



## Frequently Asked Questions – Highlands at Piney Creek

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Community Manager: [Brian TerHark](#)

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### **1. Is trash pickup included in maintenance fees?**

Yes, trash is picked up on Mondays. The Association also offers a recycling program and recyclables are picked up every other week on Mondays.

### **2. Is there a clubhouse?**

No, however, the Association does have a pool. The pool is open from Memorial Day until Labor Day and is located just south of Dorado Dr. and Telluride Way.

### **3. Can I use the Piney Creek facilities?**

No, residents of Highlands at Piney Creek are not members of the Piney Creek Recreation Association. The Hills at Piney Creek amenities are located on the Southeast corner of Telluride and Dorado Avenue. These facilities are not to be used by The Highlands homeowners.

### **4. Does the Association provide snow removal?**

Yes, the Association provides snow removal for perimeter sidewalks only. Homeowners are responsible for the walkways in front of their homes.

### **5. Do I need a key for the pool?**

No, but you will need a tag and your ID. For tags, please contact Westwind Management.

### **6. Is there a restriction on "For Sale" signs in the community?**

There is one sign allowed per yard.

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

The pet restrictions are per city ordinance.

**8. How do I get exterior home improvements approved?**

Contact Westwind, 303.369.1800, to receive ACC forms to be completed and turned in to a committee for review and approval before work is started.

**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
- Common area electric
- Common area gas (Pool, clubhouse, etc.)
- Trash removal (curbside)
- Snow removal (sidewalks along Tower Rd. & Telluride only)
- Lawncare (common areas only)
- Pool maintenance
- Fence repairs (common area perimeter fences only)
- Professional management
- Insurance (common areas only)

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

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

#### **14. When are Board Meetings?**

Board Meetings are generally held on the 3rd Thursday of every month except December. The meeting begins at 7:00 p.m. and is held at the Trails Recreation Center (Conestoga Room). Please contact management to ensure the meeting has not been re-scheduled or cancelled.