



## Greyhound Park Apartments



### Resident Handbook

Welcome to Greyhound Park!

Dear Resident,

Welcome to your new home and to our community. We are looking forward to having you with us and getting to know you. We look forward to meeting you, and hope you are settling into your new home comfortably.

Our goal is to make sure that you have a home for you and your family. We also want to help you connect to the resources and services you need to succeed.

Our mission is to provide a caring and inclusive environment for everyone who lives here. We encourage you to use all of the services we offer here.

To help everyone in our community be safe and feel at home, we have put together this Resident Handbook. This handbook should help answer questions about building rules, regulations, and being good neighbors to each other. If you have additional questions after you and your case manager review the handbook, please feel free to visit the office and a staff member will assist you.

Sincerely,

Amena Ahmad

Director of Services

Empowerment Apartments at Greyhound Park





1. Dollar Tree	6000 E 64 <sup>th</sup> Ave, Commerce City, CO 80022	(303) 479-9099
2. Carniceria La Pradera	5640 E 64 <sup>th</sup> Ave, Commerce City, CO 80022	(303) 227-1475
Circle K (Not on map, but next door to 2)	5600 E 64 <sup>th</sup> Ave, Commerce City, CO 80022	(303) 288- 0884
3. Little Caesar’s Pizza	5940 E 64 <sup>th</sup> Ave, Commerce City, CO 80022	(303) 286- 6580
4. King Soopers	4850 E 62 <sup>nd</sup> Ave, Commerce City, CO 80022	(303) 287-3419
5. Walmart	5990 Dalhia St, Commerce City, CO 80022	(303) 287-0600
6. Kearney Middle School	6160 Kearney St, Commerce City, CO 80022	(303) 287-0261
7. Central Elementary School	6450 Holly St, Commerce City, CO 80022	(303) 287-0327
United States Postal Service (Not on Map)	6655 Brighton Blvd, Commerce City, CO 80022	(800) 275-8777
8. Open and Affordable Dental Commerce City	4972 62 <sup>nd</sup> Ave B-1, Commerce City, CO 80022	(303) 288-4969
9. The Feline Fix (Veterinary Office)	6075 E Parkway Dr Unit 185 Commerce City, CO 80022	(303) 202-3516
10. Grease Monkey	6000 E Parkway Dr Commerce City, CO 80022	(303) 288-5823

## Living at Empowerment Apartments- Greyhound Park

Moving into a new home can be a big adjustment, so here are some things to know to help you get settled into your new apartment community:

- The phone number for the front desk is 720-769-2552. Please don't hesitate to call us, or just drop by the front desk to chat in person.
- Quiet hours are from 10:00pm to 6:00am every day. Out of respect for your neighbors, please do your best to minimize any noise during this time.
- No smoking of any kind is allowed on property per Delwest Property Management.
- No federally illegal substances of any kind (this includes cannabis products) are allowed on the property at any time.
- Please no unattended children or animals in shared spaces (hallways, lobby, courtyard, etc) at any time.
- All visitors must check in at the front desk, giving staff their name and who they are here to visit. This is for the safety of the community as a whole.
- Any visitors arriving between the hours of 7:00pm and 9:00am must wait for a resident to allow them into the building.
- While front desk staff can receive and hold any deliveries (packages through Amazon, UPS, etc., as well as food deliveries, DoorDash, InstaCart, etc.) you as the resident are responsible for checking notifications of when something has been dropped off. We will not generally have the time or capacity to bring things directly to your doorstep. If you will need assistance in getting something to your unit, please alert staff ahead of time so that we may plan for the use of a cart or dolly.
- Trash chutes are located on each floor except for the first floor. Please do not put any oversized items, boxes, pet waste, or hot ash into the trash chutes.
- Shared laundry for all 1-bedroom units is available on the first floor. While using the laundry room, please be courteous of others who may need to use the laundry facilities. Do not leave laundry unattended for long periods of time, and clean up any dryer lint or other trash. Shared laundry machines are not to be used for fabric dye at any time.
- Conflicts with neighbors are very common and often inevitable in an apartment home. If you are ever having issues with one of your neighbors, please seek the support of Empowerment staff in finding a peaceful resolution. Any bullying, violence, or threats of violence will not be tolerated.
- The contents of this Handbook are subject to change, either with or without advance notice to you, the resident. Staff will be sure to inform you of any updates in a timely manner.

## Engaging in Services at Empowerment Apartments- Greyhound Park

Empowerment Apartments at Greyhound Park is what is known as a Permanent Supportive Housing program. That means that in addition to your apartment home, you have access to a variety of supportive services.

- **Case Management:** You will be assigned to a Care Manager or Peer Support Specialist around the time of your move-in, who is here to help you with a wide variety of things. Our two main case management goals for all of our residents are to help you maintain housing, and to help you build independence. As you may have noticed, lots of different things can fit under those categories; Anything from applying for benefits, writing a resume, finding a treatment program, or finding your next home, can all be things that your Care Manager or Peer Support Specialist can help you with.
- **Groups:** We have a variety of groups and workshops available to help you work towards your goals. Some topics include mental health, substance use, goal-setting, life skills, and more. Our programming is constantly evolving based on resident feedback, and includes some presenters from outside agencies, so please check in with staff to keep up to date with upcoming programming.
- **Resident Advisory Committee:** as we get closer to having all units filled, we will be developing a Resident Advisory Committee to discuss any feedback about the building, programming and events, and any other topics that come up. As the building reaches capacity, staff will update everyone about launching our Resident Advisory Committee's first meetings.

Participation in our supportive services is optional, though of course highly encouraged. Even if you choose not to participate in services, our staff are still here at the front desk to assist with maintenance requests, receiving packages, resident portal issues, and other concerns you may have. You will still be assigned to a Care Manager or Peer Support Specialist to assist with any occasional issues that may arise that require more time than can be provided by staff who are working at the front desk at that moment.



## Acknowledgement

This statement is to acknowledge that I, \_\_\_\_\_, have received and understood all of the information contained within the Resident Handbook. I will do my best to abide by the expectations set within the Handbook, and will ask staff if I have any questions about anything I have read here.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Staff Signature: \_\_\_\_\_ Date: \_\_\_\_\_