

Highlands at Stonegate North Condominium Owners Association

Greetings from your Board of Directors! Please be sure to take the time to read this entire newsletter to ensure you are updated with all the information for your Community.



PROPERTY MANAGEMENT: Z & R Property Management is the company responsible for the management of Highlands @ Stonegate North including the enforcement of the Covenants. If you are not sure about whom to call or how to handle a problem, you can contact Z & R toll free at **866-628-5594**. This number also works after hours for Association-related emergencies such as fires, floods, etc. Simply follow the voice mail prompts to leave an emergency voice mail and our on-call representative will be paged. Correspondence should be mailed to 6015 Lehman Drive, Suite 205, Colorado Springs, CO 80918. **Your two managers are Kerry Cantrell, (Kerry@zandrmgmt.com), Darren Burns (Darren@zandrmgmt.com).**



LANDSCAPING: Valley Crest Landscaping provides the landscaping care and snow removal for the complex. Valley Crest Landscaping will respond when snow levels reach 3" (three inches) in depth and accumulation has stopped. Sidewalks, handicap access areas, and building entrances will have snow removed when snow accumulation reaches 2 inches and accumulation has stopped. Valley Crest Landscaping can be reached at 303-841-3003, but residents are encouraged to use Z&R as their main point of contact on any landscaping issues so we can track problems and ensure they are repaired in a timely manner.



TRASH PICKUP: Waste Management provides the trash pickup for the complex. Pickup is scheduled for early morning on Monday, Wednesday and Friday. Trash totes will be picked up on Thursday's. Please ensure that all of your trash is placed inside the dumpsters. Trash left outside the dumpster results in the Association paying an extra fee for cleanup. If your family members take trash to the dumpsters, please ensure they are big enough to raise the lids and get the trash inside. **Please ensure that the lids are closed on the dumpsters after you put your trash inside!** Problems with trash service should be reported to Z&R.



HOMEOWNER'S DUES: The Association dues for Highlands @ Stonegate North vary depending on the size and if a garage was purchased with the unit. Dues are due on the first of the month and late after the 15th. The Association's Declarations and Bylaws specify a \$15.00 late fee if not received on or before the 15th. A coupon booklet and mailing labels will be sent to you the month after your closing. Until the booklet comes, please mail your check, payable to **Highlands @ Stonegate North COA**, with your address in the memo section to **Dept. L.B. (Highlands @ Stonegate North), P.O. Box 5191, Denver, CO 80217**. If you have not received the coupon booklet within a month, please contact Z & R. The coupon booklet is only a helpful reminder of your dues.

Not receiving the coupon booklet **will not** exempt you from Association late fees if payments are not received. Please note that the dues for the Stonegate Village HOA (the Master Association for the Stonegate Community) are included in your monthly dues to the Highlands HOA so if you receive an invoice from Stonegate Village HOA, please disregard it. Because of The Highlands' membership in Stonegate Village, the amenities of the Master Association are available to you. These amenities include the nearby pool, tennis courts, playing fields, jogging paths and the park and trails located off of Stonegate Parkway.

INSURANCE: O'Donnell Agency covers the structures in Highlands @ Stonegate North. The agent is Mark O'Donnell and he can be reached at (719) 227-7100. Questions on the insurance should be called directly to Mr. O' Donnell. **Claims should be called to Z&R.** While the Association's policy is fairly comprehensive, please note that individual Owners should also carry their own policy, commonly referred to as an HO-6 policy. This policy extends you coverage for your personal effects or "contents" in the home in addition to some basic liability coverage. When shopping for this coverage, it is advised that you put your personal agent directly in touch with the Association's agent to ensure there are no gaps in coverage.

EXTERNAL MAINTENANCE: The Association takes care of external maintenance as follows: (Common Elements) – paint, repair, replace and care for roofs, gutters, downspouts, exterior Building surfaces [except doors, locks, light bulbs on common area lights, glass and window screen surfaces], trees, grass, roads, driveways, walks and other exterior improvements. If you are not sure which lights you are responsible for, a good general rule is that if a light switch on the interior controls the exterior fixture, you are responsible for the fixture and bulb. If the light is controlled by a light sensor (photocell), it is the Association's responsibility. Please refer to the "Caring for your Home" manual that you were given when you signed your contract for interior home maintenance items that you are responsible for.



ARCHITECTURAL CONTROL: No changes to the exterior of any building are allowed. **Please note that the only exception to this provision is for the installation of Satellite Dishes. Current Association policy prohibits installation of dishes anywhere on the building, so please take this into consideration prior to an installation.** One recommended method of installation is to place a post (wood or metal) in a 5-gallon bucket of concrete. The dish can then be mounted to the post and set inside the confines of your patio without being affixed to the building. Another approved method is to attach the dish to the vertical portion of the interior of your balcony/patio handrail. All installations should be as inconspicuous as possible and the Board may require additional screening as necessary. If you currently have a dish installed in any other manner, you will be contacted by Z&R shortly. All dishes require a written request and written approval prior to installation. The Board of Directors is allowed thirty days to issue a response, so please submit plans well ahead of when you have the installation planned.

NOISE COMPLAINTS: If you are having trouble with noise from a neighbor, please contact them directly first if you do not feel threatened by their behavior. If this does not solve the problem, filing a noise complaint with the police department is the next best alternative if the noise is excessive or late at night. The Association can also issue warnings and fines after a certain period, but please understand this process is slower and that you must document your complaints in writing.



PETS: A maximum of (2) two domestic pets including dogs, cats or other customary household pets, may be allowed in one Unit. When a pet is outside the unit, it must be on a physical leash at all times. **The person in control of the animal must be prepared to clean up after the pet immediately. Pets may not be left unattended or tied to an outdoor structure or left alone on any deck or balcony at any time.**



VEHICLES: No wrecked, abandoned, inoperable or unlicensed vehicles of any kind shall be stored or parked with the Community. No house trailer, camping trailer, horse trailer, motor home, boats, or truck larger than ¾ ton can be parked or stored anywhere within the Community unless they are being actively loaded or unloaded. Parking is not allowed on landscaped or lawn areas or fire lanes. No vehicle maintenance shall be allowed within the Condominium Community, including car washing.

UTILITY EMERGENCIES: If you have an emergency with any utility, the first phone call you should make is to the appropriate utility company. If the utility company deems the problem to be Association responsibility, please notify Z&R so we can respond. Below is a list of the companies that service your Community.

Gas: Excel Energy (800) 895-4999

Water: Stonegate Village Metropolitan District – (303) 265-7949

Electric: Intermountain Rural Electric Association (IREA) – (800) 332-9540

Cable/Internet: Comcast (or Satellite provider if applicable) – (303) 930-2000