



The Highlands at Stonegate North **Newsletter**

November 2011

Greetings from the Highlands at Stonegate COA Board of Directors! Please take a few minutes to read the latest updates

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@zandrimgmt.com and faxes can be sent to (719) 594-0473.

Snow Removal: With Winter fast approaching, it's a good time to review the HOA's snow removal policy. We have stipulated with the snow removal company a minimum of 4 inches in the roadway and 2 inches on walking areas for response. They will make every effort to ensure that walking areas are clear by the time residents leave for work in the morning or get home at night. Of course this depends on the timing and duration of the storm. Safety is our first priority, so if you observe any particularly icy or unsafe areas, please contact your Property Manager and we will send someone out right away. We also will be installing ice melt buckets for your convenience at several key locations around the property.

Important: Beginning on November 14, our contractor that maintains the fire sprinklers (T&M Fire Protection) will be performing annual inspections of the systems on the property. This will involve activating the horns and strobe lights. They will be distributing flyers on your doors about when each specific building will be done so that you are not alarmed by the activity.

Pipe Freeze! Please ensure that if your unit is to remain vacant for any length of time that you protect the water pipes in your unit from freezing. You can accomplish this by setting the heat at a safe level and opening any cabinets under sinks, especially on exterior walls. If you plan to have the heat down or off in a vacant unit, PLEASE winterize the unit by at least turning off the water and draining the pipes by opening all faucets, or other acceptable methods. Failure to take these precautions may result in a pipe freeze and rupture which could flood your unit and those of your neighbors. For more information contact Z&R Property Management

Credit Card Payments: Z&R Property Management has a new website for the company; www.ZandRmgmt.biz. With the new website homeowners will have the ability to pay their account online by credit card. Homeowners often ask us if they can pay their dues by credit card and we can now accommodate these requests.

PLEASE NOTE THE FOLLOWING:

Doggy Doo: One way you can help the overall look of the property is to pick up after your dog. In fact it's 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 it's been considered to hire a pooper scooper company, the cost of which would come out of all of your pockets, WHETHER YOU OWN A DOG OR NOT. Please help us police this poop 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.

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.highlandsatstonegatenorth.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.** Per state law 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 a Rules violation to leave your trash totter outside except on trash day. Please see the website for details.

Skateboarding: Please be aware that skateboarding is not allowed anywhere on the property. If you witness any offenders, please note their address and contact Property Management.

Vehicles: All vehicles parked on the property must have a current registration and be in good working order, and must be driven every 72 hours or it is considered stored. Vehicles in violation will be stickered and potentially towed at the owner's expense. **Please park in your garages and assigned spots and leave visitor spots for visitors.** Please do not drip oil or other fluids on the blacktop, or (you guessed it) it will be cleaned up and paid for out of your dues. Also, no vehicle repairs are allowed on property grounds.

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

