




C I T Y O F
RENO
Memorandum

DATE: April 15, 2026
TO: Mayor and Council
THROUGH: Jackie Bryant, City Manager 
FROM: Cynthia Esparza, Director
Izabella Baumann, Senior Engagement Coordinator
DEPT: Community Engagement and Services
SUBJECT: Vintage at the Crossings Community Meeting Update

The purpose of this memo is to provide an update regarding engagement outcomes from the Vintage at the Crossings Apartments, a senior housing community, located at 11565 Old Virginia Road.

City of Reno Post-Meeting Outcomes

In response to feedback received at the community meeting on February 10, 2026, several follow-up actions and coordination efforts have been implemented to address residents' concerns and provide additional support and information.

- On March 3, 2026, Community Engagement and Services and Code Enforcement staff met with a resident to review the process for submitting service requests through Reno Direct and discussed the 14-day notice process. At this meeting, the resident presented 14-day notices from 2024 that had been submitted anonymously. Staff explained that while several of the reported items had been addressed, the missing contact information prevented follow-up updates. Staff also emphasized that if any of the 2024 concerns are still ongoing, they are available to assist and will gladly investigate and support resolution moving forward.
- On March 13, 2026, newly produced carbon copies of the 14-day notice forms were delivered to the apartment complex, along with an updated accompanying handout outlining Code's procedures to promote clarity and understanding among residents.

- On March 26, 2026, Reno Fire Department Fire Prevention team presented to about 30 residents on fire safety and evacuation procedures. Fire Prevention is working on a more detailed evacuation plan.

Vintage and Asset Living Post-Meeting Outcomes

Since the February 10, 2026, meeting, Vintage at the Crossings and Asset Living management have completed multiple work orders and addressed several resident-identified maintenance concerns discussed at the meeting. Recent completed items include:

- Full building carpet cleaning completed the week of February 9.
- An annual fire inspection was completed on February 9 by Summit Fire and Security. These inspections are less invasive and typically completed with minimal disruption.
- A five-year inspection was completed February 26 by Summit Fire and Security. These inspections are more comprehensive and take longer due to possible shutdowns.
- Refined resident work order process to improve prioritization and response times.
- Scheduled daily door checks with vendor coordination for repairs, as needed.
- Reinstated seven-day-per-week trash service to prevent weekend backup.
- Extended overnight security presence from 9:00 p.m. to 5:00 a.m.
- Bingo scheduling issue resolved; activities resuming soon.
- Reported technology issues completed.

Additionally, several enhancements and improvements are underway or in the planning stage:

- Installation of electronic ADA access at north and south exterior doors and the community room courtyard entrance.
- Improvements to the pet relief area.
- Upgrades to the designated smoking area along the property line.
- Resident meetings centered rental account questions.
- Full building inspection of all units.
- Installation of parking lot speed bumps to improve safety.
- Coordination with neighboring properties for expanded snow removal access.
- Engagement of outside vendors to provide health, wellness, and educational programming.

Residents continue to engage with the Senior Engagement Coordinator, and staff will continue collaborating with Vintage and Asset Living management to address reported concerns and coordinate assistance from City departments as necessary.