



820 Black Bear Road, Unit G-17  
P.O. Box 840, Telluride, CO 81435  
Tel: 970-728-3034 Fax: 970-728-5371  
E-mail: [admin@smrha.org](mailto:admin@smrha.org) Web: [www.smrha.org](http://www.smrha.org)

---

**AGENDA**  
**SAN MIGUEL REGIONAL HOUSING AUTHORITY**  
**REGULAR MEETING**  
**MONDAY, MARCH 1, 2021 @ 11:30 AM**

**Via Zoom:**

**ID# 484.178.1222    PW: Board**

**I. CALL TO ORDER**

**II. PUBLIC DISCUSSION**

No more than five minutes per person

**III. APPROVAL OF MINUTES**

February 1, 2021

**IV. ACTION ITEMS**

**V. EXECUTIVE DIRECTOR REPORT**

**VI. WORKSESSION**

1. Website RFP
2. Metric Dashboard

**VII. EXECUTIVE SESSION**

For Discussion of a Personnel Matter Under C.R.S. Section 24-6-402(4)(F)(II) and Not Involving: Any Specific Employees Who Have Requested Discussion of the Matter in Open Session; or Personnel Policies That Do Not Require the Discussion of Matters Personal to Particular Employees.

**VIII. ADJOURN**

**Next Scheduled Meeting**

Monday, March 1, 2021

11:30 A.M.

This agenda is subject to change including the addition of items or the deletion of items at any time. The lengths of discussions may be shorter or longer, at the Board's discretion. If you are planning to come speak to a matter, let the Executive Director know by calling 728-3034, ext. 3.



820 Black Bear Road, Unit G-17  
P.O. Box 840, Telluride, CO 81435  
Tel: 970-728-3034 Fax: 970-728-5371  
E-mail: [admin@smrha.org](mailto:admin@smrha.org) Web: [www.smrha.org](http://www.smrha.org)

**MEETING MINUTES**  
**SAN MIGUEL REGIONAL HOUSING AUTHORITY**  
**REGULAR MEETING**  
**MONDAY, FEBRUARY 1, 2021 @ 11:30 AM**  
**Zoom Meeting**

**Board Members:** Kim Montgomery: Chair, Town Manager Mountain Village  
Ross Herzog: Vice-Chair, Town of Telluride Town Manager  
Mike Bordogna: San Miguel County Administrator

**SMRHA Staff:** Corenna Howard, Executive Director/Secretary

**Others:** Amy Markwell, County Attorney

Kim Montgomery called the meeting to order at 11:30 a.m.

**I. Public Discussion**

None

**II. Approval of Minutes**

Upon motion by Mike Bordogna and seconded by Ross Herzog, the minutes of January 4, 2021 were unanimously approved.

**III. Action Items**

1. Upon motion by Mike Bordogna and seconded by Ross Herzog, the 2019 Audit report was unanimously approved.

Discussion followed on performing an RFP for the audit every 3 years as best practice.

2. Upon motion by Mike Bordogna and seconded by Ross Herzog, the RFP for the website modification was unanimously approved.

**IV. Executive Director Report**

The 2019 Audit report determined there to be no findings and the financial statements present fairly the financial position of SMRHA on December 31, 2019. Notice of the web design RFP will be posted in the Daily Planet, Grand Junction Daily Sentinel and SMRHA website. In addition, research will be performed for web designers to be contacted directly. Mike suggested reaching out to Bonnie Watson at the Telluride Foundation. The Telluride Compliance check is wrapping up. Out of 229 units, 4 units are noncompliant, and 16 units have been contacted for more information.

**V. Other Business**

Amy Markwell joined the discussion on the review of the SMC fee structure. Currently SMC does not have a fee structure in place but provides one year for an owner to come into compliance and failure to do so would result in a forced sale. Mike inquired whether Mountain Village or Telluride would be reviewing their fee schedule. The Town of Telluride would be reviewing fees during budget season and currently Mountain Village is waiving all building fees. The next step will be to take the fee structure issue to Kaye Siminson and Lois Major then the Board of County Commissioners.

**VI. Motion to Adjourn:**

Upon motion by Mike Bordogna and seconded by Ross Herzog, the meeting was adjourned at 11:59 p.m.

Respectfully Submitted,

Corenna Howard  
Secretary



820 Black Bear Road, Unit G-17  
P.O. Box 840, Telluride, CO 81435  
Tel: 970-728-3034 Fax: 970-728-5371  
E-mail: [admin@smrha.org](mailto:admin@smrha.org) Web: [www.smrha.org](http://www.smrha.org)

---

## SMRHA UPDATES

---

### SMRHA Deed Restricted Work

---

- The THA compliance check has ended with the following statistics: **Total Units = 229**  
**3** Non-Compliant **16** Requested Additional Information
- Meeting with Kintone, FormStack, and Docusign to implement the electronic signature capability when filing compliance documents online.
- Met with Kaye Siminon and Troy Hangen to discuss Accessory Dwelling Units (ADUs). A complete list of ADUs was compiled and a compliance check will be performed to determine the status of the units as defined below:
  - Vacant land
  - ADU not build on developed land
  - ADU not occupied
  - ADU occupied by Qualified Employee
- Review of the Town of Telluride Guidelines has been complete. The next step is to review the recommended changes with Lauren Bloemsma and submit to the THA Subcommittee to review and comment.
- Holding work session with the THA Subcommittee to define reporting metrics.

---

### SMRHA Administration

---

- Meeting with THA Subcommittee to discuss the roles and responsibilities of Telluride Special Counsel and SMRHA.
- Notice of the RFP for the web redesign was posted publically and 5 vendors were targeted. Only two responses to the RFP were received.
- Creating list of ideas for the various website pages.



## 2 Rivers Media

---

Grand Junction, Colorado

**Coreenna**  
**San Miguel Regional Housing Authority**  
**Telluride, CO**

Coreenna,

Thanks for the opportunity to discuss rebuilding of SMRHA.ORG.

Before discussing that, I would like to get straight to the cost of what we propose. When I am presented with any job proposal or quotation, it feels like the price is going up with every additional paragraph. So, we'll get straight to the projected cost, and then explain what that includes rather than the other way around.

The quote below outlines the redesign of SMRHA.ORG, and hosting which comes out to **\$3,577**, which is based on our prior conversation(s). This number can obviously fluctuate based on more or less of a line item and overall web/landing pages.

Our goal is to do this work with minimal time on your part, especially meetings. However, we will work with you in a manner that suits your style. We want this to be a good working relationship. We are just down the road, so in person get-togethers are not a problem.

The estimated time for completion would be **6 - 9 weeks**.

Initial retainer is **33% + Hosting (\$1,433)**, with the remaining balance paid over **4-months (\$536/Month) following completion**.

Adds/Changes/Ongoing work: After the web site is complete, this work is billed at \$65/hour, in 10-minute increments. We do ongoing work for most of its clients, continuing to increase link relationships, add pages, promotions, website management and software updates, etc. Minor changes are exceptionally low cost due to the 10-minute increment.

## 2 Rivers Media

Grand Junction, Colorado

### 2Rivers Typical Build Timeline

Best case scenario. If we have photos, and other content we need.

**Week 1-3:** Create mockup/layout design for first round of revisions. This will be home page layout, contact, and general pages.

**Week 3-4:** Implement first round of changes.

**Days 4-5:** Implement 2<sup>nd</sup> round of changes.

**Days 5-6:** Finalize changes and Review.

**Week 6:** Implement the rest of the pages and content using layouts designed during prior weeks.

**Week 7:** Review, Test.

**Week 8:** Launch Website

More often than not, we beat these timelines.

### Quote Outline

Based off an hourly rate of \$65/Hour.

Line Item	Desc	Hours	Cost
Website Account Setup/Config	Includes activating related apps/plugins/config/etc.	6	\$390
Keyword Research	Initial keyword research and link structure.	0	\$0
Concept/Graphics/Layout	Design concept/graphics creation (Resizing & editing photos to fit new layout and style as well.)	18	\$1,170

## 2 Rivers Media

Grand Junction, Colorado

Header Graphics	Hero Style Header Graphics / Page Banners & Promotions	3	\$195
Email Marketing	Email marketing setup and pop and configuration	.5	\$32.50
Wodpress Account Transfer/Listing Exports	Transfer customer data and current housing.	1.5	\$97.5
Pages	27 pages detailed below in link structure, This also includes the interactive pdfs.	20	\$1,300
Google Analytics/Webmaster Tools Acct Setup	config-add to webmaster tools & website tracking	0.5	\$32.5
Site Development Subtotal		49.5	\$3,217
Website Hosting	1 Year Hosting/ SSL Certificate/Email/Automated Backups	\$30/Mo	\$360
Total			\$3,577

### Hosting

With 2Rivers hosting, we control our server environment as we own it. You will not be placed on a server with 100s of other websites, which can have negative effects on your server environment and speed causing your website to have issues.

#### Hosting Includes:

- SSL Certificate
- Turbo Hosting
- Unlimited Email.
- Automated Offsite Backups Generated Daily. (If Halley's Commit hits were prepared.)

*\$30 Per Month*

### Website Design

We will deliver you a modern website design with the latest software to SMRHA.ORG specific standards detailed in request for proposal.

## 2 Rivers Media

---

Grand Junction, Colorado

### FREE Changes/Rounds of Changes

When 2Rivers designs a website, we work with the client to get things right the first time and do not move on until it is.

Our process is simple. We create mockups for all different style of landing pages for you to approve. If there are six different page layouts (some landing pages may require a different layout) then we create the six layouts and do not proceed until they are approved by SMRHA.org.

**Note: Revisions are FREE and unlimited up until you approve the design.** Again, we want you to get what you want, and paid for. But if you approve the design/layout and six months later want it changed across 20+ pages it will be billed at our hourly rate.

## Link Structure

Home

Our Services

Homebuyer Education

Housing Choice Vouchers Program

Foreclosure Info

New Listing Email Alert

Housing Programs

Programs Overview

Town Of Telluride

Town Of Mount Village

San Miguel County

Regional Housing

Property Listings

Search All

Map Search

New Listing Emails

My Account

## 2 Rivers Media

---

Grand Junction, Colorado

About SMRHA

Contact us

SMRHA Board

SMRHA Board Members

Reports

My Account

Employment

### New or Extra Links

PDF Documents Overview

Privacy Policy

## Conclusion/Cost

**Website Design:** \$3,217

**Website Hosting:** \$360

**Total:** \$3,577

### Additional/Optional Pricing in Question

Content Strategy: Billed Hourly

Information and Visual Design: Billed Hourly

Redesign: \$3,217

Support: Billed Hourly

If you would like to keep 2Rivers on a retainer, anticipating a specific number of hours a month we do offer discounts.

## **2 Rivers Media**

---

Grand Junction, Colorado

Let me know if you have any questions or want to schedule a meeting.

Regards,

Adam Hart

2Rivers Media

**M:** 903-271-0068

**E:** 2riversgj@gmail.com



## A. Letter of Interest

February 24, 2021

San Miguel Regional Housing Authority  
820 Black Bear Road, G17  
P.O. Box 840  
Telluride, Colorado 81435

Subject: Response to Request to Proposal for Website Redesign

Ms. Howard,

Webbege is pleased to respond to the referenced RFP in support of the San Miguel Regional Housing Authority's initiative to redesign its website. Webbege has supported dozens of non-profit organizations in their digital presence upgrades. Our proposal provides a proven methodology with the flexibility to meet the needs of the San Miguel Regional Housing Authority team.

We are confident Webbege brings the right combination of experience, capability, and expertise to offer the "Best Value" to the San Miguel Regional Housing Authority and look forward to building a collaborative and rewarding partnership.

Our proposal has been prepared completely consistent with the scope the solicitation; our proposal is valid for 120 days. Webbege takes no exceptions to the RFP.

Sincerely,

A handwritten signature in blue ink that reads "Frank Geraci".

Frank Geraci  
President  
Webbege

[frank.geraci@webbege.com](mailto:frank.geraci@webbege.com)

(619) 786-7075



## Table of Contents

A.	Letter of Interest .....	2
B.	Executive Summary .....	1
	About Webbege .....	2
C.	Proposed Team .....	3
	Key Personnel .....	4
D.	Project Management Approach .....	7
	Overall Approach.....	8
	Project Tasks .....	9
	Discovery.....	9
	Content Audit.....	9
	User Experience .....	10
	Design.....	10
	Development .....	12
	Content Migration.....	12
	Launch.....	12
	Project Management .....	13
	ADA Compliance.....	14
	Proposed Architecture.....	14
	Security.....	16
E.	Design Methodology.....	17
G.	Summary of Website Experience .....	18
H.	Project Schedule.....	21
I.	Budget .....	22





## B. Executive Summary

As the San Miguel Regional Housing Authority (SMRHA) embarks on this design effort, it is seeking the support of a team that possesses deep website development experience, functional depth and breadth in social communication tactics, and a long history of rapidly delivering tangible results. The selection of a firm with these qualities produces opportunities of greater value, increases the return on investment, and most importantly, lowers risk for the SMRHA. As we will demonstrate in this proposal, we bring the right team, Webbege, Inc. – to meet SMRHA’s needs during this important endeavor. Our team possesses an innovative blend of Website Development, Marketing, and Social Media capabilities, personnel, and experiences that will deliver the value and timeliness the SMRHA seeks while mitigating the unique combination of risks associated with such a redevelopment effort.

### Our Solution

Rather than providing a single resource or individual, Webbege is proposing a Team dedicated to support SMRHA comprised of subject matter advisors and consulting talent from Webbege’s, Web Design & Development, Marketing, Content Development, and Social Media groups. Together, we combine decades of relevant, intimate, and unrivaled experience providing holistic services.

This team will completely focus on three substantive goals: to develop a solution that is fiscally sound; to develop a solution that is viable; and, most critically, to develop a solution that is bold, compelling, and fresh, one that places the accessibility of the La Plata County Suicide Prevention Collaborative at the forefront. We earnestly believe that the approach will serve as the SMRHA growth model for years to come.

### Qualifications and Experience

The Webbege Team brings the people, capabilities, and experience to successfully support SMRHA through this endeavor. We have completed dozens of high-profile digital transformation projects with our Non-Profit, Public Sector, Higher Education, and Commercial clients and we have honed our capabilities during many high-profile engagements working with our clients on some of their most critical and strategic initiatives to achieve greater efficiency and fiscal stability.

### Our Commitment

The project is a strategic undertaking that will serve the SMRHA growth for years to come. To achieve the desired results, SMRHA’s chosen vendor must possess a combination of understanding, technical and business experience, confidence, and cultural fit that matches the SMRHA Team.

We commit to providing the highest quality service so that you will be able to make informed decisions on the overall strategy and implementation approach. We commit to using our deep industry experience to help you make the right choices during this critical initiative. We look forward to building a trusted relationship with the SMRHA. We are ready to begin.



## About Webbege

Webbege is an SBA Certified 8(a) Minority Owned Small Business and a National Minority Supplier Development Council Certified Minority Business Enterprise based in San Diego, California. We are a professional services firm providing Marketing consulting. The guiding tenet binding our firm, our people, and our approach supporting our clients is a focus on practical innovation. Today, as one of the industry's fastest growing professional service firms, our focus on practical innovation is stronger than ever. We strive to bring the latest innovations in technology, business practices, and operations, backed by real world, on-the-ground knowledge to help organizations achieve success.

Combining unmatched experience and specialized skills across our service portfolio, Webbege specializes in the intersection of business and technology, helping clients improve their performance and create sustainable, value-added solutions. Our firm has established rigorous standards against which performance is measured to help ensure that quality drives everything we do. By bringing different perspectives, sound judgment, and extensive collaboration, Webbege professionals help enable clients make informed decisions.

Webbege has a long history collaborating with clients to make meaningful change and achieve lasting success. Driving this change with a practical innovation mindset requires us to keep our fingers on the pulse of industry imperatives and trends. That is why our professionals are organized into service sets that emphasize skills and experience and aligned with a market-based structure that provides dedicated resources for each line of business. This allows our professionals to focus on industry specific issues. We believe that specific industry knowledge is critical to assessing, recommending, and delivering successful marketing and growth services.

Webbege's web development practice integrates the best commercial and specialized strategies and technologies to help our clients develop lasting solutions. Our digital services help customers achieve their business goals by delivering purpose-driven solutions enabling agencies to optimize performance efficiency and return on investment.



Webbege has an outstanding track record providing digital strategies and solutions to our non-profit customers. The POC for this effort is:

Frank Geraci  
(619) 786-7075

frank.geraci@webbege.com



7851 Mission Center  
Court, Suite 108  
San Diego, CA 92108



www.webbege.com



(619) 786 7075



**Tax ID:** 81-1151477

**DUNS:** 070956183

**CAGE:** 7R7N5

**Socio-Economic Status:** SBA  
Certified 8(a) Minority Owned  
Small Business; NMSDC MBE



The 8(a) Program helps socially and economically disadvantaged entrepreneurs gain access to the economic mainstream of American society.



Certification process to assure that the business is at least 51 percent owned, operated and controlled by minorities.





## C. Proposed Team

The Webbege Team's initial staffing decisions were formed on the basis of a thorough review of the RFP requirements.

We realize that it takes a combination of delivery leadership and trained high-performing support staff to deliver strategic growth of your audience and engagement with them on digital platforms. The result of this approach is a dynamic team that serves and meets the needs of SMRHA and its audience.

We further understand the need of SMRHA for a quality team that stays and grows with the project. Continuity and relationship management are important factors in key personnel and team staffing. The San Miguel Regional Housing Authority is not simply an organization that champions administration, development and implementation of housing policies and programs - the program preserves the supply of housing for low, moderate, and middle income households in San Miguel County. The people who make up our staffing plan understand the importance of this work and are committed to performing every aspect of their assignments and giving their very best.

Our key personnel team, all of whom have successfully delivered website development and strategic growth services, will work closely with SMRHA team to improve the coordination and care of the effort. Our support team includes skilled people in Webbege's talent pool, a cadre of technical professionals, and administrative support personnel.

The following organization chart provides details including staffing projections by functional area, position/role, and role responsibilities through all project phases.



Webbege is proposing an experienced team of qualified professionals supported by our digital services support staff to provide dedicated Website and digital services to SMRHA



Our experienced team represents decades of Web Development experience. Each member is a **proven leader and devoted professional who has demonstrated high level performance throughout their career**. Each person recognizes that while the Web Development effort represents a major project, it also represents a purpose of which they desire to be a part. Our assembled team stands ready to collaborate with the SMRHA and be available on day one to fully engage in their assigned roles.

### Key Personnel

Webbege is proposing to fill the Key Personnel roles for the Website Project with talented people who not only have the requisite experience and education germane to their positions but have first-hand experience with the digital marketing environment as well. They comprehend the big picture, understanding individually and as a team how to deliver growth strategies and solutions. We have made a point to seek out the most talented professionals to work with SMRHA in undertaking this complex and critically important project.

Webbege has carefully validated that our selected Key Personnel meet the defined experience and education requirements, bring additional skills and relevant experience, and are prepared to meet other special requirements including start date and status of Webbege employment. The following resumes highlight the key personnel proposed for this effort.

*The remainder of this page is intentionally left blank*





## BIOGRAPHY

Frank is an experienced Web Project Manager with over ten years of success in promoting and developing a website strategic vision through strategy, design, and architecture. Frank is an innovative professional with a proven ability to identify, analyze, and solve problems in order to increase customer satisfaction and control cost through expertise in program development and management.



Project Management



Hosting



Web Development



SEO



**Frank Geraci**  
Project Architect

## EXPERIENCE

### **President WEBBGE**

2010 - Present Responsible for all aspects of a timely delivery of results-driven websites and web application projects to our clients by managing design, development and deployment of the projects from beginning to end. Works directly with our clients exhibiting innovation and creativity in technology and design with a high level of focus on user experience and interface. The management of the majority of our projects encompasses web platforms with functional design, and digital strategies.

### **Webmaster FLORIDA SCHOOL SERVICE**

2008 - 2010 Responsible for the design, support, security, administration, and maintenance of the enterprise's internal websites in a predominately on-premises environment. Provided technical support to site collection owners. Collected, refined, and translated customer requirements into practical solutions. Researched and analyzed customer feedback, collaborated on and established best practices for the enterprise.

### **Webmaster FLORIDA STATE SENATE**

2006 - 2008 Responsible for leading and delivering Campaign web projects including Website Design, Online Marketing Campaigns, Lead Generation, and Search Engine Optimization.

## EDUCATION & SKILLS

### **Education**

Bachelors of Science  
Marketing, Business  
Administration and  
Management

### **Skills**

Web Development,  
WordPress, HTML, CSS,  
CMS, SEO, Google  
Analytics, Web Hosting,  
Amazon Web Services,  
HubSpot, Social Media  
Marketing, Email  
Marketing, Web Design,  
Digital Strategy, Digital  
Marketing, HIPPA  
Compliance, HITECH  
Compliance, 508  
Compliance

### **Client Profile**

Kodak, Redtail  
Telematics, OCC Fiber,  
Stave Inc., VEBA,  
Practice Sense, Cask LLC,  
San Diego International  
Airport



## BIOGRAPHY

As the Creative Director of , Jay brings 16 years of creative direction experience with private and public organizations in industries such as biotechnology, high-tech, electronics, and manufacturing his marketing foundation and know how have proven to be a valuable marketing asset for many clients. He provides organizations with the core expertise of brand intelligence and development.



Creative Management



Design



Content Development



Project Management



**Jay Nielson**  
Project Lead

## EXPERIENCE

### **Creative Director** WEBBGE

2010 - Present Enhances brand awareness and trust within our client portfolio by setting a clear creative vision and communication strategy for all digital and print media. Implements creative marketing communication strategies, ensuring consistency of instruction and messaging on brand tone and personality are captured in the development of all digital and print media products.

### **Creative Director** RIGHTTURN

2006 - 2010 Responsible for conception and design of integrated advertising campaigns, managing the creative process and ensuring all work is strategically and creatively on point. Ensures all projects are completed on time and within budget. Lead and managed the day to day client relationships, budget, schedules and project deliverables.

### **Art Director** GOSS KELLER MARTINEZ

2003 - 2006 Worked across the organization to bring context and creativity to web, print, digital and video. Oversaw multiple projects through execution and directly managed a team of creatives. Launched a new brand and website partnering with product teams and marketing directors resulting in a massive positive impact on the business.

## EDUCATION & SKILLS

### Education

Bachelors of Arts  
Design and Photography  
Bachelors of Arts  
Applied Arts, Brand  
Creation, Design,  
Advertising and  
Marketing

### Skills

Branding, Web Design,  
Web Development,  
Graphic Design, Email  
Marketing SEO, Google  
Analytics, Art Direction, ,  
Marketing Strategy  
Social Media Marketing,  
Digital Marketing,

### Client Profile

Cireson, Talent Function,  
Ingenium, Collaborative  
Labor Relations Group,  
Shalimar Retreat,  
Neighborhood  
Healthcare, Native  
American Fish and Wildlife  
Association





## D. Project Management Approach

### Project Understanding & Approach

The San Miguel Regional Housing Authority (SMRHA) is interested in the redesign of its website to communicate SMRHA's work and role more effectively to its wide-ranging stakeholders and to motivate participation in the organization.

Webbege will support the advancement of a modern, sophisticated website focused on user-friendliness on both the front and back-end. The new look and intuitive design will help users navigate the site; the easy-to-use yet robust CMS will help the SMRHA manage and grow the site. In addition, the sites enhancements will feature a responsive design and will be fully functional on mobile and tablet. To achieve this, Webbege will deliver on the following project services:

**Planning & Project Management:** Webbege provides skilled project planning and management throughout the lifecycle of the project. The project will begin with a planning phase to fully identify all the creative, functional, and technical specifications of the project and will set up a project timeline with a full outline of all project tasks, deliverables, and associated dates. Your project manager will keep the project on track and will be your interface to all team members to deliver a successful project.

**Design:** Webbege will design a customized graphic layout that appeals to your target audiences and eliminates the buried content feel. We gather information about your organization, your goals, your audiences, and your landscape to create a new site design that generates results and ensures the best possible experience for your users.

**Website Development:** Webbege will build a functional website based on the preferences and feedback gathered from the SMRHA team. The website will include a tool to help navigate visitors to navigate education and information for housing programs, as well as a property listing manager tool. The website will also be developed in accordance with the latest SEO best practices.

**Post-Launch Support:** While this proposal speaks to the immediate needs of the SMRHA, Webbege is a full-service firm that appreciates the value of a relationship after projects conclude. Aside from hosting and site support, post-launch services consist of support representatives already familiar with your website and, more importantly, a full strategic team that can help you achieve long-term goals and business growth. Webbege further supports clients by holding customer-only workshops and events throughout the year. Additionally, we produce content for our clients related to industry trends, website strategy, marketing, and much more.



## Overall Approach

SMRHA can establish a modern website by utilizing Webbege's proven 4-Phased Approach delivering endorsement ready websites and content.

Following this framework, our 4-phased approach will cover Research & Discovery, Design & Prototyping, Development & Implementation, and Launch defining the requirements and developing the roadmap for creating, designing, configuring and maintaining a new modern and upscale website.



### Phase I: Discovery

The initial phase is to gather stakeholder requirements and confirm that all details are adequately understood and documented. We do this by starting with a thorough discovery & research phase including meetings in office or over the phone planning and brainstorming. This allows us to better understand the scope of the project. Then we can begin to offer our input on how to further develop the site to deliver the best end user experience.

Planning for collection of visitor data in a manner that is optimized would be a part of this process, we would want to ensure that our proposed solutions are compliant with SMRHA's needs. We would like to have legal confirmation of proposed solutions



### Phase II: Design & Prototyping

Our approach to the design is to first develop a map of elements for the site. Using this map we create detailed mockups of key pages to test interaction models and general usability before designing and implementing specific elements based on the original design. The mockups will be graphical or wireframe (blueprints) layouts of the site, this allows us to work together to choose the most effective layout for user conversion.

This approach allows us to test early ideas and confirm whether things make sense before we actually code the design. This method is great, because it allows us to focus on functionality without the distraction of a completed design with working elements.



### Phase III: Development

We will design the layout and functionality to work on top of your choice of content management system. While WordPress is a popular option, we may recommend another system which is more scalable. We will discuss this during our first phase of the project and assess your needs for management. We will provide recommendations for the best content management system that will fit your requirements. Form encryption and submission will be created during this phase.

### **Testing**





Initial user testing will be handled between the Webbege team as well as the SMRHA team. We like to work closely to ensure that there is a good understanding of the pages as they are developed. This also ensures a timely launch of the initial website.



#### Phase IV: Launch

After the site and any e-commerce components pass our testing, we hit the launch button. We do this by setting up a production server and copy the site assets over. The development server will be left active to allow for further testing and additions. We like to work behind the scenes, not on a live site. This is also the time we begin to implement the content strategy.

We provide you with a standard level SSL certificate and will install the certificates on the server to ensure proper functionality and security.

### Project Tasks

#### Discovery

Webbege will begin the project with a detailed overview of the project requirements, then conduct a discovery meeting to learn more about the Division. The discovery process goes through our customized questionnaire that includes all the information that we will need to begin drafting the initial batch of website design content. This meeting is somewhat involved and can take a little time but is an absolutely essential step in the process because it gives our team the chance to learn about SMRHA's mission beyond simply building a website.

While we have a checklist of questions that we want to make sure get asked, ultimately the goal in this meeting is to establish a dialogue between SMRHA and the Webbege Team so that everyone is on the same page moving forward.

#### Content Audit

The information gathered during Webbege's content audit and analysis will help establish an orderly, logical transition to SMRHA's revamped site by eliminating unnecessary content and strengthening what already works. It also will ensure that content on the new SMRHA website will have a clear purpose—that every word is helping each department achieve the desired objectives through the revamped site.

Throughout our analysis Webbege will work with SMRHA to consider important questions such as:

- › Is there a clear description of the webpage's purpose? If not, this should be a red flag.
- › Is your page useful and relevant? Does it support your business strategy and your visitors' needs?
- › Is there information that can be merged with another page?
- › Is it written for your users?



- Are the site's graphics, photos or videos of good quality, and do they communicate the right message?

## Audit and Analysis Management

Webbege uses content auditing tools to ensure a managed approach during the audit process

Content Inventory Template												
* = Required columns												
Inventory												
Page ID*	Page Name*	URL*	Link?	Resources on the page	Integrity / Evaluation	Owner (specific)	Last Updated	How often should this be updated?	Statistics (% of unique pageviews)	Quality Evaluation	Recommended Action	Notes*
Numbering system to identify pages.	This is the name of the page as it appears in the site's navigation section or the main page heading (if the names in the navigation and page heading are different, go with the more descriptive title)	The URL, or hypertext, of the page that appears in the address bar of your web browser.	Does the navigation link to a page in another section of your site? Is different site? Only include links that are part of the navigation.	Are there resources on this page worth noting? If so what format? PDF? Video? Other?	Does this maintain the content?		Recommended timeline for renew/updates	How often is the current content being revised? You can get this information from your web analytics.	What is this page trying to achieve? (If it is not clear, that in itself is a red flag)	<b>Some evaluative criteria:</b> <ul style="list-style-type: none"> <li>Is it useful and relevant? Its purpose is clear and supports unit objectives</li> <li>Is it necessary? Can this information be merged with another page? Do we even need to have this information?</li> <li>Is it written for the user? Does what you say and the way you say it meet their needs and connect with their interests?</li> <li>Is it clearly written and logically organized?</li> <li>Does it use the right tone and style?</li> <li>Is it accurate, up to date and complete?</li> <li>Are the images and videos of good quality? Do they communicate the best message?</li> <li>Is it written in a way that is scannable?</li> <li>Should we write it? Is there another department who produces that information that you can link to or use as shared content?</li> </ul>	<ul style="list-style-type: none"> <li>Keep the content in good shape and no changes are needed.</li> <li>Remove: There is some content on the page that is out of date or inaccurate and needs to be updated. Or there is content that is not written in the right tone or level of detail.</li> <li>Remove: A page should be removed if it's very out of date, inaccurate, redundant, or unnecessary.</li> </ul>	Make recommendations for remediation. Note observations. Things to include here are issues like broken images or links, or anything you want to remember for later.

## User Experience

Information Architecture (IA) is the backbone of a website's user experience. Webbege focuses on properly creating the IA of any project to ensure optimal user experience. Webbege will begin the IA process with an in-depth content inventory and audit, which includes the collection, organization and tagging of website content. The next step in the process is to group user-focused relationships between types of content.

Webbege will utilize IA schematics to ensure all page attributes, content relationships, site structure, and naming conventions are optimized to ensure proper user engagement is achieved. The goal of the website is to ensure the website will provide accessible, accurate, and compelling information that is sought after by each user group.

## Design

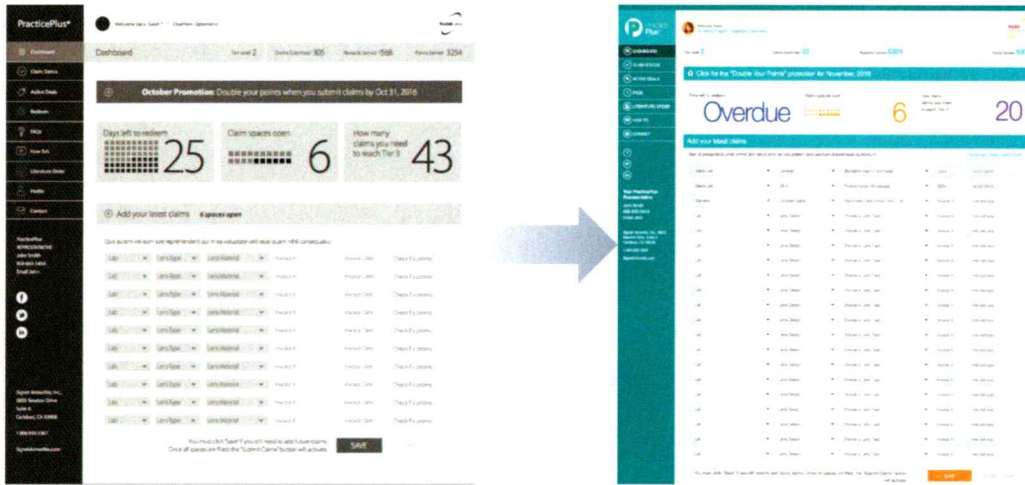
After meeting with SMRHA to gather their requirements and define the scope of the project, we will organize our findings into a project management system and use the information to create 3 homepage variations to provide overall look and feel ideas for the website design.

Once a style is selected, we will create and update the remainder of the webpage layouts until all layouts are approved. Once designs are approved, we will develop the website into static HTML and CSS files for review of functionality and mobile responsiveness. The next step in our process is to incorporate the CMS into the HTML and CSS files. At this point, we will create any custom modules/add-ons to the CMS to allow for easy management of any special website content. We will also insert any website content into the appropriate pages within the CMS and prepare for a final review of the website. Once the final review has been approved, we plan to deploy the site and launch.



## Beyond Wireframes

Wireframing is one of the most valuable parts of any web design project, but Webbege takes it one step further by creating full scale mockups of your wireframe providing a visual demonstration of your website design prior to development

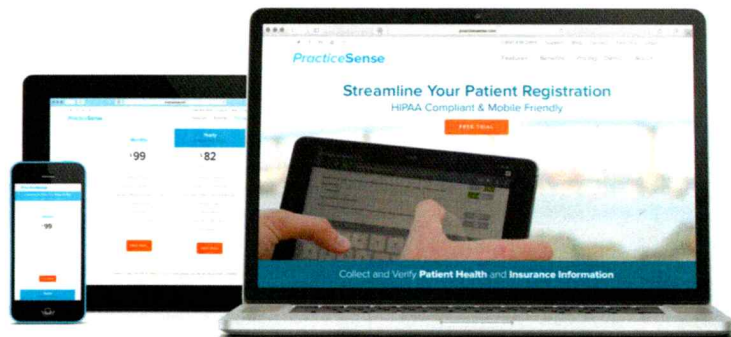


According a study performed by Statista, second quarter of 2020, mobile devices (excluding tablets) generated 51.53 percent of global website traffic. The benefit of having a mobile responsive layout will be to capture and engage users on all devices. Using effective responsive styling will allow for presentation of information in a format that is actionable for a user on a specific device. For example, a “contact us” button on a desktop browser might convert to a “call us” button on a mobile phone browser.

Using the industry standard, breakpoint, Webbege will plan for responsive style changes. We will also work with SMRHA to identify focal points and make sure they stand out on all devices and are not lost in reformatted website content. The idea behind responsive web design is to make sure the user completes the desired action on page, not to just reorganize the website content. Responsive web design executed correctly can increase user experience, customer satisfaction, and most importantly website conversions.

## Responsive Design

Webbege uses the industry standard Breakpoint to ensure responsiveness to the websites we develop for the “mobile first” environment.





## Development

A manageable website will allow SMRHA to quickly make changes to the website without submitting a change request to a third party. This will allow for a faster turnaround of website copy edits, changes to contact information, and other important website content which is important considering the SMRHA's intention to never consider the website "done."

We will build the website on top of a Content Management System (CMS), allowing SMRHA to have the ability to manage page content, as well as any specific elements on the website. During the discovery phase, we will identify which elements on the website will require modules on the CMS to allow SMRHA to change all elements of the website. In addition to editing existing content, SMRHA will have the ability to add/remove menu items, pages, imagery, copy, and other sections of the website. The modules will both provide guidelines and allow SMRHA to enter website content into specific sections. The content will display on the front end of the website and are automatically formatted to take on the same design styles that were approved during the design process. Every editable section will store all revisions, allowing SMRHA to rollback any issues that may arise from a self-managed update to the website.

The customer portal, service navigator tool, calculators and tables, blog, and all applications and lead forms will all have corresponding management tools in the WordPress backend. Site administrators will have full control of content, and will be able to manage user accounts, update pages, and do much more.

## Content Migration

The benefit of working with Webbege for content migration is that we will make sure everything is written in a format that is in-line with search engine optimization best practices. The goal is to have website content and imagery that will ensure the website is visible through Google, Yahoo, Bing, and other search engine results, as well as engaging for the visitor.

Our discovery process begins with a deep dive into the Organization to ensure we capture the correct tone of voice, as well as the brand that is SMRHA. Upon completion of discovery, we will provide a detailed content brief which will be the framework for how we craft any website content. Using the website sitemap, we will identify which pages require content and craft the copy accordingly. Any content that we create will be presented to SMRHA for review and approval prior to placement on the website. In addition to website content, we will establish guidelines for website imagery. The guidelines help us determine whether we will source a local photographer or research stock photography for use on the website. The creative brief and photo guidelines will also act as the backbone for any future marketing efforts for SMRHA.

## Launch

Software compatibility ensures proper site performance. Webbege recommends using WordPress because it is a platform that is very versatile and is compatible with a variety of software stacks. We also plan on using the Linux, Apache, MySQL, and PHP (LAMP) configuration to host the website. The LAMP combination provides a very long history of





reliability and performance, all software is actively maintained to ensure reliability and security. The benefit of using the Linux CentOS distribution is that it is an open-source version of RedHat Enterprise that only runs the most stable versions of the software which greatly reduces the risk of crashes and errors.

We will help SMRHA build a development machine using the latest technologies available. The machine will be designed to work with the Content Management System that will support the website. We will ensure 100% compatibility and efficiency between all software used in the configuration. We will run benchmarking tools to verify that all code is configured efficiently.

## Project Management

Webbege's approach to managing digital media projects has been refined over the years based on client feedback and as a result, we're continually building the expertise of our team members, which is shared within the organization and leveraged with new projects. Webbege's project management services are integrated into every phase and service throughout the engagement, ensuring that there is effective communication, that the project stays on task, and methodology and timeline is established between all parties. To navigate the phases of development and manage a successful project, adopts the following project philosophies.

### Project Success Factors

- › Commitment to timely decision making, reviews of deliverables, and sign-off
- › Participation by all stakeholders and subject matter experts
- › Completion and dissemination of project deliverables within the timeframe
- › Commitment from key content owners to be available to assist with content development & review
- › A commitment to manage scope to achieve timelines
- › Development of a communication plan that defines how and when information should be communicated
- › Regular status meetings as defined by project stakeholders to gauge the success of the team

### Project Techniques

Webbege will use several techniques to manage the project and communication effectively. These techniques will include but are not limited to the following:

- › Create a detailed project plan
- › Monitor the progress of the project in relation to schedule and cost by tracking the overall project plan
- › Conduct weekly project status meetings / conference calls
- › Distribute weekly project status reports
- › Prepare meeting agendas and notes
- › Ensure the quality of the project of all deliverables
- › Identify, track, heighten awareness of and facilitate the resolution of issues
- › Manage change requests

In addition to the above techniques that guide the project, starts every project with consulting and planning to ensure that the project is set up for success from the beginning



and establishes a reference point for all work to follow. The initial project meeting held by Webbege and SMRHA will enable your Project Manager(s) to prepare for the following:

### **Project Charter**

The Project Charter will build a solid foundation for your project and ensure that all project team members are on the same page. Included in this document is:

- › Project Team Members / Roles
- › Project Overview
- › Project Objectives / Goals / KPIs
- › Scope
- › Project Tools
- › Project Risks
- › Communication Plan
- › Escalation Procedures

### **Project Plan / Timeline**

The project plan outlines tasks for all phases of the project. It will outline that start date, end date, status, and the resources or organization responsible for each task. The project plan is a living document and will be updated during the project. Highlights of the updates are provided in weekly status emails.

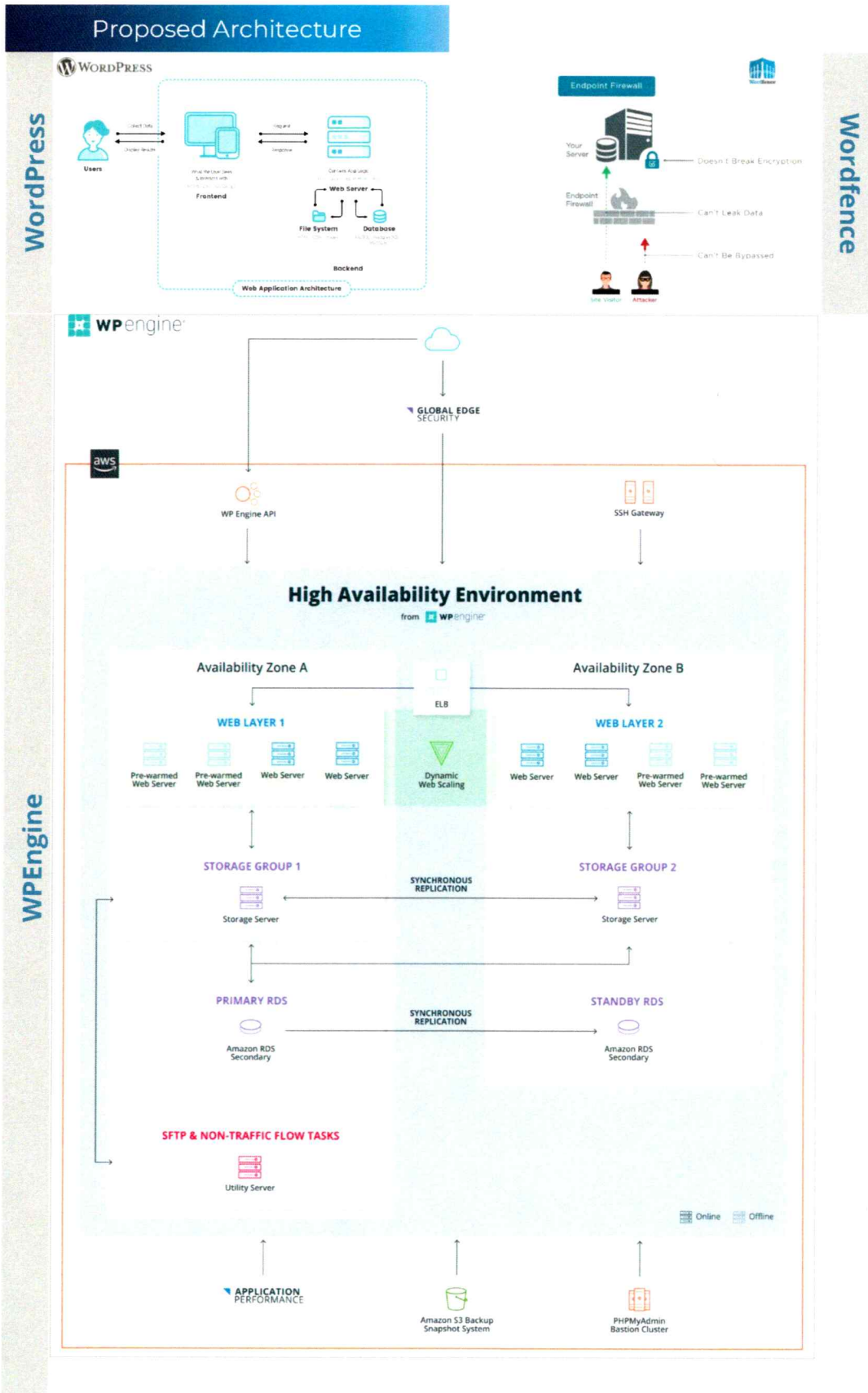
### **ADA Compliance**

Webbege incorporates ADA compliance reviews into each design phase of the project to ensure all designed assets are ADA compliant before we begin the development phase. In an effort to maintain compliance through the development process, we track and grade pages on Level A or Level AA compliance. Further ADA Compliant functionality is added to the site during develop which allows users to change colors, font sizes, etc. During our QA review of the final website build, we run a complete website ADA audit to ensure the website is ADA Compliant. A report is generated during this period that ensures the website that is delivered is ADA Compliant.

### **Proposed Architecture**

The architecture proposed by Webbege includes three major components: WordPress – a Content Management System (CMS); Wordfence – a web application firewall; and WPEngine – a managed hosting provider specifically built for WordPress sites.

Although this is the proposed solution for the SMRHA, WordPress is not the only CMS Webbege can support. Webbege is also capable of providing expert support for other common content management systems such as Drupal, Joomla! Shopify, Squarespace, Wix, Magento, PrestaShop, TYPE3, and Blogger. The following image diagrams the proposed technical architecture for SMRHA.







## Security

Webbege takes website security very seriously. We are proposing a solution that is not only efficient, but secure. Webbege has compiled the security information of WordPress (the proposed Content Management System), Wordfence (the proposed firewall plugin), and WP Engine (the proposed managed hosting service):



WordPress is the world's leading Content Management System (CMS). WordPress is used by over 60 Million websites including 33% of the top 10 million websites in the world. WordPress is written in PHP and paired with a MySQL or MariaDB database. WordPress core software is very secure, and it's audited regularly by hundreds of developers. By default, WordPress automatically installs minor updates. For major releases, you need to manually initiate the update. More information about WordPress' security can be found [HERE](#)



For additional security on WordPress sites, Webbege uses Wordfence Web Application Firewall (WAF) plugin. Wordfence is a PHP based, application-level firewall that filters out malicious requests to your site. The Wordfence Web Application Firewall protects against a number of common web-based attacks as well as a large amount of attacks specifically targeted at WordPress and WordPress themes and plugins. It is set up to run at the beginning of WordPress' initialization to filter any attacks before plugins or themes can run any potentially vulnerable code. Some of the more general types of attacks protected against include: SQL Injection, Cross Site Scripting (XSS), Malicious File Upload, Directory Traversal, Local File Inclusion, and External Entity Expansion (XXE). More information about Wordfence security can be found [HERE](#)



WP Engine is a managed hosting provider build specifically for websites and blogs using WordPress. WP Engine is a high-quality host that boasts excellent uptime, WordPress-specific security, daily backups, real-time threat detection, cloud platform flexibility, and other excellent features. WP Engine performs daily malware scans and has a firewall—one that's updated daily—to block the latest threats. The web host also offers real-time threat detection, enterprise-grade firewalls, and free hacking remediation. WP Engine has datacenters located all over the globe through both Google and AWS. More information can be found [HERE](#)



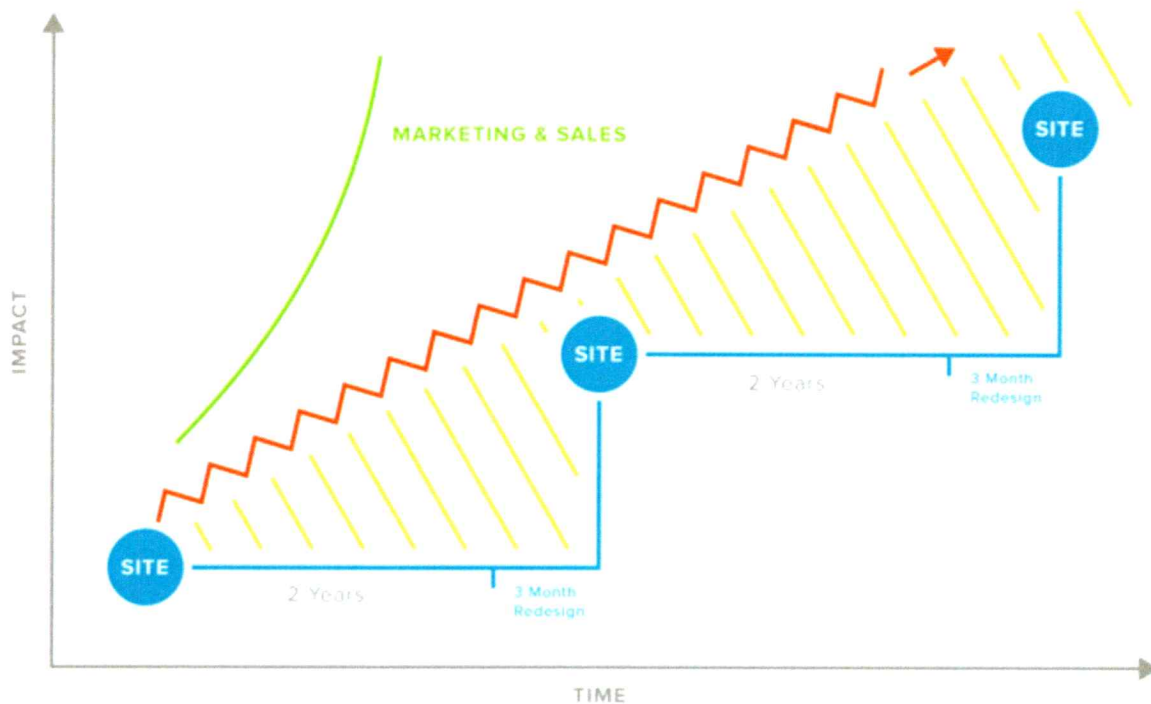


## E. Design Methodology

Webbege's team are specialists in Growth Driven Design (GDD). GDD is a "next practice" that has disrupted the concept of traditional website design projects. The idea behind GDD is to monitor your website and optimize it based on what is working and what is not. These constant improvements help increase conversions and better connect your audience to your brand. This process ensures that you achieve maximum result from your marketing efforts by building the updating the site around data collected from your campaigns.

A key element of is ongoing usability analysis. GDD is the optimal methodology for SMRHA goals of usability analysis because it not only provides the analytics required, but also incorporates corrective and optimization actions based on that analysis.

### Growth Driven Design (GDD)



A growth driven design website can more effectively help you achieve your principal marketing goals because the design is built on data-based marketing insights. These include information about who your customers are, their pain points, needs and online behavior from the top of the sales funnel to the bottom. In other words, GDD works better than traditional design. Sites grounded in GDD principles generate 17% more leads and a 14% increase in site traffic in less time (6 months after launch).



## G. Summary of Website Experience

Webbege has a dynamic website development practice, offering a diverse, all-inclusive range of digital services for those looking to improve their digital footprint. Since 2010, Webbege has developed more than 1,000 digital solutions for a wide range of clients, from start-ups to Fortune 500 companies, professional sports teams to government organizations, small online storefronts to large multi-channel retailers. Webbege is an SBA Certified 8(a) Minority Owned Small Business committed to a spirit of ingenuity and incomparable service that has made us a leader in our industry.

With an established and differentiated operating model to deliver a seamless client experience as digital solutions are built and delivered, Webbege has become an emerging leader in the services ecosystem for Non-Profits, State and Local Governments, the Federal Government, and Higher Education. We serve many of the world's largest and most complex clients.

Webbege has the expertise and past performance to meet the needs of SMRHA and will provide a stunning redesign of SMRHA's website. Webbege takes the time to understand our clients and each of their individual needs and internal environments. To that end we have supported all different customers - state, local, federal governments, finance, education, non-profits, commercial industry, and more.

Webbege's commitment to public sector and nonprofit clients has resulted in our selection as a professional services provider by many of the largest government agencies in the country. Perhaps the greatest indicator of Webbege's reliability, experience, capacity, and capability as a professional service provider to non-profit and public sector clients is our long list of current and prior clients. A sample of Webbege' non-profit and public sector clients can be found in the image on the right. Additionally, Webbege has worked with some of the world's largest corporate organizations. A sampling of our customers can be found in the above image as well.

We commit to providing the highest quality service so that you will be able to make informed decisions on the overall strategy and implementation approach. We commit to using our deep industry experience to help you make the right choices during this critical initiative. We look forward to building a trusted relationship with SMRHA. We are ready to begin.

### Client Sample







Our past performance demonstrates our ability to work and communicate with our clients providing consultant accessibility for discussion and feedback. We engage by providing collaborative consulting services that result in a **low risk** support solution for SMRHA. Webbege has chosen the following representative non-profit past performances, which are similar in size, scope, and complexity to SMRHA's effort for the purposes of demonstrating the breadth of our experience related to the RFP.

## The Talent Board

### Website Re-Design and Development

**Reference Information**  
Elaine Orler  
Founder  
elaineorler@thetalentboard.org  
(858) 748-3136  
[www.thetalentboard.org](http://www.thetalentboard.org)

**Mobile Friendly**

**CRM Integration**

**Social Media Integration**

**ADA Compliant**

Talent Board is the first non-profit organization focused on the elevation and promotion of a quality candidate experience. The organization, Candidate Experience Awards program and its sponsors are dedicated to recognizing the candidate experience offered by companies throughout the entire recruitment cycle and to forever changing the manner in which job candidates are treated. This website brings together an amazing design with a full suite of web apps to engage employers, candidates, members, and potential donors. Smooth transitions from the home page to interior pages of this website allow users to find exactly what they are looking for easily.

## Neighborhood Healthcare

### Website Re-Design and Development

**Reference Information**  
Dana Varga  
Marketing Manager  
Dana.Varga@nhcare.org  
(760) 520-8647  
[www.nhcare.org](http://www.nhcare.org)

**Mobile Friendly**

**Patient Portal**

**Social Media Integration**

**ADA Compliant**

Neighborhood Healthcare is a private, non-profit 501(C) (3) community health organization that serves 355,930 medical, dental, and behavioral health visits from 76,630 people annually. Webbege provided a complete website redesign and development for a new website launch. This project



focused on custom modules and accessibility strategies for a high traffic complex website catering to different audiences (visitors, donors, etc). The Website serves as an informational website for current patients but also attracts prospective patients and donors via a large web presence to bring them to the website and to learn more.



## Native American Fish and Wildlife Society Website Re-Design and Development

**Reference Information**  
Julie Thorstenson, PhD  
Executive Director  
JThor@nafws.org  
(303) 466-1725 ext. 1  
JThor@nafws.org  
[www.nafws.org](http://www.nafws.org)

 **Mobile Friendly**       **Member Portal**       **Social Media Integration**       **ADA Compliant**

A national Native American non-profit organization, the Native American Fish & Wildlife Society, serves as a communication medium for self-determined Native American fish and wildlife managers. NAFWS serves as a communication network between tribal, federal, and state fish and wildlife management entities. NAFWS chose Webbege to redesign the NAFWS website to be more appealing and user friendly to their website users, visitors and NAFWS members. The NAFWS website is a key medium to ensure that the work, news, and opportunities offered by the NAFWS are being shared and engaging to the NAFWS audience.



## H. Project Schedule

The Schedule below provides our initial estimate of the time required to develop and implement the SMRHA new website considering the information provided in the RFP. Our estimates are based on our team’s previous experience developing and updating websites for similarly scoped projects.

The following page provides a complete schedule of our proposed project plan. Assuming we begin the project on Tuesday, March 2<sup>nd</sup>, 2021, we expect to launch the website on Sunday, June 13<sup>th</sup>, 2021.







## I. Budget

In accordance with the RFP, Webbege has developed a Firm Fixed Price (FFP) pricing structure that encompass all design, production, and software acquisitions necessary for development and maintenance of the website.

Project Price Breakdown	
Project Element	Cost
<b>Discovery, Site Architecture Planning</b> Discovery Meeting, Site planning and Content Architecture, Sitemap Creation, Page Attribution Outline	\$2,050.00
<b>Graphic and Web Design</b> Community focused design (Graphics provided by the Action Board), Page templates to support major components of the pages listed in the RFP sitemap.	\$5,350.00
<b>WordPress Implementation &amp; Modules</b> Housing education modules, property listing and mapping tool, housing programs management tool, email signup, board meeting module, employment listing module	\$5,700.00
<b>ADA Compliance</b> Graphic elements and site functionality elements that support ADA and Section 508	\$1,700.00
<b>PM, Content Management &amp; QA</b> Project Meetings, Review Sessions, Project Management, Cross-Browser Tested and QA	\$2,250.00
<b>TOTAL</b>	<b>\$17,050.00</b>

# Metrics

## Six Month At-A-Glance

Number Applications & Status: Rental/Housing

Median Income: Rentals/Housing

Applicant's Income vs Median Income

Average Sale Price

Average Rental Price

Number Units Rented/Sold

Type of Property Sold (*ie LUC, AHU, TC...*)

Fee Revenue

Compliance Statistic

## ANNUAL REPORT

### **Adequacy of Housing**

Population, Employment, and Housing Stock Relative Growth Rates

Rental Unit Vacancy Rate vs Renewal Rate

Rental vs Purchase Availability

Deed Restricted Property Inventory

### **Homeownership Affordability**

Homeownership Rate

Housing Cost Burden Owner Households

Median Income

Relative Growth of Median Income vs Home Prices

### **Neighborhood Characteristics**

Median Purchase Price

Growth in Median Purchase Price

Median Rent

Growth in Median Rent

### **Rental Affordability**

Median Gross Rent vs Median Gross Renter Income



# 2017

## ANNUAL REPORT





## TABLE OF CONTENTS

### SECTION 1:

San Miguel Regional Housing Authority

- 1) Staff
- 2) Administration of Programs and the Organization
- 3) Fiscal Administration

### SECTION 2:

Local Housing Programs

- 1) Deed Restriction Administration-Regional
- 2) Regional Foreclosure Information
- 3) San Miguel County
- 4) Town of Telluride
- 5) Town of Mountain Village
- 6) Down Payment and Closing Cost Assistance Program
- 7) Mortgage Credit Certificate program

### SECTION 3:

Section 8 Voucher Program Administration

- 1) Reports
- 2) Agency Relationships
- 3) Training

### SECTION 4:

Education and Outreach Overview

- 1) Housing Counseling
- 2) Colorado Mountain Housing Coalition
- 3) Web-site Update
- 4) Classifieds

### SECTION 5:

Budget Overview

- 1) Revenue vs Expenses  
Jan-Dec 2017
- 2) Deed Restricted Inventory

To all of the elected officials and prior SMRHA Board members, thank you for your support over the many years, and requests for services and information from SMRHA. We are here to serve the region.



**SAN MIGUEL REGIONAL HOUSING AUTHORITY**

**SMRHA STAFF**

**The Executive Director (E.D): Shirley L. Diaz (October 2006-present)**

Ms. Diaz came to the southwest region 12 years ago after living in northern Colorado for 12 years. Ms. Diaz attended Antioch University, Los Angeles branch for her B.A. and then UCLA for a Masters in Education. She had several career changes prior to bringing her organizational development and doctoral studies in leadership and policy to the administration of SMRHA.

The E.D. is responsible for all daily operations of the organization, for all programs. The supervision of staff, all of the financial responsibilities for the organization, and the public relations of the organization are all priorities. The E.D. has assumed some of the day to day housing program responsibilities since 2010, along with training new staff in the housing programs and procedures. One Housing Choice Voucher client file is maintained by the E.D. in addition to oversight of the program.

**Local Housing Program Manager: Elke Mullins (March 2002-present)**

Ms. Mullins is originally from Germany, and moved to the United States in 1983. She has been in the Telluride area since 1998. Elke has three daughters, four grandchildren and two dogs that fill her down time. Ms. Mullins created the original website for SMRHA and revised and maintained it over the years and is self-taught. She has been the IT troubleshooter for the computers and any issues we have with programs or systems. Some of these duties have been modified as SMRHA has acquired services to protect our equipment and information. Ms. Mullins continues to be the primary contact for updating the website pages and for our Classifieds page.

This position administers the Housing Choice Voucher Program (formerly called Section 8), including client case management, working with the landlords, reporting, and updates to the program's administration. The person in this position must also complete inspections whenever a new place of occupancy is chosen by a client in addition to bi-ennial inspections on existing units. SMRHA staff complete State training to aid with inspections. In 2017, Ms. Mullins began learning more about the deed restricted programs to move past just accepting applications, into processing and compliance training. The cross-training is on-going into 2018.

**Local Housing Program Specialist: Jeanne Walker (October 2017-present)**

Ms. Walker has been a local Telluride resident since 2004. She has 2 children, 6 grandchildren and a constant, faithful companion, Jaz, her dog. She hails from Lake Geneva, WI where she had a retail business for many years. Jeanne has been involved in the mortgage industry, property management, and the hospitality industries here in Telluride. She is an accomplished sailboat racer and the past commodore of her sailing club. Jeanne earned a Bachelor of Arts degree from Gateway Collage in Wisconsin.

The position is responsible for administration of all of the housing deed restricted programs. The position completes Compliance checks for all of the jurisdictions. Assists applicants in qualifying to occupy and/or own deed restricted properties, and preparing exceptions for presentation to the appropriate government. The position is also responsible for preparing closings, options to purchase, and other documents on behalf of and in conjunction with the governments. The position also responds to public inquiries, and updates forms and other materials. This position turned over in 2017 and Ms. Walker was the new hire in October. She ended the year learning Town of Telluride compliance and application processing. Training in the many areas of deed restriction work and SMRHA functions continues into 2018.

**Administrative Assistant:** Carla Kennington (November 2016-present)

Ms. Kennington is originally from the east coast. She grew up on the beaches of North Carolina, South Carolina, and Virginia. Her curiosity for learning influenced a wide variety of college majors, such as paralegal, computer networking, environmental economics & policy, and firearm science. After leaving the east coast to live in Hawaii, Texas, and finally Colorado, Ms. Kennington eventually found her home in the San Juan Mountains. She is a mother, avid outdoor person, and enjoys many hobbies.

The Administrative Assistant position was introduced in 2016. The position provides administrative support for all the housing programs. The work involves accepting applications, creating property files, tracking foreclosures, working with the public, and assisting with backlog work. The position also assists with updating records and databases for reporting, organizing files, creating new systems as needed, and working on special projects. Ms. Kennington also was trained to support Compliance in both Telluride, San Miguel County, and Mountain Village by the end of 2017.

**Local Volunteer:** Pamela Pettee (April 2016-present)

In March of 2016 Pamela Pettee, local retiree, engaged citizen, former Telluride Town Council member, and ski instructor, inquired if SMRHA was in need of volunteer services. Ms. Pettee has continued to offer weekly volunteer time to the organization. She is credited with 60 hours of volunteer time in 2017 working on compiling housing articles and placing them on an external drive to be added to our website, creating homebuyer education folders, culling files, filing, re-organizing filing cabinets with SMRHA staff, and shredding. She has continued to offer her invaluable time into 2018.

***Administration of Programs***

The daily work of the deed restricted housing programs was handled by the Executive Director (E.D.), and SMRHA staff. All 3 staff positions began various deed restricted training in 2017. The E.D. trains staff while working on the day to day operations and oversight of program administration. Although there was turnover in 2017, cross training for Compliance checks was initiated and all 3 staff played a role in contacting owners and renters, unless there was an issue with the owner or renter. The E.D. and legal confer to determine next steps when there is a problem. All of the programs' applications for rent, sale, and exceptions were handled as efficiently as possible, as were refinances.

The Housing Choice Voucher Program, formerly known as the Section 8 program, continues to require some attention from the E.D. for client issues, and hearings out of County to help other housing organizations. The SMRHA Administrative Assistant is certified to conduct inspections for the program, other staff may pursue certification in 2018.

Closings remained steady from the beginning through the end of the year. Local title companies continue to ensure they have all the necessary deed restricted and down payment assistance documents for closings by including SMRHA staff in the Title Commitments. The title companies also have been providing the original documents or copies as requested and providing the collected fees. The legal departments in all three jurisdictions were utilized for their respective deed restriction guidelines to review documents, guideline issues, or processes. SMRHA continued to provide Down Payment Assistance and Closing Cost Loans to buyers.

The housing counseling services for the region consisted of pre-purchase homebuyer education classes. The E.D. follows up with attendees as they request additional information or a meeting. Homebuyer education classes were offered throughout the year. More details will be provided in Section 4.

### ***Administration of the Organization***

The E.D. is responsible for the day to day operations and administration of all aspects of the organization. The SMRHA Board oversees SMRHA through monthly accounting and updates from the Executive Director. The SMRHA Board alternates its roles annually. In 2017 Kim Montgomery was the Chair and Lynn Black the Treasurer. Greg Clifton, Diane Kipfer, and Ross Herzog all had the role of Vice-Chair in 2017. The changes were due to Greg Clifton's departure from the Town. Shirley Diaz remained the Secretary as staff. The SMRHA Board met for 10 meetings, with the April and September meetings cancelled. The meetings include a financial update, other organizational updates, and items for action or discussion. The SMRHA Board meeting agendas are posted for the public on a bulletin board in the SMRHA/Shandoka Office, on the SMRHA website, and are available upon request.

### ***Fiscal Administration***

A budget update continues to be presented at the SMRHA Board meetings in the format of revenue vs. expenses based on the approved budget and the percentage expended to date. There is a copy of the January through December 2017 Revenue vs. Expenses on pages 25-26 of this report. The Board is provided balance sheets for all of the accounts monthly. The accounts continue to be reconciled and are reviewed by the Board Treasurer and the Independent Auditor. The organization operated within the approved budget and ended the year with carry-over funds.

# LOCAL HOUSING PROGRAMS-Regional Overview

## ***Regional Deed Restriction Administration***

SMRHA handles applications for rent and purchase, exception requests from unqualified applicants or for items that always require an exception, prepares closing documents, computes maximum sales prices, completes compliance for all the jurisdictions, and any other service needed to help the public, renters, landlords, developers, sellers, and buyers. Housing related matters continue to come in from the public, staff from the gov'ts, realtors, title companies, lenders, appraisers and developers. SMRHA staff met with and spoke with prospective developers of housing projects throughout the region. Typically Guidelines were reviewed regarding qualifications and then they were referred to the jurisdiction the land was located in.

The staff and the E.D. also provided on-going assistance to owners and occupants to help them remain in compliance regarding owner-occupancy, resale, capital improvement costs, refinancing, leaves of absence, rental procedures, and other special circumstances. We provide current lender information to deed restricted buyers and to owners for refinances. We also respond to inquiries and collect rent from Shandoka residents as needed when the Shandoka Office staff is out of the office.

SMRHA worked with staff and legal departments for all three governments during the past year regarding guideline amendments and housekeeping, mitigation units, compliance issues, legal clarifications, exceptions, and violations. Local lenders continue to work with SMRHA to provide updates and receive documents relating to sales to update their underwriting departments. The lending market has recovered and new products with a lower down payment are being offered to buyers. There were ### successful deed restricted closings in 2017.

The staff responded to all contacts by email and phone and worked with all walk-ins regarding the organization, participation in events, education outreach both locally and regionally, the deed restrictions, Section 8 and all other housing programs during 2017. There are, on average, over 800 emails, calls, and walk-ins each month for staff to handle.

## ***Regional Database and Property File Management Overview***

As part of our work for closings, exceptions, foreclosures and compliance, document retrieval is completed throughout the year at the San Miguel County Recorder's office as time allows. Property files were also worked on throughout the year due to Compliance checks and closings. Database updates were worked on by the Administrative Assistant and the Housing Specialists. It is an on-going task with property sales. The Administrative Assistant worked with staff and continued to improve on the property files, forms, and the databases.

## ***Regional Deed Restriction Administration***

In 2017 we had **157** applications for purchase, rental, and/or occupancy. We also reviewed documents submitted as part of compliance. In 2017, Compliance occurred in all 3 jurisdictions, but continued into 2018. Changes in staff, additional responsibilities, and training in procedures, all required time in order for the processes to be completed correctly. At the request of Special Counsel for the County and the Town of Telluride, SMRHA staff provided requested support for owners the jurisdiction was enforcing default and violation remedies.

- There were **71** Applications to Purchase processed and there were **2** purchases through the Town where an application was not required. There were **44** closings in 2017. Several

buyers applied for multiple units. There were **5** Applications for the Mendota 1A Lottery included in the count. There were **11** applications from 2016 carried over into 2017 for closing, including all **8** Spruce House Applicants who won the lottery and were assigned a unit.

- There were **14** Applicants who did not purchase either by cancelling their contract, withdrawing their application or not provided complete information. Of the 14, **2** applicants requested their application be held. At this time, they would need to provide updated information in order to pursue a purchase.
- There were **86** Applications to Rent submitted.
- There were **29** notifications of an Intent to Sell and/or Rent submitted, but many owners who do not need a Maximum Sales Price calculated did not submit the form, even though the deed restriction requires it.
- There were **9** Maximum Sale Prices calculated for the sale of units in Lawson Hill and Telluride and **2** Initial Sales Prices for 2 units in Telluride.
- There were **24** Exception requests in the region.
- There were **3** hearings with the San Miguel County Housing Authority.
- There were **3** County Administrative Exceptions provided by staff.
- There were **39** sets of closing documents provided to title companies for the DR units purchased.
- There were **25** refinances noticed to SMRHA. There were **6** Options provided for closing. All but **4** refinances closed by the end of the year. There were **9** in unincorporated San Miguel County and **1** additional home had an ADU, which prompted contact with SMRHA. There were **9** in Town of Telluride deed restricted units, only **4** received a new option. Of the remaining units, 1 unit closed without an option and the lender will have to sign after the fact and the others were Home Equity Lines of Credit that did not require Options. There were **7** in the Town of Mountain Village, including **1** Coyote Court unit and **1** Cassidy Ridge which required new Options.
- Collected fees for all applications and all RETA/RETT collections/exemptions for all deed restriction related sales.
- Assisted buyers, sellers and their agents/attorneys with Initial Sale Price (ISP) and Maximum Sales Prices.
- Assisted owners regionally, regarding the specific inquiries listed below, including how to maintain compliance regarding:
  - Title changes (adding or dropping a co-owner)
  - Acknowledgments required due to title changes
  - Owner-occupancy, non-rental co-occupancy
  - Leave of Absence (LOA) exception requests
  - Sale procedures
  - Rental procedures; review of leases

### ***Regional Monitoring & Enforcement***

The Town of Telluride and San Miguel County continued enforcement on non-compliant owners based on the requirements of the deed restriction. The process is different for each jurisdiction, and SMRHA aids in the collection of information, but Special Counsel in each jurisdiction handles



enforcement. Both the County and the Town of Telluride pursued enforcement in 2017. Mountain Village owners who were non-responders during the last Compliance were the first contacted at the end of 2017. SMRHA continued to obtain documentation for compliance throughout the region whenever a potential issue was brought to our attention regardless of when the last compliance check was completed. We also collect Compliance when owners refinance if we do not current information in the property file. Affirming the household is compliant with their deed restriction is a stated condition in the Requirements.

### ***Regional Policy & Guidelines Changes***

The Executive Director worked with the Telluride Housing Authority Subcommittee on revising the Telluride Affordable Housing Guidelines for 3 months in 2017. The work continued into 2018 before final adoption on April 3, 2018. The Guidelines were also updated with new Area Median Incomes in July of 2017. SMRHA continued to work with the legal departments on revisions to documents related to deed restriction program administration, and worked on exception and exemption agreements for recording.

### ***Regional Foreclosure Information***

- Public Trustee sale notices were monitored, any deed restricted status was confirmed and government partners updated as necessary for protection of DR and public investment.
- **8** properties in San Miguel County were noticed for foreclosure in 2017, and **0** were deed restricted properties.
- There were **7** properties carried into 2017. **2** are bankruptcies.
- **9** properties were withdrawn in 2017 and 1 of the withdrawn notices was cured.
- **2** properties were sold to the holder in 2017.
- **4** properties were carried into 2018 pending sale/withdraw/cure/bankruptcy.
- Of the **7** properties carried over into 2017, **1** was a deed restricted unit from 2012 in bankruptcy and **1** a Free Market unit in bankruptcy.
- **5** properties re-sold subsequent to being withdrawn/cured or sold to the lender. **2** were still held by the primary lender.
- There were no deed restricted units re-sold after foreclosure noticing in 2017.

The following table is an overview of sales price averages for properties in San Miguel County that were foreclosed on and then resold.

<b>Transactions in 2017 related to Foreclosure Noticing as of 12/31/17 and earlier</b> (This represents purchase by private party at/prior to Public Trustee sale and "RESOLD" by Holder after Foreclosure.)				
<b>Outstanding Principal (OP*)</b>	<b># Sold</b>	<b>Average % of OP* paid</b>	<b># DR'd</b>	<b>Average % of OP* paid</b>
> \$1,000,000	NA	-	-	-
\$750,000 - \$999,999	NA	-	-	-
\$500,000 - \$749,999	2	168%	-	-
\$250,000 - \$499,999	2	100.5%		
<\$249,999	1	135%		

The Town of Mountain Village still owns Prospect Plaza 2-3F and rents it to a Town Employee.

## Applications:

Applications by Jurisdiction	COUNTY	TELLURIDE	MOUNTAIN VILLAGE
<b>Applications to Purchase for 2017</b>			
Approved- includes multiple Applications from several Households	19	24	6
Withdrawn	3	7	1
Returned/Incomplete	2	2	0
Denied	3	3	0
On Hold	1	0	0
<b>Total Applications to Purchase/Occupy</b>	<b>28</b>	<b>36</b>	<b>7</b>
<b># of Properties to Purchase/Occupy</b>	<b>24</b>	<b>17</b>	<b>7</b>
<b>Applications to Rent</b>			
Approved to Rent/Occupy	24	23*	24
Conditional Approval	0	0	0
Incomplete	2	4	0
Denied/Withdrawn	1	7	1
<b>Total Applications to Rent</b>	<b>27</b>	<b>34</b>	<b>25</b>
<b>Total Applications Processed</b>	<b>55</b>	<b>70</b>	<b>32</b>

\*Includes Applications from multiple households for the same property

## Exceptions & Other Items Before Housing Committees & Boards:

Exception Applications Handled	COUNTY R-1/New Cov	TELLURIDE	MOUNTAIN VILLAGE	DPCC
Granted	8	11		
Denied		1		
Withdrawn/postponed	2			
Exception Extensions by Hearing	1			
Work Session/Subordination		2		
Hearings	2			
Administrative Exception	3			
<b>Total Exceptions 2017</b>	<b>16</b>	<b>14</b>	<b>0</b>	<b>0</b>

The breakdown of the **30** exceptions and other items is as follows by jurisdiction.

### ***San Miguel County Exceptions and Hearings:***

- **2** exception requests were cancelled by the applicants before going in front of a Board.
- **2** of the approved requests were for a Leave of Absence.
- **1** of the approved requests was for Public Sector employment to include a federal employee position working from home and ownership of an undeveloped lot.



- **1** of the approved requests was for permission to go on Title to help a former spouse purchase a free market unit.
- **1** approved request was for permission to rent to prospective buyers for 1 year until the renters could qualify to purchase.
- **1** approved request was for a Leave of Absence and permission to rent while absent.
- **1** approved request was for additional time to meet the Local Employee Standard.
- **1** approved request was for an extension on an expired agreement to sell undeveloped lots.
- **3** hearings were held by Special Counsel for San Miguel County with the Commissioners sitting as the San Miguel County Housing Authority (SMCHA). Owners of 2 units were provided time to either come into compliance or sell their unit without a set price within a timeframe. The third owner was requesting a modification to an exception agreement for medical reasons and a determination regarding rental income.
- **3** staff level administrative exceptions were granted for owners leaving the area for less than **1** year for medical reasons or weather related repair of a home outside San Miguel County.

***Town of Telluride Exceptions & Hearings:***

- The **1** denied request was for a household not meeting several eligibility requirements to purchase.
- **6** approved requests were for households not meeting one or more eligibility requirements to rent.
- **1** approved request was for a Leave of Absence for school.
- **1** approved request was for a waiver of the 1% for an unqualified household. Half the fee was returned.
- **1** approved request was to include capital improvements that were not pre-approved.
- **2** approved requests were for buyers to use a co-borrower/co-signor.
- **2** work sessions were conducted:
  - **1** to provide direction on allowed capital improvements by reviewing a form created by SMRHA;
  - **1** to discuss replacements of items like roofs, windows, and other replacements that age in older deed restricted units. Owners of a Wilkin Court unit requested the discussion.

***Town of Mountain Village Exceptions:***

- There were no Town of Mountain Village exceptions in 2017.

***DPCC Exception & Subordinations:***

There were no exceptions or subordinations in 2017.

***Sales or Transfers:***

<b>Deed-Restricted Transactions</b> (Improved and Unimproved)	<b>COUNTY R-1/New Cov</b>	<b>COUNTY Price-capped</b>	<b>TELLURIDE</b>	<b>TELLURIDE EDU</b>	<b>MOUNTAIN VILLAGE</b>
Total # properties sold 2017	17<	1	22		4
2017 Average sale price	\$441,041	212,000	\$262,522		\$327,745
Total # properties sold 2016	13<	1	9	1	10

2016 Average sale price	\$407,615	\$246,602	\$181,619	\$280,000	\$435,866
Total # properties sold 2015	25^	1	10		8^
2015 Average sale price	\$277,976	\$111,000	\$248,476		\$253,375
Total # properties sold 2014	12		22>		13~
2014 Average sale price	\$255,929		\$217,190		\$320,146
Total # properties sold 2013	12		2		6*
2013 Average sale price	\$273,946		\$217,250		\$293,500
Total # properties sold 2012	3		5		1
2012 Average sale price	\$205,500		\$215,620		\$110,250
2011 properties transferred w/ no payment to TMVOA	1				1
2011 property transferred w/some cost					1-\$182,500
Total # properties sold 2011	3		19		4
2011 Average sale price	\$502,955		\$255,106		\$341,750
Total # properties sold 2010	3		16		3*
2010 Average sale price	\$308,333		\$253,299		\$375,417*
2009 - # properties sold	4*		13		6*
2009 Average sale price	\$318,541*		\$275,427		\$272,684*
2008 - # properties sold	4	0	4	1	7**
2008 Average sale price	\$370,250*	0	\$192,850	\$440,000	\$515,105**
2007 -# of properties sold	22	1	7		16
2007 Average sale price	\$340,245	\$316,697	\$163,602		\$433,154

< 3 Sales were unimproved Lots in 2016 and in 2017- The sale of Telluride Apartments to Telski was not included above. The sale of the Q Lots and Sunshine Valley Lots to Telski were also not included above in order to not skew the average sales prices.

^ Includes 2 Quit Claims and purchases of Undeveloped Deed Restricted Lots

\* One of these was an unimproved lot

\*\*Does not include the 2 gov't sales. This count reflects 1 Quit Claim and an aver. sale price adjustment because money did in fact change hands.

> 1 sale included the price of 2 units, but it was only counted as 1 sale for the Telluride Count.

~ 1 sale was Hotel Madeline's purchase that included the 10 DR units-no prices were established so the TMV average is based on 12 sales.

### ***Area Median Incomes of Households:***

The numbers include our carry-in households from 2016 that closed in 2017. We used the 2017 AMI Table published in the Telluride Affordable Housing Guidelines. We had household size and income based on the applications and supporting documentation submitted. There were several applicants that did not provide income information due to incomplete applications or it not being required to provide with their application. The count reflects all of the income information collected.

SMC Renter Applicants

Area Median Income	# of Households
<80%	17
<100%	2
<120%	2
<180%	2
>180%	-

SMC Purchase Applicants

Area Median Income	# of Households
<80%	6
<100%	4
<120%	4
<180%	5
>180%	4

Telluride Renter Applicants

Area Median Income	# of Households
<80%	17
<100%	6
<120%	4
<180%	2
>180%	1

Telluride Purchase Applicants

Area Median Income	# of Households
<80%	13
<100%	5
<120%	6
<180%	3
>180% -Denied	3

Mountain Village Renter Applicants

Area Median Income	# of Households
<80%	14
<100%	5
<120%	4
<180%	2
>180%	-

Mountain Village Purchase Applicants

Area Median Income	# of Households
<80%	2
<100%	1
<120%	1
<180%	2
>180%	-

## Deed Restriction Programs by Jurisdiction

### San Miguel County

#### ***DR Administration***

SMRHA worked with County staff and legal on a number of issues regarding the deed restriction, and owner issues. The County Compliance Check continued into 2017 with the new Housing Specialist Mary Lynne Chambers, but was not completed. It will be picked up in 2018 with attempts to help owners come into compliance as a first priority. The average deed restricted sales prices were highest in the County of all the jurisdictions.

- The DR Administration Fee (1%) collected is **\$63,572.00** from **16** sales. Not all of the fees from 2017 closings were deposited by the end of the year. Not all County deed restricted sales pay the 1% fee.
- The .75% Fee, sales taxes, applications, and other fees collected was **\$64,159.00**. Not all County deed restricted sales pay the .75%. There are some fees from closings that were not deposited by the end of the year.
- Collected Lawson Retail Sales Assessment (RSA) of \$27,042.38. The E.D. needs to pursue payment from Ilium on the RSA. The payment is supposed to arrive quarterly or annually from them.
- There was **\$2,100.00** collected in exception fees.
- Created closing documents for the **18** closings.
- Received numerous requests for information from lenders/mortgage brokers, title companies, appraisers, and owners regarding refinance/purchase of County Deed Restricted properties.
- SMRHA was noticed about **10** County deed restricted property refinances in 2017. If we do not have current Compliance information, then we request it prior to the refinance closing. There may have been others completed without contacting SMRHA if an outside Title Company was used.
- **19** property files were created from backlog.
- The County database was updated in the fall of 2017, but as sales occur, it is an on-going task.
- Continued to educate many applicants and others interested in deed restricted housing in unincorporated San Miguel County, including lenders, attorneys, Title Companies.
- Received numerous inquiries about owner occupancy and co-occupancy, and difficulties with renters in owner-occupied units.
- Property files were updated with recorded documents and compliance responses. This is an on-going task.



## **Monitoring**

### *Foreclosure Update:*

- There is **1** deed restricted property still listed in the foreclosure process due to bankruptcy.

### *Compliance/Monitoring*

- **60** properties in Lawson Hill were sent Compliance letters in 2017. **14** properties in San Bernardo received letters. Second letters were sent for non-responders. Incomplete responses staff followed up on with the owners. The rest of the Lawson Hill was not completed and will continue into next year. Several Non-Compliant households were referred to Special Counsel and 3 met with the Commissioners. Since the Compliance stopped with a change in staff, some non-responders or incomplete responders will be contacted in 2018.
- Some monitoring in the region through our web-site, and other media occurred throughout the year. Any Deed Restricted properties noticed for sale or rent resulted in owners being contacted to assist with renter qualification and referrals.

## ***Policies, Guidelines, and Master Documents***

- Continued to make revisions to forms as needed due to Lawson Hill being able to adopt the Covenant.
- The E.D. and staff worked with the County attorneys on exception documents, the hearings, and other research as needed.
- A new Multi-family Covenant was approved by the BOCC to offer to owners.

## **Town of Telluride**

### ***DR Administration***

Town of Telluride compliance continued through the legal department on several properties with SMRHA supporting the process through document gathering and research. SMRHA also conducted a lottery for Mendota A1. The exception and application breakdown were provided in the table above.

- Total fees collected for the Town were **\$10,828.1** The 1% fee collected was **\$9,836.61** from **4** property sales and includes a 50% refund to one seller.
- There were **7** Notices of Intent to Sell in 2017 and **5** of these units closed in 2017. **2** units have carried into 2018.
- Assisted owners of price-capped units with allowed capital improvement costs. **1** exception was approved and listed above.
- Calculated Maximum Sale Prices for **8** units. One was sold by Lottery.
- We were noticed about **9** owner refinances in 2017, **6** closed in 2017. **1** was scheduled to close in 2018, and **2** were never scheduled.
- Spoke with developers/agents for multiple properties interested in developing affordable housing.
- Staff received requests for information from lenders, title companies, appraisers, and owners regarding purchasing and refinancing throughout the year.

### ***Monitoring***

#### ***Compliance Check***

### Compliant Summary AHU

- **35** owner occupied properties were being tracked for compliance when the **2017** occupancy check occurred. (Compliance continued in 2018)
  - **10** properties did not receive notices in 2017 – units that have had recent transactions were not required to provide additional information. Units with non-compliance issues already known were either already being handled by Town legal or were referred to them.
- **25** Compliance letters were sent.
  - **17** completed responses were received by the end of the year.
  - **8** responses were incomplete and continued to be contacted, some with 2<sup>nd</sup> notices going into 2018.
  - Non-Compliant owners will be referred to the Town Legal Department in 2018.
- **AHU Compliance (rental units)**
  - **43** properties were being tracked for compliance when the 2017 occupancy check occurred.
  - **11** Compliance letters were sent, plus Creekside Management for updates on all **26** units.
    - **9 plus all 26 units for Creekside were** received by the end of 2017
    - **2** Non-responders were contacted into 2018
    - Rentals not contacted in 2017, were added to the 2018 list

### Compliant Summary Town Constructed

- **73** properties were being tracked for compliance when the **2017** occupancy check occurred. (Compliance continued in 2018)
  - **33** properties did not receive notices in 2017 – This included units which had transactions in the past year, such as purchasing a unit, refinancing, or were already noticed about a compliance issue and were working with SMRHA or Town Legal.
  - Several property owners not contacted in 2017 will be contacted in 2018
- **39** Compliance letters were sent.
  - **22** completed responses were received.
  - **16** 2<sup>nd</sup> notices sent in 2017, follow-up continued into 2018 with incomplete owner responses.

### EDUs-30 units

- The Compliance process for these units was not started until 2018 due to change in staff.

### *Foreclosure:*

- **0** Town deed restricted units were noticed for Public Trustee Sale in 2017.

### ***Mendota Lottery***

- There were **5** applications and the breakdown was included above. All household qualified. The unit was assigned in 2017 and closed in 2018. There were no exceptions needed for applicants.
- There were **4** Open Houses where all the paperwork was provided. Staff was there to help applicants understand the Lottery process
- **19** people attended the open houses.
- Lottery Applicant information was included in the Table above.

### ***Policies, Guidelines, and Master Documents***

- The Telluride Affordable Housing Guidelines: Appendix A and associated tables were updated in July of 2017, utilizing HUD's published Area Median Income for the county.

- The Guidelines were reviewed at multiple THA subcommittee meetings from September 2017 into 2018. Adoption of a new version was completed in April of 2018.

## **Town of Mountain Village**

### ***DR Administration***

SMRHA worked with the legal department to secure a deed restriction that does not go away with a foreclosure, on a price-capped unit that was over-burdening the property. SMRHA created new documents for Mountain View applicants and also created new files for all of the units. Telski staff assigned to manage the units worked with SMRHA and it was a smooth process. The Needs Assessment to be completed in 2018 will have a special Mountain Village component for the expansion of VCA.

- **\$2400.00** was collected in application and administrative fees in 2017. There was **1** Admin. Fee collected at the end of 2016 for the sale of a Cassidy Ridge deed restricted unit. It was provided to the Town in 2017.
- There was **1** Notice of Intent to Sell in 2017, for a price-capped unit. The unit sold to Mountain Village in 2018.
- **9** property files were created and updated from backlog and sales.
- The Mountain Village database was also updated with **36** new owners and renters.
- A database for Mountain View apartments was created.

### ***Monitoring/Compliance Check***

#### ***Compliance Check***

The E.D. realized Compliance had not been completed in 2017 with prior staff and had staff initiate all new contact in 2017 and into 2018. The list of non-compliant owners from the prior years were contacted first. The Legal Department will be provided a list once all effort is exhausted. The Compliance letters were converted to fillable and owners receiving them made very favorable comments. All owners will receive fillable forms in the future.

- In 2017 **36** units were contacted.
- **19** responses were received by the end of the year.
- The rest of the owners continued to be contacted going into 2018 and most other households will also be contacted. Property owners of undeveloped lots were not contacted unless the lot was developed.

#### ***Foreclosure***

- **0** TMV deed restricted properties were noticed for Public Trustee Sale in 2017.

### ***Policies, Guidelines, and Master Documents***

- New rental documents and internal work documents for the administration of Mountain View Apartments were created.
- SMRHA continued to work with the Director of Community Development and Planning as needed.

### ***Down Payment & Closing Costs Assistance Program***

In 2017 there were 2 loans provided to local buyers. One owner was under 100% of our Area Median Income (AMI) and the other was under 140% AMI. There was approximately \$112,508.00 in the account at the end of 2017 for new loans. One loan was repaid in 2016, but the funds were deposited in 2017. The full repayment of the loan is included in the Table.

***DPCC Loan Summary:***

<b>Year Approved</b>	<b>Total Loans Issued</b>	<b>Loans Paid Off in 2017</b>	<b>Payoff Amounts Rec'd</b>		<b>Outstanding Principal</b>	<b>Total Loans Paid Off</b>
			<b>Principal</b>	<b>Int/Apprec</b>		
2001 loans	10					10
2002 loans	3					3
2003 loans	9				\$4,350.00	8
2004 loans	5	1	\$10,000.00	\$2,900.00		5
2005 loans	6	1	\$10,000.00	\$8,200.00	\$10,000.00	5
2008 loans	1				\$10,000.00	
2009 loans	2	1	\$10,000.00	\$3,726.00	\$17,500.00	1
2010 loans	0					
2011 loans	6	1	\$9,735.00	\$515.00	\$39,667.00	3
2012 loans	5	1	\$9,855.00	\$895.00	\$26,750.00	2
2013 loans	1				\$10,000.00	
2014 loans	3				\$22,000.00	1
2015 loans	2				\$17,500.00	
2016 loans	2				\$17,445.00	
2017	2				\$20,000.00	
<b>Total</b>	<b>57</b>	<b>5 in full</b>	<b>\$49,590.00</b>	<b>\$16,236.00</b>	<b>\$195,212.00</b>	<b>38</b>

\* DP&CC loans after 2001, can be paid off at 5% per year, if paid within 3 years, or at a rate tied to the appreciation of the property. Loan terms have been altered several times since 2001.

***Mortgage Credit Certificate Program***

The statewide MCC program administered by CHFA started up again in 2017. The cost of the loan was increased to \$1000.00. We continued to provide information about the program during homebuyer education classes and while speaking with buyers. No one has used the program in Sam Miguel County in many years.



## SECTION 8

### *Overview of Section 8 Program Administration*

The Housing Choice Voucher Program Manager continues to operate out of two (2) offices and splits the week with two days in Telluride and two in Norwood. The majority of our vouchers are with Norwood residents and the donated county office space provides clients with in person attention saving them travel costs to Telluride.

We were administering **48** Vouchers at the end of 2017. We received a total of \$23,775.08 in voucher administration fees for the program in 2017. (November and December 2016 fees were deposited in 2017 increasing out total deposited by \$4,142.00). Our waitlist was closed on March 1, 2016 due to the State program freeze as of January 15, 2016. The waitlist remained closed the entire year in 2017. The State lifted their freeze in early 2017 and we began reissuing Vouchers, but they later froze the program again and we lost Vouchers we had gained back. In 2017 local landlords received \$140,823.00 in rent and the utility allowances paid to Tenants totaled \$2,049.00.

Walk-in inquiries are fielded primarily by the Program Manager and the E.D., but all office staff help clients if needed. There were no applications accepted in 2017.

The Program Manager attended the monthly webinar trainings about various parts of the Housing Choice Voucher (HCV) program, the webinars were provided by CDOH. The E.D. attended 1 out of town training for Housing Choice Voucher Program Managers. The Elite System is still time consuming as several operations go down throughout the year and the state staff has to fix or enter the information on behalf of staff. The State also continues to make changes in Elite to refine its operating systems for staff in Elite daily. We are required to maintain a paper or electronic file in addition to the information in the system. VCA and Shandoka both continue to accommodate Section 8 clients with rents that meet the maximum rent calculations from the state. Staff work with the property managers to resolve issues if and when they arise whether it is regarding the payment standard, payment from the client, or something else related to the program or the client. The Program Manager also maintains files for all clients, except one, which is in the hands of the E.D. due to a conflict of interest.

- **2** households were added this year.
- **2** households ported into the county.
- **1** household ported out of the county.
- Processed **5** families and issued Vouchers, but they all failed to find a place to lease up.
- Processed **2** families and issued Vouchers, and they used the Voucher in another county to lease up.
- **9** families were offered Vouchers, but either declined or did not attend their required meeting, and failed to re-schedule.
- **1** active participant was holding a voucher at the end of the year while moving. This is not counted as an administered voucher.
- Section 8 rules and regulations were explained to the prospective landlords for moves and the 3 household who found places.
- Monitored the CDOH Web Page for changes in HUD rules and forms at the end of each week. Implemented changes and rules as needed.

- All staff helped with walk-ins by collecting annual and interim documents, responding to general program questions, and taking any other documents or messages from participants.
- Completed **41** annuals, 2 involved the household moving. An annual involves complete recertification of the family under the program Guidelines.
- Completed **10** interim recertifications, due to changes in the household size and/or income. One interim was for the file the E.D. manages.
- Conducted **16** annual inspections.
- **5** initial inspections due to lease ups.
- **8** re-inspections as a result of the unit failing one the first visit.
- There were **2** families that left the program by choice or termination.

### ***Agency Relationships***

- Worked with the state staff on documentation and reporting questions.
- Worked with the property managers at Shandoka and Village Court Apartments on client rents, annuals, and unit issues that arose throughout the year.
- Complaints-There were no complaints in 2017 that escalated. Staff was able to work with the client or landlord to resolve the issue.
- The staff responded to all contacts from the public and tenants or landlords in a timely manner.
- The E.D. was requested as a hearing officer for 4 informal hearings for a Housing Authority. Two of the clients requesting the hearing did not attend and the hearing was cancelled.

### ***Training***

- Attended the following online Webinar Trainings. Each webinar runs approximately 2 hours once a month.
  - Elite Update Session and 2 Elite Question & Answer Sessions
  - Medical Expense Calculation
  - Terminations/Tenant Conferences
  - 2 HQS (Inspection) trainings
  - Homeownership process
  - Reasonable Accommodations
  - Repayment Agreements

## Section 8 Clients

This chart reflects all Adult clients that were on the program on Jan. 1, 2008 and all new ones added through 2017. This will remain a continuous count as beginning again would have created accuracy issues.

<b>Breakout of Adult Section 8 Clients – 144 since Jan. 2008</b>				
Working	Disability	Social Security	Not Working	Other
45.14%	17.36%	14.58%	16.67%	6.25%

<b>Housing Needs of Families in San Miguel County based on Placements Since January 2008- 128 Families, 255 Individuals</b>					
Family Type	Overall YTD	1 Bdrm	2 Bdrm	3 Bdrm	4 Bdrm
Income <= 30% of AMI	94.53%	27.3%	29.7%	18%	19.4%
Income >30% but <=50% of AMI	5.47%	1.6%	0.8%	2.4%	0.8%
Elderly	10.94%				
Families with Disabilities	25.78%				
Race/Ethnicity White	*83.14%				
Race/Ethnicity Hispanic	*12.94%				
Race/Ethnicity African American	*1.96%				
Race/Ethnicity Other	*1.96%				
*percentages are based on individuals not family					
Locations	Telluride	Placerville	Norwood	Ophir	Other
	44.53%	.79%	46.09%	2.34%	6.25%
Break-up of Telluride alone	Telluride	Mountain Village			
	72%	28%			

## **EDUCATION AND OUTREACH**

### ***Education and Outreach***

The E.D. offered **8** homebuyer education classes in 2017. All classes were held in San Miguel County. There were **17** households that attended **4** of the 8 classes offered. **5** households purchased homes by the end of the year. There were **6** households between 50-79%AMI, **4** households between 80%-100% AMI and **7** households over 100% AMI.

### ***Colorado Mountain Housing Coalition***

The Colorado Mountain Housing Coalition (CMHC) only held a Rural Housing Summit this year. The group continued to offer a rural workshop day, with an additional full day devoted to a Professional development and a Section 8 session. The workshops were voted on and several people then organized the ones with the most interest. The theme this year was Building Capacity in Iffy Times. The topics included Implementing Coordinated Entry in Communities, Updates from the Feds, What Doesn't Kill You Makes You Stronger, and High Performing Housing Agencies. The Keynote speaker was Troy Gladwell the President of CONAHRO. The presentations were engaging and attendees walked away with new knowledge. Then the Division of Housing staff presented Best Practices in Uncertain Times and several agencies drove in just for that session. In total, our meetings represent 17 counties and 21 organizations/agencies. The E.D. is currently the Vice President of Education and Outreach and a voting member on the Board.

### ***Other Outreach***

The Ouray County Housing Authority (OCHA) became the Ouray County Housing Advisory Committee (OCHAC) and began working on a strategic plan to determine what the County needs and how to approach it. The group also coordinated a public forum with ROCC for the public and Ms. Diaz presented on housing affordability and lenders. The county-wide Guidelines were put on hold as the strategic plan became a priority.

### ***Web Page Information***

SMRHA's webpage files are currently maintained by Peak Media out of Ridgway, Colorado. All files can be supported in-house and Elke Mullins is the primary staff person maintaining the website. Members of the public can contact us via phone, email, or in-person regarding our website and any of its features. Elke responds to most inquiries and issues. Peak Media monitors the site and completes updates as needed.



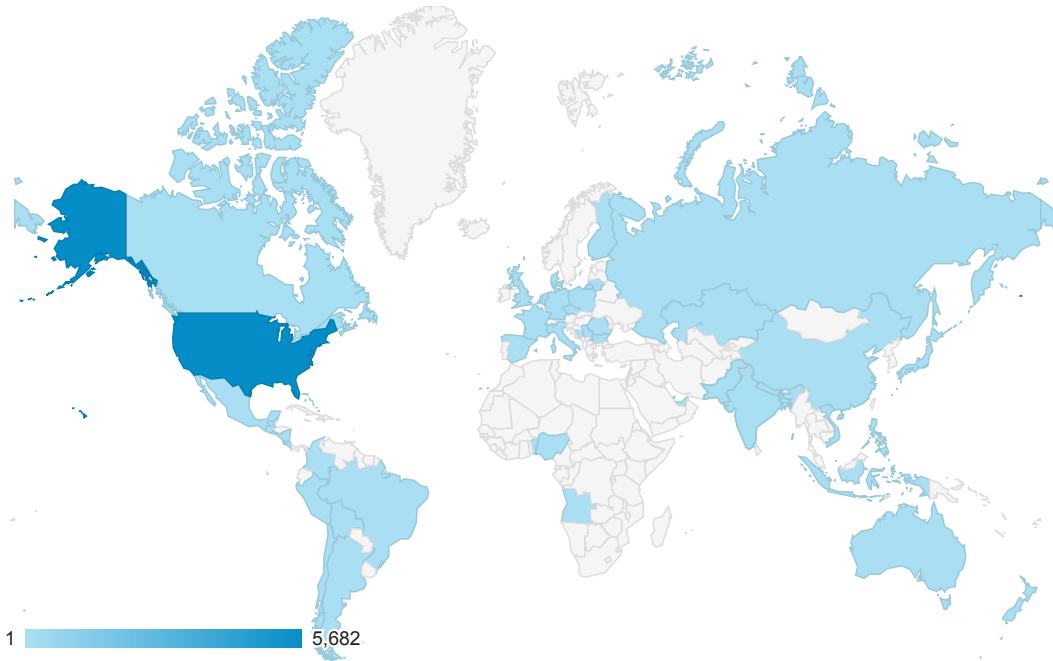
## Location

Jan 1, 2017 - Dec 31, 2017

 All Users  
100.00% Users

### Map Overlay


#### Summary



Country	Acquisition			Behavior			Conversions		
	Users	New Users	Sessions	Bounce Rate	Pages / Session	Avg. Session Duration	Goal Conversion Rate	Goal Completions	Goal Value
	6,014 % of Total: 100.00% (6,014)	5,879 % of Total: 100.09% (5,874)	10,720 % of Total: 100.00% (10,720)	19.91% Avg for View: 19.91% (0.00%)	6.25 Avg for View: 6.25 (0.00%)	00:02:47 Avg for View: 00:02:47 (0.00%)	0.00% Avg for View: 0.00% (0.00%)	0 % of Total: 0.00% (0)	\$0.00 % of Total: 0.00% (\$0.00)
1. United States	5,682 (94.40%)	5,547 (94.35%)	10,354 (96.59%)	19.25%	6.36	00:02:50	0.00%	0 (0.00%)	\$0.00 (0.00%)
2. Brazil	50 (0.83%)	50 (0.85%)	50 (0.47%)	92.00%	1.18	00:00:20	0.00%	0 (0.00%)	\$0.00 (0.00%)
3. (not set)	39 (0.65%)	39 (0.66%)	42 (0.39%)	4.76%	2.19	00:00:14	0.00%	0 (0.00%)	\$0.00 (0.00%)
4. Canada	31 (0.52%)	30 (0.51%)	31 (0.29%)	83.87%	2.32	00:00:27	0.00%	0 (0.00%)	\$0.00 (0.00%)
5. Philippines	30 (0.50%)	30 (0.51%)	35 (0.33%)	28.57%	3.49	00:02:16	0.00%	0 (0.00%)	\$0.00 (0.00%)
6. India	22 (0.37%)	22 (0.37%)	24 (0.22%)	25.00%	2.67	00:00:23	0.00%	0 (0.00%)	\$0.00 (0.00%)
7. Czechia	18 (0.30%)	18 (0.31%)	19 (0.18%)	26.32%	2.05	00:00:05	0.00%	0 (0.00%)	\$0.00 (0.00%)
8. Australia	13 (0.22%)	12 (0.20%)	15 (0.14%)	46.67%	3.07	00:01:35	0.00%	0 (0.00%)	\$0.00 (0.00%)
9. Germany	13 (0.22%)	13 (0.22%)	13 (0.12%)	30.77%	3.08	00:00:18	0.00%	0 (0.00%)	\$0.00 (0.00%)
10. China	12 (0.20%)	12 (0.20%)	12 (0.11%)	0.00%	2.00	00:00:01	0.00%	0 (0.00%)	\$0.00 (0.00%)
11. Spain	12 (0.20%)	12 (0.20%)	15 (0.14%)	13.33%	5.73	00:02:25	0.00%	0 (0.00%)	\$0.00 (0.00%)
12. New Zealand	7 (0.12%)	7 (0.12%)	8 (0.07%)	0.00%	10.88	00:05:58	0.00%	0 (0.00%)	\$0.00 (0.00%)
13. United Kingdom	6 (0.10%)	6 (0.10%)	6 (0.06%)	33.33%	2.67	00:00:41	0.00%	0 (0.00%)	\$0.00 (0.00%)

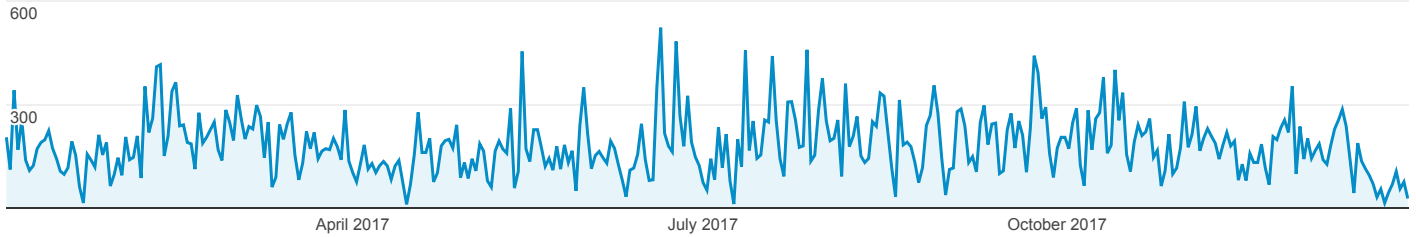
# Pages

Jan 1, 2017 - Dec 31, 2017


**All Users**  
 100.00% Pageviews

## Explorer

### Pageviews



Page Title	Pageviews	Unique Pageviews	Avg. Time on Page	Entrances	Bounce Rate	% Exit	Page Value
	66,983 % of Total: 100.00% (66,983)	30,386 % of Total: 100.00% (30,386)	00:00:32 Avg for View: 00:00:32 (0.00%)	10,708 % of Total: 100.00% (10,708)	19.91% Avg for View: 19.91% (0.00%)	15.99% Avg for View: 15.99% (0.00%)	\$0.00 % of Total: 0.00% (\$0.00)
1. <a href="#">housing-classifieds - San Miguel Regional Housing Authority</a>	<b>13,403</b> (20.01%)	<b>4,573</b> (15.05%)	00:00:20	623 (5.82%)	17.50%	9.62%	\$0.00 (0.00%)
2. <a href="#">HOME - San Miguel Regional Housing Authority</a>	<b>12,944</b> (19.32%)	<b>6,436</b> (21.18%)	00:00:32	6,107 (57.03%)	14.04%	18.40%	\$0.00 (0.00%)
3. <a href="#">Town of Telluride - San Miguel Regional Housing Authority</a>	<b>4,706</b> (7.03%)	<b>2,142</b> (7.05%)	00:00:53	280 (2.61%)	27.11%	23.91%	\$0.00 (0.00%)
4. <a href="#">DEED RESTRICTED HOUSING - San Miguel Regional Housing Authority</a>	<b>4,606</b> (6.88%)	<b>2,053</b> (6.76%)	00:00:18	1,012 (9.45%)	7.58%	8.01%	\$0.00 (0.00%)
5. <a href="#">San Miguel County - San Miguel Regional Housing Authority</a>	<b>1,777</b> (2.65%)	<b>878</b> (2.89%)	00:00:57	112 (1.05%)	39.82%	28.36%	\$0.00 (0.00%)
6. <a href="#">580 Society Dr. Lawson Hill Unit 314 No 10 Elk Meadows Lot 314 - Telluride - Deed-Restricted - For Sale (Employee Housing) - Show Ad - San Miguel Regional Housing Authority</a>	<b>1,411</b> (2.11%)	<b>846</b> (2.78%)	00:00:28	617 (5.76%)	61.43%	44.72%	\$0.00 (0.00%)
7. <a href="#">Spruce House Lottery - San Miguel Regional Housing Authority</a>	<b>1,309</b> (1.95%)	<b>674</b> (2.22%)	00:00:51	105 (0.98%)	45.19%	23.53%	\$0.00 (0.00%)
8. <a href="#">Town of Mountain Village - San Miguel Regional Housing Authority</a>	<b>1,118</b> (1.67%)	<b>515</b> (1.69%)	00:00:52	66 (0.62%)	39.39%	21.91%	\$0.00 (0.00%)
9. <a href="#">Browse Ads - San Miguel Regional Housing Authority</a>	<b>1,006</b> (1.50%)	<b>312</b> (1.03%)	00:00:15	72 (0.67%)	31.94%	11.23%	\$0.00 (0.00%)
10. <a href="#">HOMEBUYER EDUCATION - San Miguel Regional Housing Authority</a>	<b>997</b> (1.49%)	<b>480</b> (1.58%)	00:00:26	39 (0.36%)	25.64%	15.95%	\$0.00 (0.00%)
11. <a href="#">\$258,055 Ballard House deed-restricted 2 Bedroom 1 bath - Telluride - Deed-Restricted - For Sale (Employee Housing) - Show Ad - San Miguel Regional Housing Authority</a>	<b>989</b> (1.48%)	<b>404</b> (1.33%)	00:00:35	40 (0.37%)	35.00%	13.65%	\$0.00 (0.00%)
12. <a href="#">Place Ad - San Miguel Regional Housing Authority</a>	<b>972</b> (1.45%)	<b>238</b> (0.78%)	00:01:05	22 (0.21%)	31.82%	8.74%	\$0.00 (0.00%)
13. <a href="#">FORECLOSURE INFO - San Miguel Regional Housing Authority</a>	<b>957</b> (1.43%)	<b>475</b> (1.56%)	00:00:35	23 (0.21%)	39.13%	16.09%	\$0.00 (0.00%)
14. <a href="#">SMRHA Staff - San Miguel Regional Housing Authority</a>	<b>881</b> (1.32%)	<b>439</b> (1.44%)	00:01:10	85 (0.79%)	36.47%	36.89%	\$0.00 (0.00%)
15. <a href="#">Mendota A1 Lottery - San Miguel Regional Housing Authority</a>	<b>870</b> (1.30%)	<b>303</b> (1.00%)	00:01:00	80 (0.75%)	21.95%	23.91%	\$0.00 (0.00%)
16. <a href="#">CLASSIFIEDS - San Miguel Regional Housing Authority</a>	<b>848</b> (1.27%)	<b>490</b> (1.61%)	00:00:19	366 (3.42%)	4.64%	7.78%	\$0.00 (0.00%)
17. <a href="#">CONTACT - San Miguel Regional Housing Authority</a>	<b>706</b> (1.05%)	<b>376</b> (1.24%)	00:00:47	151 (1.41%)	32.45%	27.62%	\$0.00 (0.00%)
18. <a href="#">501 Society Drive - Telluride - Deed-Restricted - For Sale (Employee Housing) - Show Ad - San Miguel Regional Housing Authority</a>	<b>691</b> (1.03%)	<b>335</b> (1.10%)	00:00:29	13 (0.12%)	15.38%	7.96%	\$0.00 (0.00%)







**Classified Page:**

<b>Buyers/Sellers Use of Free Classified Ads On SMRHA Web Site</b>		
<b>Type of Classified Ad</b>	<b># of units</b>	<b>Average Asking Price</b>
<b>County</b> DR for sale	13	\$544,692.31
<b>Mountain Village</b> DR for sale, 2 Lots	7	\$482,700.00
<b>Telluride</b>	7	\$306,964.14
<b>Total</b>	<b>27</b>	Avg. asking Price For deed restricted <b>\$444,785.48</b>
<b>Free-Market</b> for sale Avg. 3 Lots	<b>14</b>	\$440,214.29

## Budget Summary

The Executive Director managed the 7 accounts: the General Fund, which is the primary operating account for SMRHA and holds all the fees collected throughout the year for the Towns of Telluride and Mountain Village applications and other fees, the three San Miguel County R-1 accounts, which includes a checking account for RETA, applications, and sales tax fees, a Loan Default Account and a ColoTrust account for Loan Default also, the Section 8 account which is for depositing the monthly administration fees, which then get transferred into the General account and the final 2 accounts are DP&CC checking and a DP&CC ColoTrust account.

The following pages represent the totals from January 1 through December 31, 2017. Balance statements are provided to the SMRHA Board members at each meeting for all accounts and may be requested by each government at any time. All items where more than the budgeted amounts were expended were discussed with the Board. There were no items of concern. The San Miguel County share is always reduced based on the amount collected in exception fees, which are deposited directly into the SMRHA General Account and not into a San Miguel County Account.

The program is operating under budget and we had a carry-over of \$106,860.00 upon conclusion of the 2016 audit. The approved budget for 2017 presented to all the jurisdictions included staff increases, utilizing 2016 carry-over funds as needed, and a reduction for each jurisdiction. It is anticipated that we will have a carry-over of \$90,000 from 2016 for 2017.

The E.D. continues to operate the organization under budget and the carry-over funding is the only buffer SMRHA has for unexpected expenses.

## Revenue vs Expenses Jan – Dec 2017

	<u>Jan 1 - Dec 31</u>	<u>Budget</u>	<u>\$ Over Budget</u>	<u>% of Budget</u>
<b>Revenue/Expense Budget</b>				
<b>2017 Budget Revenue</b>				
Misc Revenue	1196.73	0.00	1,196.73	100%
Interest Revenue	7.74	40.00	-32.42	19.35%
R1 Exception Fee	2100.00	4,200.00	-2,100.00	50%
San Miguel County	85,676.00	87,776.00	-2,100.00	100%
Town of Telluride	87,776.00	87,776.00	0.00	100%
Town of Mtn Village	87,776.00	87,776.00	0.00	100%
State of CO Sec 8 Admin	25,125.00	25,125.00	0.00	100%
<b>Total 2017 Budget Revenue</b>	<b>289,657.47</b>	<b>292,693.00</b>	<b>-3,053.53</b>	<b>98.96%</b>
<b>Payroll Expenses-salary/hrly+ benefits</b>				
<b>Total Payroll Expenses</b>	<b>247,482.02</b>	<b>272,953.00</b>	<b>-25,470.98</b>	<b>90.67%</b>
<b>Operating Expenses</b>				
Needs Assessment	30,000.00	37,500.00	-7,500.00	80%
Rehab Prog/SW Reg Mtg	212.77	2,000.00	-1,801.50	9.93%
Internet/Web site Fees	1312.27	2,000.00	-131.00	34.83%
General/D&O Ins	3,079.00	3,600.00	-40.00	98.67%
Office Telephone	2,418.09	1,800.00	160.89	108.94%
Office Supplies	1418.09	1,995.00	505.44	133.81%
Postage/Meter rental	167.03	600.00	-315.65	47.39%
Office Furniture	2,094.08	2,500.00	-405.92	83.76%
Bank Charges	69.75	150.00	-72.00	52.0%
Mileage & Travel Incl Sec 8	1,997.87	4,756.00	-2,808.91	40.94%
Programs & Education/Outreach	1,587.99	750.00	1,019.69	235.96%
Advertising	1,923.60	3,000.00	2,738.69	191.29%
Dues & Memberships	110.00	450.00	-50.00	88.89%
EquipMaint/Repair	874.20	525.00	305.00	159.8%
Application & Grant Fees	0.00	450.00	-900.00	0.0%
Misc.Office	28.00	800.00	-269.00	10.33%
Staff Ed/Training+repayments	1,283.50	3,000.00	-2,328.42	22.39%
Financial Audit	6,200.00	6,000.00	200.00	103.33%
Section 8 CBI records	47.95	125.00	-77.05	16.44%
Legal Services	0.00	5,002.00	-5,002.00	0.0%
Board Cont.Ed & Training	0.00	300.00	-300.00	0.0%
Copier Lease & Maintenance	1,574.43	2,000.00	-425.57	78.72%

	<b>Jan 1 - Dec 31</b>	<b>Budget</b>	<b>\$ Over Budget</b>	<b>% of Budget</b>
Computer Hardware	1,202.70	1,950.00	-747.30	61.68%
Computer Software	1,449.11	1,200.00	249.11	120.76%
Rent/cleaning 12/2016-2017	8,784.16	11,505.00	-1,977.09	76.35%
Website Redesign/Misc Expenses	100.00	1,500.00	-1,400.00	6.67%
Total Operating Expenses	<b>67,934.59</b>	<b>95,158.00</b>	<b>-22,931.84</b>	<b>71.39%</b>
<b>Total Expense</b>	<b>315,416.61</b>	<b>368,111.00</b>	<b>-48,402.82</b>	
<b>Net Ordinary Revenue</b>	<b>-25,759.14</b>	<b>-75,418.00</b>		
<b>Other Income/Expense</b>				
<b>Other Expense-SMC DPCC Loan</b>	20,000.00			
Depreciation	0.00	0.00		
Reimbursed expenses from other sources	22,644.35	0.00		
<b>Total Other Expense</b>				
<b>Net Other Revenue</b>	22,644.35	0.00		
2016 Reserves	106,860.00	100,000.00		
<b>Net Revenue</b>	<b>103,745.21</b>	<b>100,605.00</b>		



## DEED-RESTRICTED PROPERTY INVENTORY

	Current # of Deed Restricted Units Built		Other/Notes
	Owner Occ.	Rental/May Be Vacant	
<b>TOWN of TELLURIDE</b>			
<b>Affordable Housing Units (AHU-mitigation)</b>			
<b>Owner-Occupied</b>			
586 West Pacific Condos	1		
Ballard Condominiums	4	2	
Boomerang Lodge	1		
Boomerang Village	3		
Brown Homestead Condominiums	1		
Double Diamond Condominiums	2		
Eider Creek Condominiums	1		
Element 52 Condominiums	2	6	
Hillenmeyer Condominiums		1	
Lulu City Condominiums	1	1*	*Lock-off unit only-1 bdrm
Main Street Condo #4	1		
NeedleRock	1		
Outlaws at Prospect Creek	1		
Owl Meadows	1		
Red Brick Condominiums		1	
Telluride Main St. Condos	1		
Telluride Transfer Condo. S.E.C.	1		
West Pacific Campus Condominiums	1		
Wilkin Court	12	1	
Willows at Telluride, phase II	1		
<b>Rentals</b>			
AHU Town Rentals* (various locations)		13	
Creekside (under private management)		26	
<b>Deed Restricted/Price-capped – Other</b>	Owner Occ.	Rental	
Popcorn Alley (Cribs)	2		
<b>Town Constructed</b>	Owner Occ.	Rental	
Entrada	14		
Fino II Condominiums	2		
Gold Run	17		
Mendota	14		
Popcorn Alley (Cribs)	1		
Spruce House	8		
Telluride Family Housing (TFH)/Block 24	6		
White House Condominiums	9		
<b>Town Constructed Units (Town/School design)</b>	Owner Occ.	Rental	
Town of Telluride (1 TFH, 1 Mend, 2Ent)	3	1	
School District (1 Mendota, 1 Ent, 1 GR )	2	1	
<b>Employee Dwelling Units (EDU)</b>	Owner Occ.	Rental	
Various Locations	7	23	
<b>THA Constructed</b>	Owner Occ.	Rental	
Shandoka (25 Units are under EDU DR)		134	
Virginia Placer + Tiny Homes		21	
Boarding House - # of rooms		32 rms	
<b>Sub-Total</b>	<b>121</b>	<b>231 + 32</b>	
<b>Total – Town of Telluride</b>	<b>352 + 32 rooms</b>		
<b>Units Lost due to foreclosure</b>	<b>3</b>		2 Brown Homestead / 1 S. Oak

	Current # of Deed Restricted Units Built		Current # of Deed Restricted Units Approved	
	Owner Occ.	Rental	# Units Approved	Preliminary Approval
<b>SAN MIGUEL COUNTY</b>				
<b>Accessory Dwelling Units (ADU)</b>	Owner Occ.	Rental		
Aldasoro	1	11		
Elk Run		5		
Hastings Mesa		1		
Hillside of Telluride		1		
May Girl & Maryland Lode		1		
Raspberry Patch		2		
Ski Ranches		18		
Skyfield North		1		
Telluride Pines	1			
Wilson Mesa		5		
<b>R-1 Deed Restriction (LUC) / County Cov</b>	Owner Occ	Rental/Vacant	Undeveloped	
Aldasoro	18	1 built/vacant	5	
Lawson Hill	87		7	
Elk Meadows	14		1	
<b>Live-Work Units</b>				
Lot C			12	
Lot D – Hunter’s Gulch	1	3+3		
Lot E			6	
Lot F2			2	
Lot L			29	
The Pointe at Lawson Hill	11			
Ridgeview (comm/residential)		1		
Rio Vistas	2	4		
San Miguel Ridge	12			
Top of the Hill	2	1		
TSD units		4		
San Bernardo	23	2		
San Bernardo PUD – Employee Apartments		1	7	
Sunshine Valley (Lot P)	3	2 +1 bandit		13
Two Rivers (Lot P)	30			
Q lots	3		31	
<b>Affordable Housing Covenant Guidelines</b>	Owner Occ.	Rental		
Rio Vistas II	8			
<b>Sub-Total</b>	<b>216</b>	<b>64</b>	<b>100</b>	<b>13</b>
	<b>Bandit units not included</b>			
<b>Total – County</b>	<b>280</b>		<b>113</b>	
<b>Units Lost due to Foreclosure (or * Deed in Lieu)</b>	<b>4*</b>		*Rio Vistas II (2) Two Rivers (1) San Bern (1)	

MOUNTAIN VILLAGE	Current # of Deed Restricted Units Built		Current # of Deed Restricted Units Approved	
	Owner Occ.	Rental	# Units Approved	Preliminary Approval
<b>Affordable Housing Restriction 2006-07</b>	Owner Occ.	Rental		
Lot 20-Castellina	1			
Lot 109R/110 Mtn Village Hotel (73-76R)			1	
Lot 122			1	
Lot 123 R			1	
Lot 161CR [Sold in foreclosure 12/17/09]			5	No units built
Lot SS165ABR – Cassidy Ridge	3			
Lot 600A- Elkstone		1		
<b>Coyote Court Deed Restriction</b>	Owner Occ.	Rental		
OSP 22R2 - Coyote Court	10			
<b>Employee Housing Restriction 1997-05</b>	Owner Occ.	Rental		
OSP 35B - Big Billies		149		
1005R & 1001 - Village Court Apartments		222		
Lot 649R - Boulders	9	5	7	
Lot 639 - Fairway Four	15	8		
Lot 61R - Franz Klammer	1	3 + 2 unknown		
Lot 160R - Mountain Village Firehouse		3		
Lot 640C - Northstar	3			
Lot 645 Parker Ridge	15	3		
Lot 725R1 - Pennington	1			
Lot 647 - Prospect Creek	10	4		
Lot 648AR - Prospect Plaza	2	3		
Lot 82R1 - See Forever	1	1		
Lot 640DR - Spring Creek	7	1 + 1 unknown	4	
Lot 640BR - Timber View	2		6	
Lot 159R – Bear Creek Lodge (no info. on file)		2		
Lot 31 - La Tramontana	1	1		
Lot 158R1/158R2 - Tristant	1			
Lot 38R-50-51 – Hotel Madeline		10		
Lot 126R/152R [FC 2/27/09] New PUD 7/13			18 dorms + 8 apts	
LOT 165(Unit 23)-Cortina	1	1		
Lot 17-Emp Apt				1-density bank
Lot 28- Lumiere	1			
Lot 71R			1	
Lot 30			2 dorm	
Lot 640A – Mountain View Apartments		30		
Lot 644-			54	
<b>Sub-Totals</b>	<b>84</b>	<b>450</b>	<b>83units/ 20 dorms</b>	<b>1</b>
<b>Total-Mountain Village</b>	<b>534</b>		<b>104</b>	
<b>Units Lost due to Other Circumstance</b>				
<del>Telluride Apartments- Condemned</del>	Rehabbed units			
La Chamonix-re-zoned	1			
<b>Units Lost due to Foreclosure</b>	<b>3</b>		<b>ProsPlaz2-3D/SprCrk 6/Bldrs15</b>	
<b>Units Lost due to Foreclosure w/ Zoning change</b>	<b>6</b>		<b>PrkRdg(702/503/803)/ProsPlaz2-3B/See4everE3/FF5</b>	
<b>Total TMV DR Units Lost</b>	<b>10</b>			
<b>Regional Total of Units Lost</b>	<b>17</b>			
<b>REGIONAL TOTAL –Does not include lost units</b>	<b>1166 + 32 rooms</b>		<b>217</b>	



820 Black Bear Road, Unit G-17  
P.O. Box 840, Telluride, CO 81435  
Tel: 970-728-3034 Fax: 970-728-5371  
E-mail: [admin@smrha.org](mailto:admin@smrha.org) Web: [www.smrha.org](http://www.smrha.org)

---

## **San Miguel Regional Housing Authority Board Meetings 2021**

**11:30 A.M.**

Via Zoom

ID# 484.178.1222 PW: Board

January 4, 2021

February 1, 2021

March 1, 2021

April 5 2021

May 3, 2021

June 7, 2021

July 12, 2021

August 2, 2021

September 13, 2021

October 4, 2021

November 1, 2021

December 6, 2021

The Meeting Dates and Times are subject to change as are the Agendas, including the addition of items or the deletion of items at any time. If you are planning to come speak to a specific matter, let the SMRHA Executive Director know by calling 728-3034, ext. 3.

Packet materials are available from the San Miguel Regional Housing Authority by contacting the Executive Director and in the SMRHA Office no later than 24 hours prior to the meeting.