



## **Frequently Asked Questions – Hearthstone Homeowners Association**

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Community Manager: [Silvia Gregory](#)

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### **1. Why do I pay monthly maintenance fees and when are they due?**

The Association is responsible for maintaining and facilitating the business of the community. Each year the Board of Directors establishes a budget for the following year's expected expenses. The Association pays for all utilities and maintenance of the common areas. The Association also pays for the exterior building maintenance, grounds maintenance, and trash removal. Other expenses include administrative services such as legal counsel, collection of delinquent accounts, accountants, and management. The Reserves are also funded out of the monthly maintenance fees, and the Board makes monthly contributions to these saving accounts for capital expenses. You may request a more detailed copy of the current year's budget in writing from management. In your request, please include your name, address, and the name of your Association. All maintenance fees are due on the first of each month and are late if postmarked after the 30th of the month. Late payments are subject to additional fees and collection procedures.

### **2. 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. 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.

### **3. Do I need approval to make an exterior change?**

Yes! The purpose of the approval is to protect the integrity of the community and your property value. Any exterior change including the installation of a satellite dishes requires written approval from the Board of Directors. Even the replacement of an existing exterior item requires written approval. You may also be required to obtain any necessary permits and / or file a restrictive covenant

agreement with the county. Failure to obtain approval is a violation of the Association's rules. You may be required to return the property to its original condition and / or be assessed a fine. Contact management for the appropriate form.

#### **4. When is the Annual Homeowners' Meeting?**

The Annual Homeowners' meeting is traditionally held in March of each year. A notice of the meeting date, time and place is mailed to each owner approximately thirty days in advance of the meeting commencing. A proxy will be included with the notices for owners who are unable to attend. If you are unable to attend the meeting, please fill out the proxy allowing another member to vote on your behalf and return the completed proxy to management. The Association suspends the voting rights of any member who is delinquent in the payment of maintenance fees.

#### **5. When does the Board meet?**

The Board meets on the third Wednesday of every other month in the All Saints Lutheran Church at 6:00 p.m. The All Saints Lutheran Church is located at 15625 East Iliff Avenue, just east of the Iliff Avenue and Chambers Road intersection. Homeowners are welcome to attend these meetings to observe the business proceedings of the Association. The Board does allow each homeowner five minutes to address them at the beginning of each meeting with questions, requests, and concerns. All questions, requests, and concerns may also be mailed to the Board of Directors in care of Westwind Management.

#### **6. 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.

#### **7. 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.

**8. Who is the Association's insurance company?**

The insurance company is Anderson Ban, 303.814.3558.

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

'For Rent' or 'For Sale' signs are permitted only in landscape beds parallel with the front of the home and may not exceed 5' square in size.

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

In addition to The City of Aurora ordinance the Association does have guidelines in place. Please see the 'Pet' section of the Rules and Regulations on page 7.

**11. Is there reserved parking?**

Yes, each unit is allowed two off street parking spaces. One is a reserved parking space and the other is a non-reserve parking space.

**12. Is there a clubhouse or pool?**

There is no clubhouse or pool.

**13. Is there a security service in the community?**

No. The Association asks that residents contact the City of Aurora Police for security issues or safety concerns, the non-emergency number is 303.627.3100.

**14. When is trash removal?**

Alpine Waste picks up trash curbside once per week on Tuesdays.

**15. 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.

**16. 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.

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

- Water and sewer
- Irrigation water
- Common area electric
- Trash removal
- Exterior building maintenance
- Snow removal
- Lawncare
- Roof repair
- Asphalt/Concrete repairs
- Fence repairs
- Professional management
- Insurance (common area and building envelope)

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

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