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CCHOA Website:

www.countryclubestateshoa.org

2021 Dates to Note

- Mar 27** Fire Mitigation Annual Mtg
 - June 18-20** Garage Sale
 - July 24** Ice Cream Social
 - Aug 28** Block Party
 - Sept 11** Outdoor Music Event
 - 2nd Sunday** Neighborhood Walks Starting in May
 - 4th Sunday** Garden Club Starting in spring
 - ?? Book Swap/Sale
 - ?? Silver Sneakers
- All dates subject to change due to COVID-19 restrictions**

Words from Our Board President, Vonney Northrop

I would like to take a moment to tell you what a privilege it has been to work with some of you over the past several years. Your board members in particular have a passion for this neighborhood that is unprecedented.

Our goal this year has been to focus on building community and provide opportunities for each of us to get to know our neighbors and the neighborhood. This has been hampered by the COVID 19 restrictions but continues to be our focus into the coming year.

We actively support the Firewise program in our neighborhood to promote fire mitigation to keep the fire hazard down in the neighborhood. We expanded the program this year to include some houses outside of the CCHOA. This program will continue in 2021.

A gardening club was formed this year, with members sharing gardening tips and iris rhizomes while abiding by COVID 19 guidelines. This has resulted in good information being passed along. This club will resume in the Spring of 2021.

As restrictions on gatherings have tightened in recent weeks, it is hard to predict what events we will be able to hold in 2021. We have tentatively planned social activities for 2021 pending COVID guidelines. See the **2021 Dates to Note** to the left of this article for specifics.

Always remember that being part of a community includes being aware of who your neighbors are, waving as you walk or drive past them and reaching out to those who might need assistance. On a safety front, notify the police about strange cars parked or driving suspiciously through the neighborhood and make time to keep your sidewalks clear of snow, debris, or overhanging bushes. Think about keeping tree limbs trimmed higher than walking height if they are near the sidewalks. All of this shows good community support and pride.

Our website, www.countryclubestateshoa.org, contains some great information and contact numbers, including a link to ask the board for information if you have a question that is not answered on the web page.

I invite each of you to actively participate in the CCHOA community. There are many ways to share your talents: welcoming new neighbors, organizing the neighborhood garage or book sale, participating on the neighborhood safety committee, helping with website maintenance or assisting with answering neighborhood questions or concerns.

It is such a pleasure for me and the rest of the board to be able to focus on making this the best neighborhood possible. We cannot know everyone, but we try our best to know as many of you as possible. Here is my wave to all of you.

Participating in the Firewise Program Benefits All of Us

Congratulations are in order. Due to our community's efforts, we successfully completed the Firewise annual requirements for 2020 and have been recognized as a participating site in good standing throughout 2021.

However, the danger of wildfires remains a persistent danger in our area as witnessed by the recent Bear Creek fire. Colorado State Forest Service estimates 100,000 acres in El Paso County are at high risk of a wildfire, and more than 700,000 acres are at some risk of wildfire. While wildfires cannot be prevented completely, fuels reduction can slow fires and make them less destructive. Thinning trees and other fuels can help slow fires and make it possible to defend homes.

Mitigation efforts were credited with saving homes near the recent Bear Creek fire. Gusty winds could have sent the Bear Creek fire roaring into westside neighborhoods to consume homes, but fuels reduction helped firefighters hold it at bay. Many residents on the west side have done fire mitigation, but it has not been universal and if one house catches fire it is likely to catch other houses on fire.

You can determine the fire risk on your property by visiting <https://coloradosprings.gov/fire-department/page/wildfire-mitigation-0?mlid=9906>. Likewise, you can call 719-385-7342 and ask for a free on-site consultation on possible wildfire risk reduction for your property.

USAA continues to give homeowners insurance discounts to USAA members living in communities recognized by the Firewise USA® program. Contact USAA to determine when you can receive this discount. Residents who are not USAA members can contact their insurance company to find out if they offer any discounts or other incentives for wildfire safety.

Relatively Low Crime in Our Neighborhood

From July 1, 2020 through November 10, 2020, there were 46 incidents in our neighborhood that required police action. 19 were traffic related and primarily in the Circle/Bennett Avenue area.

We had 3 Alarms, 3 Burglaries, 4 Auto Burglaries, 2 Child Abuse, 4 Disturbances, 5 Domestic Violence, 2 Fraud, 1 Graffiti, 1 Suicide, and 2 Suspicious Activity (Person or Vehicle) reports.

More information can be found at <http://www.myneighborhoodupdate.net>

We also had a neighbor report a homeless person sleeping in the alleyway near Marilyn Road and Holiday Lane.. Per City Code 9.6.110, this is an unlawful act.

If you see suspicious activity, take a picture with your cell phone, if you can safely do this, to assist the police.

If you feel you have an emergency, call 911.

If it is not a life threatening emergency, call 719 444-7000.

How to Report Concerns to the City

Colorado Springs residents can submit questions, requests, or concerns to the Colorado Springs government via <https://coloradosprings.gov/page/citizen-request-gocosprings-app>.

Possible concerns to report include:

- Potholes
- Street Debris
- Graffiti
- Traffic Issues, including loud vehicles
- Street Maintenance
- Street Light Issues
- Public Tree Issues
- Debris on public/private property
- Accessibility Issues
- Animal Control/Barking Dogs
- Dead animals on City Streets
- City Code Violations (including abandoned vehicles)

Police Department

To report a life-threatening emergency please Dial 911. To report all other crimes or if you have questions, call the non-emergency number, 719-444-7000. For reporting homeless concerns, call 719-444-7666 or email CSPDHot@ci.colospgs.co.us

OTHER USEFUL NUMBERS

Abandoned Cars:	719-444-7000
Alarm Permits:	719-444-7824
Check Fraud:	719-444-7000
Code Enforcement:	719-444-7891
Community Relations:	719-444-7482
Crime Prevention:	719-444-3168
Handicap Parking Unit:	719-444-7820
Humane Society:	719-473-1741
Impound Lot:	719-667-2777
Parking Enforcement:	719-444-7000
Victim Advocacy Unit:	719-444-7777

TIP/HOTLINES

Crime Stoppers Hotline:	719-634-7867
Domestic Violence Hotline:	719-633-3819
Drug (Illegal) Tip Line:	719-444-3111
Graffiti Hotline:	719-634-5713
Rape Crisis Hotline:	719-633-3819
Safe 2 Tell Student Tip Line:	1-877-542-SAFE (7233)

Prevent Cyber Crimes

In the last month, two neighbors received unsolicited US Bank debit cards for Colorado unemployment benefits. It turned out that someone requested unemployment benefits using our neighbor's names and addresses. Both incidents were reported to US Bank and Colorado Department of Labor and Employment.

To minimize your chances of being a cyber-crime victim, here are some useful tips:

- Secure your accounts: use multifactor authentication everywhere, especially with banks, phone and email providers. This extra layer of security helps keep you safe.
- Stay vigilant: scammers will contact you by phone, email or text offering products, services or humanitarian opportunities. They often pose as credible companies "phishing" for login or personal information. Confirm it's a credible company before proceeding.
 - Fraudsters pose as credible organizations, such as banks, police and the IRS, "phishing" for your information.
 - Your bank will never ask you to sign in, or give personal info via text message.
 - Watch out for emails that ask you to click on a link or provide personal information. You can report suspicious emails (legitimate companies' web page usually has an email address for reporting suspicious activities).
 - If you didn't expect a call from the bank, it could be a scam. Don't provide any personal info, just hang up and call the bank yourself.
- Monitor your personal accounts, particularly bank and credit card accounts. Report any suspicious activities to the bank and/or credit card companies.
- Use trusted Wi-Fi networks: as more people transition to work from home, ensuring your Wi-Fi network is password-protected is critical to safeguard your information.
- Be informed: visit the FTC's Consumer Information site for more information at <https://www.consumer.ftc.gov/features/scam-alerts>

CCHOA Neighborhood History Book Update

Most homeowners in our neighborhood have received their free home's copy of Uncovering a Hidden Gem, A History of the Colorado Springs Country Club Neighborhood. However after multiple attempts to deliver the book, we have been unable to deliver the books to 12 homeowners.

If you have not received your book, please contact Janice Marie-Gallof at 632-3144 or jmgallof@comcast.net. At your convenience, she will be happy to deliver the book or you may pick up one at 2847 Marilyn Rd. New homeowners should have received the book from the previous owner. If that has not happened, you can purchase a copy of the book for \$7.50. Please contact Janice Marie-Gallof for details.

Happy Birthday George Sweanor!

George Sweanor, a neighbor since 1963, celebrated his 101st birthday last month. George wrote "It's All Pensionable Time: 25 Years in the Royal Canadian Air Force." George's biography and book can be found on Amazon. Happy Birthday, George. Our wishes are that you stay well and enjoy many more birthdays.

Little Free Library on Grandview Lane

Did you know there has been a Little Free Library in our neighborhood since 2013? Thanks to Jeff and Deb Fowler for installing the Little Free Library box at 2708 Grandview Lane.

Little Free Library is a nonprofit organization that inspires a love of reading, builds community, and sparks creativity by fostering neighborhood book exchanges around the world.

A Little Free Library is a **free** book-sharing box where anyone may take a book or share a book. It functions on the honor system. Little Free Library book exchanges have a unique, personal touch. There is an understanding that real people are sharing their favorite books with their community; little libraries have been called “mini-town squares.”

You do not need to share a book in order to take one. Please be respectful and don't cram books if the library box is already full. Speak with Jeff or Deb if you're not sure if it's OK to leave books.



The Neighborhood Goose on Marilyn Drive

Take a stroll past 2925 Marilyn Rd and you'll notice we have a neighbor out front who has started dressing up in a different outfit each day, Gertie Goose. Gertie, a cement goose, has maintained her perch near the front sidewalk for ten years but this fall, her owners, Kent and Denise Kearney, along with daughter Shawn, decided to dress her up and create a different tableau each day. Shawn has been staying with her parents since September and is the creative director for these scenes. Kent has made many of the props used in the scenes, including a miniature ironing board and a pulpit. Gertie has been featured in the Gazette as well as News Channel 13.

Every day she, along with her rabbit and frog friends, share a different message with us. They provide us all with a chuckle for the day and in some cases a reminder of events like the SpaceX launch and the Masters golf tournament. Many neighbors take a walk past the house each day just to see what Gertie and her friends are up to. You can follow Gertie on Facebook. Search Gertie Goose and select the Colorado Springs goose to Friend and you can see pictures of her past costumes. You can also connect with her on Instagram as Gertie_goose2. Many thanks to the Kearneys for sharing Gertie and her friends with us.



Being A Good Neighbor – Resolving Conflict

Last month, the Colorado HOA Information and Resource Center reminded us that conflict resolution is a process, not an instant solution to a dispute. Part of that process involves active listening to understand the perspectives of the other party, rather than just listening simply to respond. De-escalation, when appropriate, may lead to a more successful resolution of the issues involved in a dispute.

Generally, de-escalation involves expressing your sense of calm and genuine interest in what the other party is communicating by using respectful and clear language while engaging in meaningful discourse. The Crisis Prevention Institute provides de-escalation and crisis prevention training to a wide variety of service-oriented industries. Here are 10 tips that may assist you in utilizing the de-escalation process:

1. Be Empathic and Nonjudgmental
2. Respect Personal Space
3. Use Nonthreatening Nonverbals
4. Avoid Overreacting
5. Focus on Feelings
6. Ignore Challenging Questions
7. Set Limits
8. Choose Wisely What You Insist Upon
9. Allow Silence for Reflection
10. Allow Time for Decisions

For helpful details on each of the above tips, please visit www.conflictresolutionmonth.org.

Many Thanks to the 60% of Homes Who Paid Dues in 2020

The dues for the HOA are only \$30 per YEAR. Dues have not increased since the HOA was formed in 1999 and there are no plans to increase them for 2021. Our HOA is a volunteer HOA which helps us keep our costs down. The HOA Board is composed of neighbors who volunteer to help with programs that benefit our neighborhood.

The dues are voluntary but are required if you choose to join the HOA Trash Program. In November, the Treasurer billed the current participants in the trash program for 2021, which includes the dues for 2021. For the other homes not in the Trash Program, the Treasurer will send out a voluntary invoice in Jan 2021 for the \$30 dues.

Why should you pay your voluntary dues?

1. The HOA Board uses this money to have an active HOA.
2. Here are some of the benefits for our neighborhood of an active HOA.
 - a. Free History Book of our neighborhood with biographies of several long time neighbors.
 - b. Negotiated a contract for preferred trash service.
 - c. Social events: block parties, neighborhood garage sales, books sales and music events.
 - d. Annual meetings for neighbors to socialize and discuss neighborhood issues.
 - e. Three newsletters a year.
 - f. Fire Mitigation and Chipping program.
 - g. Up to date website (www.countryclubestates.org) with useful information for our neighborhood.
 - h. An HOA Board available to help protect our neighborhood from unanticipated problems. It's helpful to have a central body to work with city on safety or other issues.

Recycling Thoughts from Marty

The Gazette had an informative article on Nov 29th about recycling in Colorado and El Paso county. The national average for recycling is 35%, but El Paso County only recycles 11%!

Our management of waste services isn't done by the city, so it isn't centralized. It's a competitive environment between 3 major waste companies: Waste Management (Houston-based), Waste Connections (Canadian), and GFL (Canadian). The county has the infrastructure for recycle, but it does not have a means to motivate the community to participate. Some cities have a single trash hauler, and force residents to recycle and in some cases, compost. I believe, as individuals, we can make individual decisions about recycling that benefit our community.

Recycling is more work and requires a little space at home. Waste Connections, our HOA preferred trash hauler, offers a 96 gallon recycle bin for \$6.37 a month. This large bin is the same size as the trash bin. Recycle pickup is every other week which does concern some people. You can also pay for a 2nd recycle bin for \$7.73 more per month, but I have found one bin works. We have a lot of recycle as we are a big user of Amazon and other home deliveries. I put all the loose recycle materials in first, and put in the cut up cardboard on top. This works well, and on the rare occasion I cannot get all the cardboard in, I stack it next to the recycle bin with a rock on it, and the driver picks it up with no extra charges.

I'm also aware of concerns over recycling plastics. It's unclear how much plastic ends up in the landfill even when recycling. Isn't it better to have all the plastics processed together and separately from trash? If a portion of plastic is actually recycled, there is some benefit.

25 More Homes Joined CCHOA Trash Service in 2020 – Join Up in 2021!

For those of you that have not signed up, please consider joining our CCHOA Trash Service Program. Currently 121 homes, or 38%, are using the HOA preferred trash provider. The cost with Waste Connections is very inexpensive; only \$8.49 per month for trash and \$6.37 for recycle. This includes a 3% increase for 2021. If you decide to join our HOA trash service program, and it doesn't work out for you, you can return to your previous provider and we will refund the money for any unused months.

Why choose to participate?

1. Reduction of truck traffic through our neighborhood streets. There are currently 5 trash services going through our neighborhood 3 days a week. If we consolidated to 1 trash service, we would have less noise and make our neighborhood safer.
2. Much cheaper than the other providers. Many neighbors have told us they are saving a lot of money.
3. Large 96 gallon bin for Trash and Recycle
4. 3 additional trash bags are allowed with the trash bin.
5. Recycle is every other week, so less truck traffic. You can order a 2nd Recycle bin for \$7.73 per month.
6. If occasionally you have too much recycle for the 2 week period, just place stacked cardboard next to your recycle bin and they will pick that up. Secure it with a rock so it doesn't blow away.
7. You will receive phone calls for schedule delays for holidays or weather.
8. They have a WasteConnect app to keep you informed of scheduled picks. This app is also updated when there are delays due to weather or holidays.

If you are interested in signing up for the Trash Service or have any questions about it, please contact Marty Henderson at (719) 377-8003 or mghenderson55@gmail.com.

If you have any issues with the service, please contact Marty Henderson. He has the voice of 314 homes which gives him a lot of leverage with Waste Connections.

Help Us Reduce Costs by Receiving Mailings via Email

The HOA board works hard to be good stewards of your annual \$30 dues. One way is to reduce the costs we incur with mailing materials to you via USPS. We have 315 homes receiving our materials and you can see how this cost adds up over each year. Thank you to the 132 homes that have already signed up to receive the newsletter via email.

If you are willing to receive communication from the HOA via email or no longer want to receive these newsletters, please contact Marty Henderson at mghenderson55@gmail.com or (719) 377-8003.

Improve Our Neighborhood by Becoming a CCHOA Volunteer

We live in a wonderful community and each of us have opportunities to improve our neighborhood. Here is a short list of some of the ways that you can support our HOA efforts.

Fire Mitigation

- Getting word out about chipping program
- Assisting seniors in fire mitigation
- Volunteering for Palmer Park cleanups
- Keeping aware of what is going on in Palmer Park

Safety

- Keep track of and communicate police events in neighborhood
- Identify opportunities for mobile document shredding day
- Make people aware of how to report suspicious activities
- Reporting potholes

Social

- Reach out to elderly neighbors to see how we can help them
- Assist neighbors in need with snow removal
- Introduce yourself to new neighbors and invite them to participate in the CCHOA

Trash Service Coordination

- Work with Waste Connections to set-up and manage trash service issues
- Handle customer billing and payment to Waste Connections

Our CCHOA Board members are all volunteers, who often take on multiple roles in support of the HOA. The goal is to participate on the board for a maximum of 4 years. To accomplish this, we need volunteers to take on the various board positions. If you are interested in learning more about board member duties or any other volunteer opportunities or sitting in on a board meeting to see what goes on, contact Sandy Gallof at sgallof@comcast.net or (719) 632-3144.

Country Club HOA Website

www.countryclubestateshoa.org

If you are willing to receive communication from the HOA via email or no longer want to receive these newsletters, please contact Marty Henderson at mghenderson55@gmail.com or (719) 377-8003.

CCHOA Resident Paid Advertisements

Disclaimer - CCHOA neither endorses or evaluates any paid advertisements.

If you wish to place an ad with the HOA, please contact Marty Henderson at (719) 377-8003.



-Residential -Commercial
-Interior -Exterior

Free Estimates

Matt Cordova

Owner

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I live and work
in the Country
Club-Palmer Park
area! Interested
to know how
much your home
is worth? Call me
and I'm happy to
provide you with
a home valuation.



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