



## **Frequently Asked Questions – The Estate at Lone Tree Homeowners' Association, Inc. a/k/a Heritage Estates**

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### **1. Is trash pick up included in the maintenance fees?**

No, the City of Lone Tree contracts with Pro Disposal to provide the trash service to residents. The pickup day is Wednesday. Recycling will be picked up every other week. Homeowners who wish to recycle should call Pro Disposal at 303-791-3827 to participate.

To encourage City-wide recycling, the City of Lone Tree will purchase 2 bins for each household to be used for recycling purposes.

They will also arrange for large item pick up when the Owner calls directly.  
303.287.8043

### **2. How do I obtain openers for the entrance gates?**

Gate Remote Control devices (transponders) are supplied through the Westwind Management Group office; if owners need a replacement or additional device, please complete and submit the request form, which is available at [westwindmanagement.com](http://westwindmanagement.com) under homeowner resources. 3 devices per household are available at no charge.

Devices are to be transferred at closing to the new owner(s) or there is a replacement charge of \$50 (incl. shipping / handling) each.

### **3. What about access for visitors and contractors?**

Visitors can scroll through the entrance directory to find the owner name, and call to that home. Owners must answer and press 9 on their phone to open gates. If owners are planning a special event, an event code may easily be obtained from the manager.

Vendors, delivery persons and contractors must utilize a specific vendor code. Please contact the management office to obtain this code. Standardized gate codes are provided to the residents on a routine basis. Please contact the management office for assistance with access to the community.

**4. Do all exterior modifications require pre-approval?**

Yes, all modifications or additions to the exterior of the homes (including landscaping) must be approved by the Architectural Review Committee prior to any changes being made. Please refer to the Residential Design Guidelines and Review Process.

**5. Who do I contact for information on exterior modifications?**

Contact Westwind, 303.369.1800 x104. (Architectural approval needed prior to work starting)

**6. Are there parking restrictions?**

Residents receive 2 window stickers which must be placed in the rear window, driver's side, to indicate an owner vehicle. *Parking in the streets is generally prohibited.* Please refer to the rules of the community as updated 2.10.09.

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

Yes. Signs of any nature are generally prohibited in the neighborhood. The rules for real estate and open house signs can be found at [westwindmanagement.com](http://westwindmanagement.com) under homeowner resources / Rules & Regulations.

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

Yes, please see rules & regulations for detail. City of Lone Tree Animal Control handles complaints regarding barking dogs or pets off leash.

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

Yes, please 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 in common areas and water for the pool
- Pool, clubhouse and tennis court maintenance
- Street repairs and maintenance
- Common area electric / lighting
- Snow removal for community streets
- Entrance gate and boundary wall maintenance
- Surveillance systems and gate monitoring systems
- Lawn care (common areas/open spaces only)
- Professional management and accounting services
- Insurance (common areas)

### **13. When are meetings of the Membership?**

The Annual Meeting is generally held between May & June of each year. Notices are mailed to each homeowner approximately 30 days before the scheduled meeting.

### **14. When does the Board of Directors meet?**

The Board of Directors generally meets on the 2nd Thursday of every other month (odd months) at 6pm. Please call to confirm time and date of meetings, as they may change.