



Frequently Asked Questions – Watermark Condominium Association

Community Manager: [Silvia Gregory](#)

1. Can I have my maintenance fees automatically deducted from my checking or savings account?

Yes. Arrangements for automatic payments may be made by contacting management for the necessary form (or printing from www.westwindmanagement.com). The Association encourages payments through electronic funds transfer. When you sign up for this type of payment you will save yourself time and the worry of mailing your payment on time.

2. How do I obtain a pool fob?

Your key fob will provide you access to the pool in addition to the entry doors. If you lose your fob, please contact the Watermark Concierge to void the lost fob and reissue a new one. Each replacement key fob is \$35.00. Please make the check payable to Watermark HOA.

3. What should I do if I am experiencing a problem with a neighbor?

The Association requires all concerns regarding neighbors be placed in writing including the address of the home, as well as your name and address. Typically, the Association will issue a letter to the owner making them aware of the problem and a request to resolve the matter. In most cases, your identity will remain anonymous. The Association does encourage owners to contact the police in cases of noise or safety concerns. Owners may also contact code enforcement or animal control for persistent problems.

4. What should I do if I receive a violation letter?

If you receive a letter notifying you of a rule violation associated with your home, you will need to correct the violation within the allotted time frame given in the letter. Any questions or requests for clarification of the rules should be directed to

management. Violations that are not corrected may lead to the assessment of fines and / or lead to legal action by the Association. The rules exist to protect harmony within the community. Owners are responsible for making all individuals associated with their home, including renters and guests, aware of the community's rules. A complete copy of the rules may be requested from management.

5. Who is the association's insurance company?

The insurance company is Van Gilder Insurance Corp. – 303.837.8500.

6. Are there restrictions on "For Sale / For Rent" signs in the community?

Yes, all signs must be Board approved before they are displayed.

7. Are there pet restrictions in the community?

Maximum number of dogs or cats or any combination in any home at one time is two.

8. Is there reserved parking?

Each suite is assigned at least one parking spot or two parking spots per the square footage of the suite.

9. Is there a security service in the community?

Yes, Twin City Security is the security company for the community. They may be contacted at 303.574.0000.

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 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?

- Water and sewer
- Irrigation water

- Common area electric
- Trash removal
- Exterior building maintenance
- Snow removal
- Professional management
- Insurance
- Pool
- Concierge Services
- Fitness Room
- Landscape