

FREQUENTLY ASKED QUESTIONS

When will I be able to move in?

Flatirons Terrace opened in March 2008! You can move in as soon as your apartment is ready for occupancy.

What types of apartments are there? How large are they?

- 17 one bedrooms from 720-820 square feet.
- 8 one bedrooms with dens from 940 to 1,090 square feet.
- 30 two bedrooms from 1,075 to 1,200 square feet.

(These are approximate sizes.)

What are the prices?

The prices for a one-bedroom apartment start at \$2,420/month. Our staff is happy to provide you with more precise figures.

Is there an entrance or membership fee?

There is a one-time Community Fee of \$2,000.

What is provided in each apartment?

Each apartment is equipped with a washer and dryer, a refrigerator, a stove, a microwave, individually controlled heating and air conditioning, a patio or balcony, a dishwasher, local phone service, cable TV service, high-speed Internet access, and an emergency response system. (Internet services will be an extra charge through an outside provider.)

Do the apartments have patios or balconies?

Yes. Each apartment has its own patio or balcony.

What is included in the rental fee?

The rates include a flexible meal program, all utilities, basic housekeeping services, basic cable, telephone, trash collection, scheduled transportation, and social and wellness programming.

Will there be housekeeping service?

The monthly rate includes housekeeping services every other week.

Is there a laundry service in addition to the housekeeping?

We will provide linen service as part of the housekeeping service package, if requested. Personal laundry may be sent out, if needed, for a fee.

Are the apartments furnished?

No. You will be responsible for furnishing your apartment to your liking. Window coverings will be included.

Is there an extra fee for a second person?

The meal program costs will double for a second person. This will add approximately \$300 per month to the established rates. That is the only additional charge for a second person.

Can I get more than one meal per day?

Yes. Dining services are available most of the day, and anyone can purchase additional meals and snack items. A menu of items, including pricing, is available.

How does the meal program work? Will I be charged for meals I do not eat?

Part of your monthly fees includes a balance to be used towards meals. You can use your balance however you choose throughout the month. If the entire balance is not used that month, the remainder is lost, and the credit is filled up again the next month.

If I am ill, can meals be brought to my apartment?

Yes, our staff can bring your meal on a tray to your apartment by request, for a small charge.

Are you able to cater to special diets?

We offer meal options without added sugars or salts. Each resident will be responsible for ordering food appropriate to his or her dietary needs.

How tall is the building?

There are three stories of apartments with a lower level for covered parking.

Can I get a reserved covered parking spot? What is the charge?

Parking in our surface areas is included in your monthly fee. Reserved covered parking underground will be \$50 per month. There are 63 of these spaces.

Is there extra storage for residents?

Yes, each resident may have a private storage locker located above the parking garage.

Are pets allowed?

Yes. Pets are allowed for an additional security deposit accompanied by our signed Pet Policy.

Are there walking paths nearby?

There are lovely gardens and walking paths off the southeast end of the building. We are also very near an underpass that goes under 28th Street to access the beautiful walking areas on the CU campus, and we are located very close to the Boulder Creek path as well.

Do you have a pool?

No. A good option for swimming is the East Boulder Senior Center.

Are there extracurricular activities and programs offered? Are they an extra charge?

We have an extensive calendar of fun, creative, educational, wellness, and spiritual programs. In addition, all of the programs being offered throughout the Golden West campus will be open to all residents. The only time there is a significant charge is for a program held out of the building (i.e. tickets to a show, admission to a museum, etc.)

Do you organize tours and trips?

Yes! We go out several times each month to the mountains, museums, concerts, shows, sporting events, etc. All day trips are planned in accordance with the input and interest of residents.

Are there recreation and exercise rooms?

We have several lounge areas throughout the building. One is set up as a library and one as a business center with access to fax machines, high speed internet, copying, etc. The Wellness Center, run by Medically Based Fitness is located on the first floor of The Towers. Anyone can pay a monthly fee to have a personal trainer at that location.

Do you have a beauty salon or barber shop?

Yes, we have services for both men and women at a specially designed shop, centrally located in The Towers. All services are by appointment.

Is transportation available?

Yes, we have a bus available to residents of Flatirons Terrace. It can be used for medical appointments, scheduled grocery shopping trips, errands/appointments/visits in the Boulder County area, as well as scheduled recreational/social trips organized by our Programs staff. In addition, residents can use RTD which stops right out front of The Towers, and Special Transit for transportation needs outside of our regularly scheduled trips.

Will I have priority to move into The Mezzanine if I live at Flatirons Terrace?

Yes. All Golden West residents have priority to move to The Mezzanine to receive additional services before anyone from the outside community.

What if my needs change and I need Skilled Nursing? Who do you work with?

Golden West is not associated with any skilled nursing community. If the need arises, it is ultimately your choice. However, our knowledgeable Service Coordinators will help you and your family with that decision as much as you would like them to.

How can I make a deposit? What if I am still unsure?

If you are unsure, but have high interest, or if the apartment you desire is not currently available, we encourage you to put down a \$1,000 refundable deposit to get on our waiting list. That deposit may be refunded at any time upon request. If you are ready to reserve an apartment and start to move in, you can hold a specific apartment by putting down a security deposit equal to one month's rent, and we will start the leasing procedures from there.

Who owns Golden West?

Golden West is a not-for-profit corporation that was originally sponsored by First Christian Church in 1965, and now is operated by a Board of Directors composed of members from the Boulder community.

How often will you raise your fees?

We typically have rate increases the first of every year.

What type of security and/or emergency response do you have?

There is controlled access to all the buildings through a card that residents scan at each door. Guests must enter by buzzing the apartment they are visiting. In addition, all main entrances are monitored by security cameras 24 hours a day. We also have a system by which residents can alert staff to an emergency 24 hours a day.

Are the apartments quiet?

Yes. The construction is such that insulation between apartments controls the sound.

What type of fire prevention/protection do you have?

The building includes a brand new sprinkler system and each apartment is equipped with smoke detectors and sprinklers.

Is there a place for guests to stay at Flatirons Terrace?

Yes. We have one completely furnished guest apartment. In addition, you can request a roll away cot to be delivered to your apartment.

Are there personnel on duty at night?

In the Mezzanine, caregivers work overnight. They are available to respond to any type of emergency.

Do you provide medical services?

We do not provide medical services at Flatirons Terrace or in The Towers. We do have a full time Services Coordinator that can assist you with securing necessary resources.

Do you allow wheelchairs, walkers and electric scooters?

Yes. Many residents use some sort of device to assist with mobility. We do require residents who use an electric scooter to undergo a safety assessment and sign a safety policy.

Do I need to bring a telephone?

We provide telephones with large, easy to use buttons. You are welcome to bring your own as well, if you would like to. In addition, each resident receives an individual, direct phone number through our phone system.

Is there an age limit?

There is a minimum age of 62. There is no maximum.

Is smoking permitted?

Smoking is permitted in outside, designated smoking areas only.

Do I need a medical assessment before moving in?

No. Flatirons Terrace is designed to be apartments for independent seniors. We do ask that each person meets with our Services Coordinator upon moving in, so that we understand what each person's health concerns are, and we can assist with securing any necessary outside services. We will also give an orientation to our Community at that time.

Please call us if you have additional questions or concerns and we will do our best to assist you however we can.