



Frequently Asked Questions – San Francisco Homeowners Association

Community Manager: [Jessica Hanson](#)

1. Can I put up a satellite dish?

Yes, however all satellite dishes must be installed in accordance with the specifications listed in the Rules and Regulations. In addition, written approval from the Board of Directors is required prior to making any exterior changes. Print the ACC Form from our website or call 303.369.1800.

2. Do I need permission to make changes to the outside of my home?

Any exterior change to the outside of your home must have written approval from the Board of Directors prior to completing the improvements or changes. Items such as windows, window screens, doors and screen doors are the responsibility of each individual owner. Please view the Rules and Regulations for pre-approved styles. Replacement of windows, doors and screen/storm/security doors will require the approval of the Association if it is not a pre-approved style. Print the ACC Form from our website or call 303.369.1800.

3. What should I do if I see someone violating the Rules and Regulations?

If you notice a violation of the Rules and Regulations please inform Management, in writing, of the violation ([Email Jessica](#)). Please try to be as detailed as possible when giving the description of the violation and violator, including the date, time, and address of the person violating the Rules and Regulations. 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 in writing ([Email Jessica](#)). Violations that are not corrected are subject to the enforcement policy located in the Rules and Regulations. 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. When does the Board of Directors meet?

The Board of Directors meets on the 3rd Tuesday of every month at 6:30 p.m., located at Westwind Management Group, Inc., 15150 E. Iliff Ave., Aurora, CO 80014.

6. 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.

7. Who is the association's insurance company?

The insurance company is Peliton Insurance, 303.771.1800.

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

Signs are only allowed in the windows, one per unit.

9. Are there pet restrictions in the community?

The City of Aurora ordinance is in effect.

10. How do I get a pool key?

Call Westwind, 303.369.1800. An initial pool key for each unit is issued at no charge and each replacement key has a \$25.00 charge. Owners are responsible for transferring the key to their renters or to new owners in the event of a sale.

11. Is there reserved parking?

There is one reserved space per unit and each unit is entitled to one visitor space for vehicles that are associated with individuals living in the home. If one home has more than two vehicles than those other vehicles shall be parked along the city street.

12. Is there a security service in the community?

Yes, Custom Security Enforcement. Custom Security Enforcement can be reached at 720.870.0969. They can be contacted between the hours of 5:00 p.m. through 8:00 a.m. daily.

13. 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.

14. 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.

15. 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.

16. What do the maintenance fees cover?

- Water and sewer
- Irrigation water
- Common area electric (lighting)
- Common area gas (Pool)
- Trash removal (dumpsters emptied Monday, Wednesday, Friday) and Recycling (there are 3 bins located throughout the community)
- Exterior building maintenance
- Snow removal
- Lawncare
- Painting
- Roof repair
- Asphalt repairs
- Pool maintenance
- Fence repairs (perimeter & common fences)
- Professional management
- Insurance (common area and building envelope)
- Mail kiosks

17. Where should I send my maintenance fee payment?

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