sincerely,

Matt Gazdik
Facility Supervisor
Boulder Parks & Recreation Dept.





Save on
Internet

Affordable
Connectivity
Program

Don't settle for just your cell phone.

Get Internet Essentials and Xfinity Mobile.

Internet essentials

Get Internet Essentials from Xfinity and one Xfinity Mobile Unlimited line with 5G together for only \$24.95/month when you qualify for and enroll in the Affordable Connectivity Program (ACP).

The ACP is a government program that provides eligible households a credit of up to \$30/month towards internet and mobile services.

Apply today if you participate in programs like Lifeline, SNAP/EBT, Medicaid, or free and reduced price school lunch. For more eligibility information, visit xfinity.com/getIE.

Home Internet and Unlimited Mobile with 5G

\$24⁹⁵ After
Per Month ACP
+ Tax credit

Xfinity Internet required. Reduced mobile speeds after 20 GB of data usage/line.

Internet essentials

- Fast, reliable connection!
- Good for 2–3 devices.
- Stream and download music and videos.
- Over 20 million WiFi hotspots nationwide.

xfinity mobile


- Nationwide 5G included!
- Bring your own phone.
- Keep your number when you switch.
- No annual contract.

Apply now

 Go to xfinity.com/getIE

 Call 1-855-846-8376

 Visit an Xfinity store

 Scan the code
with your phone's
camera



Standard data charges apply.

xfinity

Restrictions apply. Not available in all areas. Limited to residential customers who qualify for Internet Essentials and the Affordable Connectivity Program. Advertised price limited to Internet Essentials with 1 Xfinity Mobile Unlimited line. Equipment, taxes, fees and other charges extra, and subject to change. Internet Essentials: Limited to Internet Essentials ("IE") residential customers 18 years of age or older meeting certain eligibility criteria. If a customer is determined to be no longer eligible for the IE program, regular rates will apply to the selected Internet service. Subject to Internet Essentials program terms and conditions. Home drop-off and professional install extra. Advertised price applies to a single outlet. Actual speeds vary and are not guaranteed. For factors affecting speed visit xfinity.com/networkmanagement. Affordable Connectivity Program: Only eligible households may enroll. Benefit is up to \$30/month (\$75/month Tribal lands). After the conclusion of the Affordable Connectivity Program, you'll be billed at Comcast's standard monthly prices, including any applicable taxes, fees and equipment charges. Once you have successfully enrolled, you will see the Affordable Connectivity Program credit toward your internet and mobile service. For complete details visit xfinity.com/acp. Xfinity Mobile: requires residential post-pay Xfinity Internet. Line limitations may apply. Equipment, international and roaming charges, taxes and fees, including regular recovery fees, and other charges extra, and subject to change. \$25/line/mo. charge applies if Xfinity TV, Internet, or Voice post-pay services not maintained. Pricing subject to change. In times of congestion, your data may be temporarily slower than other traffic. After 20 GB monthly data use, speeds reduced to a maximum of 1.5 Mbps download/750 Kbps upload. No rollover data. For Xfinity Mobile Broadband Disclosures visit: www.xfinity.com/mobile/policies/broadband-disclosures. © Comcast 2022. All rights reserved.

Get connected to home internet for FREE!

Save with the Affordable Connectivity Program!

Free Internet Service

Affordable Connectivity Program

Internet essentials

Internet Essentials from Xfinity provides reliable, high-speed home internet to qualifying households for a low monthly price. You may be eligible to get Internet Essentials FREE, when you qualify for and enroll in the Affordable Connectivity Program (ACP).

The ACP is a government program that provides eligible households a credit of up to \$30/month towards internet service.

Apply today if you participate in programs like Lifeline, SNAP/EBT, Medicaid, or free and reduced price school lunch. For more eligibility information, visit xfinity.com/getIE.

Internet Essentials:

~~\$9.95~~ Per Month **\$0** After ACP credit

Getting started is easy with no annual contract and equipment included at no additional cost.


- Fast, reliable connection with download speeds up to 50 Mbps.
- Good for 2–3 devices.
- Stream and download music and videos.
- Make video calls and share files.
- Stay connected on the go with over 20 million WiFi hotspots nationwide.
- Access to free online learning and digital resources.

Apply now

 Go to xfinity.com/getIE

 Call 1-855-846-8376

 Visit an Xfinity store

 Scan the code with your phone's camera

Standard data charges apply.



xfinity

Restrictions apply. Not available in all areas. Limited to Internet Essentials ("IE") residential customers 18 years of age or older meeting certain eligibility criteria. If a customer is determined to be no longer eligible for the IE program, regular rates will apply to the selected Internet service. Subject to Internet Essentials program terms and conditions. Home drop-off and professional install extra. Advertised price applies to a single outlet. Actual speeds vary and are not guaranteed. For factors affecting speed visit xfinity.com/networkmanagement. Affordable Connectivity Program: Only eligible households may enroll. Benefit is up to \$30/month (\$75/month Tribal lands). After the conclusion of the Affordable Connectivity Program, you'll be billed at Comcast's standard monthly prices, including any applicable taxes, fees, and equipment charges. Once you have successfully enrolled, you will see the Affordable Connectivity Program credit toward your Internet service. For complete details visit xfinity.com/acp. ©2022 Comcast. All rights reserved.

Foundations for Leaders Organizing for Water and Sustainability (FLOWS)

OUR WORLD IS CHANGING.

WE CAN ALL PLAY A ROLE IN CREATING A HEALTHIER WORLD.

The effects of climate change impact our water, air, soil, and food. Did you know that they may also impact our mental, emotional, spiritual, and physical health?

Below are ways you can participate in creating a healthier world, from composting to being involved with your local community to create solutions that benefit us all.



COMPOSTING

Save fruit and vegetable scraps for your garden compost or add them to the compost bin for collection. To find local workshops, resources, and events, visit:

<https://bouldercounty.gov/environment/composting/>



USING AN ELECTRIC BICYCLE

Reduce air pollution, get a workout, save \$\$ and gas! All BHP Residents have access to a free suscription to BCycle. For more information call 303-532-4412 or e-mail boulder.bcycle.com.



REUSING AND REPURPOSING

Reuse disposable utensils, jars and containers. Gift and swap clothes with neighbors and friends, think of creative ways such as DIY crafts to reuse things rather than to the landfill.



BEING MINDFUL OF WATER & USAGE

Use bio-friendly soaps and detergents and do not flush harsh chemicals in water. Utilize only the water you need. Close faucets when not in use during brushing teeth, washing hands, and showering. Use a bowl of water to rinse fruits and veggies and use for plants afterwards.



TAKING ACTION IN YOUR COMMUNITY

Foundations for Leaders Organizing for Water and Sustainability (FLOWS) is a local community led organization. We partner with BHP and the City of Boulder and engage with local communities to learn, participate and find climate solutions together. We care about our communities and our planet. Visit: <https://www.colorado.edu/ecenter/FLOWS>
Send us an e-maill at FLOWS@colorado.edu



BOULDER
HOUSING
PARTNERS



Free Bike Share for All BHP Residents!

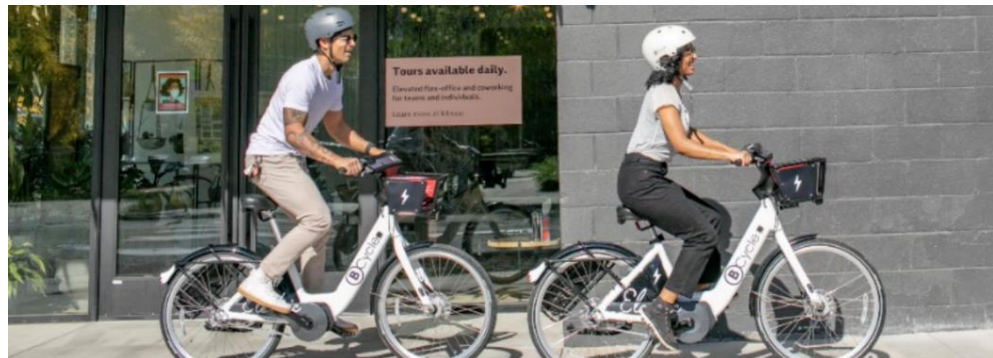
1. Download the BCycle app
2. Choose Annual Pass
3. Remove auto-renew option
4. Enter and apply promo code **BHPRIDES**
5. Enter credit or debit card information
6. Finish your purchase and start riding!

Please email boulder@bcycle.com if you want to use Boulder BCycle and do not use a smartphone or credit/debit card.

Acceso Gratuito a Bicis Públicas Para Residentes de BHP!

1. Descargue la aplicación BCycle
2. Elija la Membresía Anual
3. Elimine la opción auto-renew
4. Aplique el código de promoción **BHPRIDES**
5. Ingrese los números de su tarjeta de crédito o débito
6. Ha terminado el proceso. ¡Disfrute montar en bici!

Por favor envíe un email a boulder@bcycle.com si desea usar Boulder BCycle y no tiene un smartphone o tarjeta de crédito o débito





Free Bike Share for All BHP Residents!

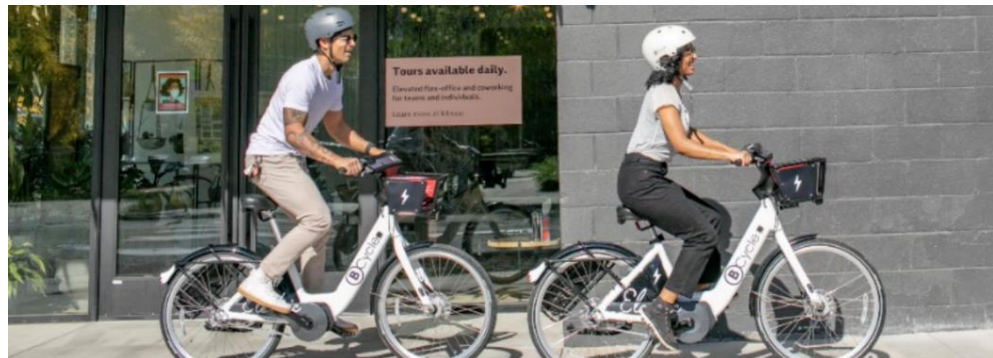
1. Download the BCycle app
2. Choose Annual Pass
3. Enter and apply promo code **BHPRIDES**
4. Enter credit or debit card information
5. Finish your purchase and start riding!

Please email boulder@bcycle.com if you want to use Boulder BCycle and do not use a smartphone or credit/debit card.

Acceso Gratuito a Bicis Públicas Para Residentes de BHP!

1. Descargue la aplicación BCycle
2. Elija la Membresía Anual
3. Aplique el código de promoción **BHPRIDES**
4. Ingrese los números de su tarjeta de crédito o débito
5. Ha terminado el proceso. ¡Disfrute montar en bici!

Por favor envíe un email a boulder@bcycle.com si desea usar Boulder BCycle y no tiene un smartphone o tarjeta de crédito o débito





COMPOST

NEW
NUEVO

FOOD SCRAPS / DESPERDICIOS DE COMIDA

Remove stickers, twist ties, rubber bands, and packaging.
Sin etiquetas, alambres de plástico, ligas, o empaquetado.

SCAN HERE
for CMA-approved bag List

ESCANEAR AQUÍ
para la lista de bolsas
aprobadas por CMA



NO LARGE COMPOST BAGS
3 gallon or smaller, CMA-certified compost
bags accepted

NO BOLSAS COMPOSTABLES GRANDES
Se aceptan bolsas de compost
de 3 galones o menos, certificadas
por CMA.

YARD & PLANT TRIMMINGS / RECORTES DE JARDÍN Y PLANTAS



NO PAPER YARD BAGS
NO BOLSAS DE PAPEL PARA
CORTES DE SU JARDIN

WESTERN DISPOSAL residential customers may continue to use brown paper lawn bags to contain yard waste **OUTSIDE THE CART.***

Clientes residenciales de WESTERN DISPOSAL pueden continuar usando bolsas de papel para contener los desechos del jardín **FUERA DEL BOTE.***

*The contents will be emptied upon arrival at Western Disposal's transfer station. The bags themselves will not be composted due to A1 restrictions.
*El contenido se vaciará en la estación de transferencia de Western Disposal a su llegada. Las bolsas en sí no se compostarán debido a las restricciones de A1.

THESE ITEMS ARE NO LONGER ACCEPTED IN COMPOST. PUT THESE ITEMS IN THE TRASH.
ESTOS ARTICULOS YA NO SE ACEPTAN EN COMPOST. PONGA ESTOS ARTICULOS EN LA BASURA.



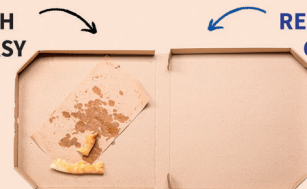
NO FOOD SERVICE WARE
including products labeled as
compostable

NO UTENSILIOS DE COMIDA
incluyendo productos etiquetados
como compostables



NO PAPER PRODUCTS
NO PRODUCTOS DE PAPEL

TRASH
GREASY
SIDE



RECYCLE
CLEAN
SIDE

NO GREASY PIZZA BOXES
Trash greasy side and
recycle clean side.

NO CAJAS DE PIZZA GRASOSAS
Ponga la mitad grasa en la basura
y la mitad limpia en el reciclaje.



Learn why compost guidelines have changed / Descubra por qué han cambiado las guías de compost

When in doubt, give us a shout! 303.444.6634 / recycle@ecocycle.org
Si tiene alguna duda, comuníquese con nosotros!

eco-cycle®



What to RECYCLE

using your single-stream curbside recycling bin



**Do not bag your recyclables—
place them loose in your
recycling bin**

PAPER AND CARDBOARD



PAPEL Y CARTÓN



flatten
cardboard
aplane los
cartones

CONTAINERS

EMPTY & RINSE, DO NOT FLATTEN



remove metal lids
vacíe

empty
vacíe

ENVASES

**VACÍE Y ENJUAGUE, NO LOS
APLANE**



PLASTIC BOTTLES, TUBS, JUGS, AND JARS

EMPTY & RINSE, DO NOT FLATTEN



attach plastic screw-top caps
fijar las tapas plásticas de
rosca

BOTELLAS, JARRAS, FRASCOS, RECIPIENTES PLÁSTICOS

VACÍE Y ENJUAGUE, NO LOS APLANE

only sturdy,
reusable
#2 and #5
"souvenir
cups"
sólo los
"vasos de
promoción"
#2 y #5 se
pueden
reciclar

When in doubt, give us a shout! 303.444.6634 / recycle@ecocycle.org

Si tiene alguna duda, comuníquese con nosotros!



eco-cycle®
Building Zero Waste Communities

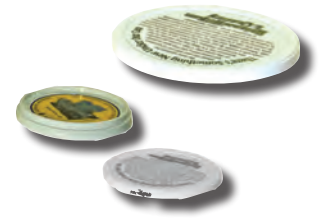
PLASTIC CLAMSHELLS, LIDS, AND TAKE-OUT CONTAINERS



berry containers and other plastic clamshell containers
(no foam/polystyrene; remove liner)
recipientes de frutos rojos y otros recipientes
de plástico (celdas de almeja)
(no espuma; retire el revestimiento)



take-out containers
(no food)
recipientes para llevar
(no alimentos)

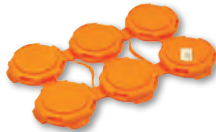


plastic tub lids
tapas de
recipientes
plásticas

RIGID PLASTICS



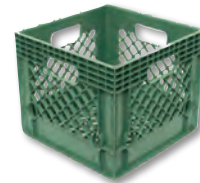
flower pots
macetas



hard plastic four-
and six-pack holders
porta bebidas
de cuatro y seis
unidades de plástico
duro



plastic lawn toys
(remove metal axles,
all materials MUST fit inside cart)
juguetes de plástico para el patio
(remover los ejes de metal, todo
el material DEBE caber dentro
del carro)



plastic crates
cajas plásticas



buckets, handles OK
baldes, se pueden
dejar las manijas

PLÁSTICOS RIGIDOS

NOT RECYCLABLE IN SINGLE-STREAM CURBSIDE RECYCLING BIN



food
comida



liquid
líquidos



plastic bags / film
bolsas / protectores
plásticos



recyclable items in plastic
bags / artículos reciclables
en bolsas de plástico



foam / polystyrene
espuma / poliestireno



lotion / toothpaste tubes
tubos de crema / pasta
dental



plastic-coated paper
papel recubierto de una
película de plástico



plastic cups
vasos plásticos



frozen food boxes
cajas de comida
congelada



latex gloves
guantes de látex



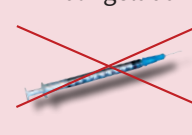
drinking glasses / ceramics
vasos de vidrio / cerámica



shredded paper
papel triturado



scrap metal
restos de metal



sharps / medical waste
objetos punzantes /
residuos médicos



explosive / hazardous
materials
materiales explosivos /
peligrosos



Community Mediation and Resolution Center (CMRC)

Need help solving a conflict or addressing an incident?

CMRC helps with conflict resolution in a variety of situations including disputes between neighbors, landlord/tenant, parent/teen, school related issues, community groups and more.

Facing a Potential Eviction?

Don't wait to act! CMRC's Eviction Prevention and Assistance Services (EPRAS) program helps people resolve eviction-related housing issues through rental assistance, mediation and legal services.

How to Get Started:

1. Visit our website: bouldercolorado.gov/community-mediation-and-resolution-center

2. For Mediation:

Fill out the online form: <https://bit.ly/30dlchu>

Email: mediation@bouldercolorado.gov

Call: 303-441-4364

For Eviction Prevention:

Fill out Online form: bouldercolorado.gov/epras

Email: evictionprevention@bouldercolorado.gov

Call: 303-441-3414

3. **Connect:** A staff member or mediator will contact you to answer questions and review options.

CMRC Services

- Mediation
- Eviction Prevention and Rental Assistance
- Restorative justice
- Meeting facilitation
- Landlord-tenant information and more

Why Mediate?

- Free through CMRC
- Bilingual available
- Parties have control over outcome compared to court
- 90% resolution rate





Tips for Navigating Neighbor Conflicts

Conflict is natural but we have a choice on how to react.

Living near other people

It helps to understand that people are different and have different needs and lifestyles. People have different sensitivities to situations that may not be in their control. Your neighbor may have no idea that you can hear them walking the floor above you in the middle of the night, or that when they start their car to go to work in the morning it wakes you from a sound sleep, or that when they spray their yard for insects it triggers your asthma.

Communication

1. Timing is important

Don't react when you're in the heat of the moment. This will escalate the situation. When you are both calm and have some privacy, approach your neighbor with kindness.

2. Share your perspective

Explain what's happening and how it's impacting you. "When I hear the noise, I have trouble sleeping and it makes it really hard to get up early for work in the morning."

3. Listen for Understanding

Be willing to listen—there may be an understandable reason their TV is loud, or they don't put their trash in the dumpster.

Focus on Needs

Underlying most problems are unmet needs. Examples are:

- Safety
- Sleep
- Independence
- Privacy
- Connection

What are your underlying needs in this situation? What might be your neighbor's?



Ask the person “How is this affecting you? What is your goal?” Say you’ve heard them and acknowledge their concerns


4. Brainstorm Solutions

Share your ideas for solutions and invite them to propose solutions. Ask them if there’s something you can do for them. Perhaps there’s a compromise that would work for both of you.

5. Follow up

Changing behavior takes time and might require you to check in with one another. If your neighbor tries to do better but doesn’t always get it right, try to accept the situation as it is. Be understanding of them just as you are asking them to be understanding of you.

Don’t:

- Don’t make assumptions about the other person “You’re just trying to annoy me.”
 - Don’t call them names or make negative accusations “You’re a liar.”
 - Don’t engage in retaliatory behavior.
- 

Seek mediation

Oftentimes a third party can help when neighbors the parties can’t work things out on their own. Mediators are neutral and do not take sides in the dispute. They help parties communicate clearly and effectively so everyone has an opportunity to be heard in a safe and respectful way. The parties then share ideas to solve the problem.

For properties in the City of Boulder, call The City of Boulder Community Mediation and Resolution Center at 303-441-4364 or [submit a request online at https://bit.ly/3Odlchu](https://bit.ly/3Odlchu).

For more information, visit www.bouldercolorado.gov/community-mediation-and-resolution-center


Other help

Sometimes no amount of rational communication and problem-solving works. If you cannot accept the situation as it is, you may be able to involve a third party who has the authority to assess the situation and if they determine that rules or laws are being violated, they can take action to enforce them. This could be an HOA, a property manager, a landlord, or the police.



How to Stay Informed with Emergency Alerts

For Boulder, Erie, Jamestown, Lafayette, Longmont, Louisville, Lyons, Nederland, Superior, Unincorporated Boulder County, and Ward

| Emergency Alert Method | Automatic | Sign-Up | Download | How to Get It |
|---|-----------|----------|----------|---|
| You | x | | | Be aware of your environment. If you see, smell, hear, or sense a hazard, make decisions that will help ensure your safety and the safety of those around you. |
| Wireless Emergency Alert (WEA) | x | | | Ensure Wireless Emergency Alerts (WEAs) are enabled in your cell phone settings. |
| Text Message | | x | | Sign-up needed. Create or modify your account at www.BOCOAlert.org . |
| Phone Call | | x | | Sign-up needed. Create or modify your account at www.BOCOAlert.org . If you block or screen calls, consider adding 303-441-1400 as a contact in your phone, and name the contact "Emergency Alert Opt-In". |
| E-mail | | x | | Sign-up needed. Create or modify your account at www.BOCOAlert.org . |
| ReachWell Translation App  | | | x | Download the app and <u>access alert information in over 100 languages</u> without having to share personal information or your location. Users will receive <u>all</u> alerts issued in all cities and towns in Boulder County. |



Understanding Emergency Alert Terminology

For Boulder, Erie Jamestown, Lafayette, Longmont, Louisville, Lyons, Nederland, Superior, Unincorporated Boulder County and Ward

| Alert Severity | Description |
|-----------------|--|
| Advisory | Information about an emergency situation that is likely to impact communities. |
| Warning | Prepare to take action, or take immediate action if you need extra time to mobilize. |
| Order | Take immediate action due to an imminent life threat . |

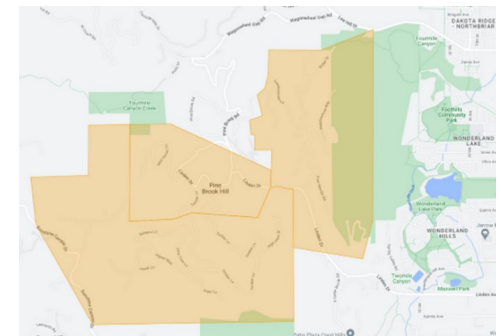
| Action | Description |
|----------------------------------|---|
| Climb to Higher Ground | A directive to move to a location nearby that is higher than your current position. This may be as simple as scurrying up a hillside in the immediate vicinity, which can save your life in flooding emergencies. |
| Evacuation | A directive to leave the area immediately. |
| Shelter in Place | A directive to remain indoors until the situation is resolved. |
| Missing/Endangered Person | Information about a missing or endangered person that is shared to increase community awareness. |
| All Clear | Follow-up information issued after officials have determined the hazard no longer presents a threat to the community. |

Alert Content

Alerts are sent to people within Boulder County and all municipalities, including the portions of Erie and Longmont that extend outside of the Boulder County line.

An alert message will include the date, time, alert severity, action, location of impacted area, description of the hazard, expected duration, and a link to view the complete alert information, along with a map of the impacted area.

Example alert message: “Emergency officials have issued an EVACUATION ORDER at 14:12:49 on 12-19-2022 due to a wildfire occurring in the area of 2900 Block of Sunshine Canyon. Click www.BOCO911Alert.org for a map of the affected area and detailed information. “



CAN EFAA HELP?

Emergency Family Assistance Association (EFAA) helps people in the greater City of Boulder area and BVSD mountain communities with food, financial assistance, housing, and resource navigation.



WE PROVIDE:



FOOD BANK

Get food safely from EFAA.
No appointment necessary.



FINANCIAL
AID

Help available for rent/mortgage, utilities, minor medical, dental, and vision costs, and other emergency expenses. Call for more information and to make an appointment.



HOUSING

Programs and supports for families with children experiencing housing instability. If you need help with housing, call to ask if your family is eligible.

As a family resource center, EFAA also has classes to help people plan their financial future. Call for more information.

CONTACT US:

Boulder
303-442-3042
1575 Yarmouth Ave, Boulder CO 80304

Mountains
720-422-7813

www.efaa.org

We welcome all people regardless of race, color, language, religion, gender, sexual orientation, disability, familial status, immigration status, or national origin.

Voltear para español



Emergency
Family
Assistance
Association



SNAP Benefits are Changing in March 2023!

This change is happening because of a recent congressional action; the temporary increase to Supplemental Nutrition Assistance Program (SNAP) benefits is ending after February 2023. With this new change, households that receive food assistance through SNAP will see a reduction in monthly benefits to the pre-pandemic amount. The last emergency allotments will be issued the week of February 19th, 2023.



Where can I get additional help with food and financial support?

Emergency Family Assistance Association

(for Boulder and southern mountain residents)
1575 Yarmouth Ave., Boulder, CO 80304
303-442-3042 | EFAA.org

Harvest of Hope Pantry

(for Boulder residents)
4830 Pearl Street, Boulder, CO 80301
720-382-1971 | HopePantry.org

Sister Carmen Community Center

(for east county residents, including Lafayette, Louisville, Superior, and Erie)
655 Aspen Ridge Drive, Lafayette, CO 80026
303-665-4342 | SisterCarmen.org

OUR Center

(for Longmont and northern mountain residents)
220 Collyer Street, Longmont, CO 80501
303-772-5529 | OURCenter.org

Community Food Share

(for all Boulder County residents)
650 S. Taylor Avenue, Louisville, CO 80027
303-652-3663 | CommunityFoodShare.org

Nederland Food Pantry

(for Nederland and southern mountain residents)
750 CO-72, Nederland, CO 80466
720-418-0892 | NederlandFoodPantry.org

Lyons Food Pantry

(for Lyons and northern mountain residents)
350 Main Street, Lyons, CO 80540
LEAFLyons.org/food-pantry/

Shopping with SNAP, WIC, and Double Up Food Bucks at the Farmers Markets

Bcfm.org/about/food-access | foodaccess@bcfm.org

Additional resources

2-1-1 Colorado

Service that connects people to vital resources across the state.
Dial 2-1-1 | 211colorado.org

FindHelp

Finds support and services by zip code.
FindHelp.org

Everyday Eats

Helps get healthy food staples to people over the age of 60 with low income.
888-467-0418 | cdhs.colorado.gov/CSFP

Boulder County Food Resource Calendar

www.boco.org/FoodCalendar

Temporary Assistance for Needy Families (TANF)

Provides financial assistance for lower income individuals and families.
Apply online at www.Colorado.gov/PEAK

Health First Colorado (Medicaid)

Provides free and low-cost health and dental coverage.
Apply online at www.Colorado.gov/PEAK

Boulder County Housing and Human Services

515 Coffman St., Longmont | M–F 8 a.m.–4:30 p.m.
3460 N. Broadway, Boulder | M,W,F 8 a.m.–4:30 p.m.
303-441-1000 | Text: 303-441-1069

Tips to help your family through this change now

If able, roll over EBT food assistance benefits to the next month. This may help “cushion” the impact of the reduction in benefits.

Stock up on non-perishable items.
boco.org/StockYourPantry

Stretch food ingredients.
boco.org/StretchingIngredients

Freeze produce to make them last longer.
boco.org/FreezeMoreWasteLess

Compare unit prices of similar products.
boco.org/UnitPrices

More information

www.boco.org/SNAPMax



Hope for the future, help when you need it.

FREE
expert help
is available

95%
OF BOULDER COUNTY
HAS HEALTH INSURANCE.

GET
Health Insurance

IT'S FOR EVERYONE!

CERTIFIED by
CONNECT for HEALTH
COLORADO

ENROLL
NOW

You're
worth it

SPECIAL ENROLLMENT OPTIONS 2023

**YOU CAN STILL SIGN UP FOR
HEALTH INSURANCE IN 2023**
AND REQUEST FINANCIAL ASSISTANCE
THROUGH CONNECT FOR HEALTH COLORADO
IF ANY OF THESE OPTIONS APPLY

APPLY
YEAR-ROUND

INCOME CHANGE

Your household has an annual income no greater than 150% of the Federal Poverty Level, approximately \$22,000 for a single person and \$37,000 for a family of 3 in 2023. Eligible individuals and families can enroll in or change health plans once a month

STARTING
MAY 2023

CONTINUOUS MEDICAID COVERAGE ENDING

If you were locked in to Health First Colorado (Medicaid) or CHP+ during the public health emergency and don't qualify anymore, you may qualify for low-cost health coverage on the state's health insurance marketplace, Connect for Health Colorado, through a Special Enrollment Period

APPLY BETWEEN
JAN 16—OCT 31

QUALIFIED LIFE CHANGE

You are experiencing a Qualifying Life Change Event (QLCE)—like getting married, having a baby, or losing health coverage—and therefore have a 60-day Special Enrollment Period, allowing them to enroll in health insurance outside the annual Open Enrollment Period



HAVE QUESTIONS? WE CAN HELP!

BoulderCountyHealthCoverage.org
HealthCoverage@BoulderCounty.org
303.441.4530



BOULDER COUNTY
**HOUSING
& HUMAN
SERVICES**



Are you unemployed or underemployed? Interested in pursuing your education? Now may be the best time to join the Family Self-Sufficiency (FSS) Program!

(scroll down for Spanish)



Is FSS Right For Me?

- ☐ I want to become economically independent.
- ☐ I want to further my education by earning a GED or college degree.
- ☐ I want to establish or repair my credit.
- ☐ I want to find better employment.
- ☐ I want to start a savings account.
- ☐ I want to purchase a home.
- ☐ I want a better future for myself and my family.

If you checked any of the boxes above, FSS may be the program for you. Get started on your plan for a better future today!

If you currently receive rental assistance through the Housing Choice Voucher Program from Boulder Housing Partners and you are able to work and want to become self-sufficient, you may be eligible.

BENEFITS OF OUR PROGRAM

- Individualized coaching to bring your goals into focus
- Create a step by step road map to help you achieve educational, career, and financial success
- Linkages to services to help you achieve your goals
- Build your wealth with an FSS Savings Account
- Prepare for homeownership

WHAT IS THE FSS SAVINGS ACCOUNT?

Another benefit participants receive is an interest bearing non-taxable savings (escrow) account. A savings account is opened for each FSS participant when program

benchmarks (such as attending workshops and maintaining employment) are met. Escrow account savings, based on a participant's employment success, are awarded to participants upon completion of the program.

Participation in the FSS program does not affect a household's Housing Choice Voucher (HCV) subsidy.

For more information and/or to request an application, please contact the FSS Team:

Katie Frye 303-441-3923

kfrye@bouldercounty.org

Mariela Ruiz Mondragon (bilingual) 303-441-1221

mruizmondragon@bouldercounty.org

Alicia Sheflin Thompson 303-682-6717

asheflinthompson@bouldercounty.org