



## **Frequently Asked Questions – Chateaux at Aurora Park**

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Community Manager: [Lisa Spriggs](#)

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### **1. Who is responsible for exterior maintenance?**

Homeowners are responsible for the exterior maintenance of their homes.

### **2. Who is responsible for water and sewer?**

Homeowners are responsible for their individual water and sewer charges and maintenance.

### **3. What amenities are offered within the community?**

The community has a park, lush landscaping, and two beautiful water features. All landscaping is cared for by the association. There is no clubhouse or pool.

### **4. What does the Association's insurance cover?**

The Association's insurance covers liability on Common Areas, D&O, and Property Coverage for fences and signs.

### **5. Is trash pickup covered by the Association?**

Yes, trash is picked up curbside on Thursdays. Recycling is available for a deposit of \$5 (for a bin) for twice a month recycling.

### **6. Who is the association's insurance company?**

The insurance company is Peliton Insurance, 303.771.1800.

### **7. Are there restrictions on "For Sale" signs in the community?**

There is only one sign allowed per home, 2 feet square in size and must be placed in a window.

**8. Are there pet restrictions in the community?**

The city ordinance pet restrictions are in effect.

**9. Can I have my HOA payments taken out automatically from my checking account?**

Yes, print the ACH form from our web site or call 303-369-1800.

**10. If the HOA dues increase do I have to fill out a new ACH form?**

No, the new amount for the dues will automatically be taken out of your checking account.

**11. Can I make my association payment by credit card or on-line?**

Yes, please go to [www.westwindmanagement.com](http://www.westwindmanagement.com) and click on the 'On-line Payments' link. You may pay by Visa, MasterCard, and Discover, or by eCheck. There is a \$9.95 fee for each transaction. If you set up a reoccurring payment through the eCheck feature, there will be a \$2.00 fee per transaction.

**12. What do the maintenance fees cover?**

- Irrigation water and sewer for common areas
- Common area electric
- Trash removal (curbside)
- Snow removal
- Lawn & Tree care
- Street repairs
- Fence repairs
- Professional management
- Insurance (common areas only)
- Pond water feature maintenance

**13. Where should I send my maintenance fee payment?**

Please send your payment to: P.O. Box 5207, Denver, CO 80217-5207