



WALKER SCHOOLER
DISTRICT MANAGERS

MEMORANDUM

TO: CASCADE METROPOLITAN DISTRICT BOARD OF DIRECTORS
FROM: REBECCA HARDEKOPF, ASSISTANT DISTRICT MANAGER
SUBJECT: MONTHLY MANAGERS REPORT FOR FEBRUARY 23, 2021 BOARD MEETING
DATE: FEBRUARY 16, 2021
CC: HEATHER HARTUNG
BOARD PACKET

Management matters

- Update of Website for meetings and monthly maintenance.
- Facilitate communications with Residents about the Colorado Springs Utilities Takeover of water service provider.
- Worked with staff on several customer service issues, late payments, and debt service fee questions.
- Coordinated move-in and move-out adjustments, as needed.

Billing

- Billing sent February 8, 2021
- The month of December activity:
 - There were 1 move-in/move outs in January
 - Produced 42 late reminder letters as of January 15, 2021
 - Produced 21 warning letters as of January 31, 2021