



## The Highlands at Stonegate North Newsletter

February 2011

**Greetings from the Highlands at Stonegate COA Board of Directors and Management! Please take a few minutes to read the latest updates about your community!**

### **Z & R PROPERTY MANAGEMENT**

As our property manager, Z & R implements all of the Board's decisions and handles architectural submissions and Covenant enforcement. Homeowners should contact Z & R at (866) 628-5594 with any Association questions. If a homeowner has a problem, comment, or suggestion, this should be submitted to Z & R in writing for proper follow-up and Board review. The address for correspondence is 6015 Lehman Drive, Suite 205, Colorado Springs, CO 80918. Emails can be sent to [Kerry@zandrmgmt.com](mailto:Kerry@zandrmgmt.com) and faxes can be sent to (719) 594-0473.

### **PARKING**

Let's review some of the parking guidelines for your community:

- Please use your assigned space or GARAGE first for parking. We're aware that most of the assigned space markings have deteriorated. They will be repainted this spring to aid in identification.
- A vehicle shall be considered stored if it has remained in the same space for more than 72 hours, and is subject to tagging and tow at owner's expense. **NOTE:** if you have plans to go on vacation or another circumstance that requires that you leave your vehicle in a space for more than the maximum allowable time, please contact your property manager to request a variance.
- Unmarked spaces are on a first come-first served basis for residents and guests.
- **NOTE:** Approximately 42 unmarked spaces around the property will soon be painted as "GUEST ONLY". These spaces will be for the use of guests and not for parking by residents. Also, 16 unmarked spaces adjacent to the pool will soon be marked as "POOL ONLY". These spaces will be reserved for residents who drive to the pool for its use. **PLEASE** observe these new markings.
- Any vehicle parked in a fire lane, in a designated no parking area, blocking a garage, in violation of the CC&Rs or Rules and Regulations, or posing a threat to the community may be towed without notice.

**PLEASE FOLLOW THESE PARKING GUIDELINES!**

## **BALCONY SCREENING**

Requests have been made to allow for the addition of some type of screening to balcony enclosures for the safety of small pets, children, etc. Your Board of Directors has reviewed this situation and has decided to allow mesh screening of the type used in window screens and storm doors. This addition will require HOA approval, so please contact your Property Manager with any requests and an approval letter will be issued to you for your records. Please note that any type of "chicken wire" will not be approved. If you currently have a chicken wire type of screening, please make arrangements to replace it with an approved product.

## **!!!!!!! GOOD NEIGHBOR AWARD !!!!!!!**

Ever see your neighbors doing something nice for the community, such as collecting litter, shoveling snow for and elderly neighbor or picking up pet waste from dogs that aren't even theirs????

Well, now you can turn these do-gooders in! The Board of Directors would like to recognize residents who go out of their way to contribute to the community. If you see your neighbor lending a hand in a way that makes you smile, please contact your Property Manager with the details and identity of the virtuous perpetrator. The Board will contact the folks with a letter of recognition and a token of their appreciation.

**Doggy Doo:** Dog feces left in the Common Area is **WORSE THAN EVER!** I'm sure many of you are aware of this! It is a Rules violation to leave your dog's feces on the grounds, and even to allow your dog to be out off-leash. This is a difficult violation to prosecute, since the culprit needs to be caught in the act, so PLEASE if you witness a pet violation, contact your Property Manager immediately so we can enforce this Rule. The Board is committed to keeping the grounds looking good, and has contracted to have some areas cleaned even though it's not in the budget, the cost of which comes out of all of your pockets, **WHETHER YOU OWN A DOG OR NOT**. Please help us police this worsening situation! Please be advised that in 2009, the Board enacted an amendment to the Rules and Regulations which considerably beefed up the penalty for these infractions. Please remember that all complaints must be in writing (email is fine) and your identity will remain confidential.

**Satellite Dishes and Cable TV:** Please remember that you need written approval to have either of these services installed in your unit. The request is easy, just contact your Property Manager in writing and an approval letter will be sent to you, explaining the approved installation locations and methods. Remember, if we see a dish mounted in an unapproved place, you will be compelled to move it at your own cost. Your money goes to maintaining the exterior of the buildings, and improper installation practices compromise the structures.

**HOA Website:** Please take a look at the Association's website. It has the full Governing Documents (Covenants, Rules & Regulations, etc.), contact information for the Management Company, HOA Finances, Board meeting notices, Meeting Minutes and more, all available for free download. Please help the community and yourself by being aware of the Rules & Regs, and if you are an owner who rents out your unit, you can direct your tenants to the website so they don't get you in trouble with violations. [www.highlandsatstonegatnorth.com](http://www.highlandsatstonegatnorth.com)

**Association Covenant Violations:** If you witness a violation, please report it to Z & R by documenting what you see in writing, signing the letter and mailing it to Z&R Property Management. Faxes or emails are also perfectly acceptable. **Anonymous complaints cannot be acted upon, please include your name and address in any complaints, it will not be divulged.** We must send two notices and hold a Hearing before assessing fines, so your first complaint is not a fire-and-forget. Please follow up with the Manager if the infraction continues after your initial complaint.

**Dumpster Etiquette:** PLEASE make sure your trash actually goes in the DUMPSTER, and not just in the enclosure. The HOA (which means YOU) has to pay extra to have all the trash picked up that does not make it into the dumpster itself. The off target trash also has a tendency to get blown around by the wind and will end up by your front door. A little dumpster accuracy by everyone will really help keep the property looking clean. Also, it is now a Rules violation to leave your trash totter outside except on trash day.

**Patios and Windows:** Please remember that all window coverings must be white in color when viewed from the outside, and that the only acceptable items allowed on your patios are patio furniture, a propane grill (no charcoal allowed), flowerpots and 1 storage container suitable for outdoor use. All other items must be stored inside or in your storage closet. This really helps maintain a uniform look to the property.

**Snow Removal:** The minimum threshold for snow removal is 4 inches for plowing streets and parking areas, and 2 inches for walkways. Often, the contractor will be directed to perform specific duties such as applying ice slicer to the roadways only, or just putting down icemelt on the sidewalks. With a property this size the cost can really add up without some micro-managing of the services. We have also installed over 40 buckets of ice melt at strategic spots around the property for resident use. That being said, SAFETY IS OUR FIRST PRIORITY! If you see any particularly icy spots or have special needs, please contact your Property Manager and we'll take care of it right away.

Thank you for taking the time to read this newsletter. The Board and Management wish you a happy and prosperous Spring of 2011!!!

