



## **Frequently Asked Questions – Willowridge Townhome**

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Community Manager: Tara Segura

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### **1. Why do I pay monthly maintenance fees and when are they due?**

The Association is responsible for maintaining and facilitating the business of the community. Each year the Board of Managers establishes a budget for the year's expected expenses. The Association pays for all utilities and maintenance of the common areas. The Association also pays for the exterior building maintenance, grounds maintenance, and trash removal. Other expenses include administrative services such as legal counsel, collection of delinquent accounts, accountants, and management. The Reserves are also funded out of the monthly maintenance fees, and the Board makes monthly contributions to these saving accounts for capital expenses. You may request a more detailed copy of the current year's budget in writing from management. In your request, please include your name, address, and the name of your Association. All maintenance fees are due on the first of each month and are late if postmarked after the 15th of the month. Late payments are subject to additional fees and collection procedures.

### **2. Do I need approval to make an exterior change?**

Yes! The purpose of the approval is to protect the integrity of the community and your property value. Any exterior change including the installation of a satellite dish requires written approval from the Architectural Control Committee. Even the replacement of an existing exterior item requires written approval. You may also be required to obtain any necessary permits and / or file a restrictive covenant agreement with the county. Failure to obtain approval is a violation of the Association's rules. You may be required to return the property to its original condition and / or be assessed a fine. Contact management for the appropriate form.

### **3. When does the Board meet?**

The Board meets on the second Tuesday of each odd numbered month in the Willowridge community's clubhouse at 8:00 a.m. Meeting times do vary; please call 303-369-1800 to verify the meeting time and location. The clubhouse is located next to the pool. Homeowners are welcome to attend these meetings to observe the business proceedings of the Association. The Board does allow each home five minutes to address them at the beginning of each meeting with questions, requests, and concerns. All questions, requests, and concerns may also be mailed to the Board of Directors in care of Westwind Management.

#### **4. When is the Annual Homeowners' Meeting?**

The Annual Homeowners' meeting is traditionally held in May 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. A proxy will be included with the notices for owners who are unable to attend. If you are unable to attend the meeting, please fill out the proxy allowing another member to vote on your behalf and return the completed proxy to management. The Association suspends the voting rights of any member who is delinquent in the payment of maintenance fees.

#### **5. How do I obtain a pool / tennis court key?**

The Umbrella Association maintains the pool and tennis court. Please contact Westwind Management at 303-369-1800 for more information.

#### **6. When is trash collected?**

Trash is collected every Friday. Trash needs to be put out for collection no later than 7:00 a.m. on Friday mornings. Trashcans need to be put away on Friday evenings. Please make sure that all trash bags are securely closed to keep debris from becoming scattered. Trash should be placed on the edge of your garage. If you need to dispose of any large items, please contact management for the name and phone number of the waste disposal company to make arrangements. Large items will not be collected unless proper arrangements have been made. Please note that holidays may delay trash collection one day. Your community also participates in a recycling program. Please contact management for information on collection dates and to obtain recycling bins.

#### **7. What should I do if I am experiencing a problem with a neighbor?**

The Association requires all concerns regarding neighbors be placed in writing including the address of the home, as well as your name and address. Typically, the Association will issue a letter to the owner making them aware of the problem and a request to resolve the matter. In most cases, your identity will remain anonymous. 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.

#### **8. 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. Violations that are not corrected may lead to the assessment of fines and / or lead to legal action by the Association. The rules exist to protect harmony within the community. 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.

## **9. How do I reserve the clubhouse?**

All arrangements and scheduling for the clubhouse are through Westwind Management. Please call 303-369-1800 to make your reservation.

## **10. Who is the association's insurance company?**

The insurance company is Anderson-Ban 303.814.3558

## **11. Are there restrictions on "For Sale" signs in the community?**

The signs are only allowed in the windows, one per unit.

## **12. Are there pet restrictions in the community?**

The City of Aurora ordinance is in effect.

## **13. Is there reserved parking?**

There is one garage per unit.

## **14. Can I make my association payment by credit card or by E-check?**

Yes, please go to [www.westwindmanagement.com](http://www.westwindmanagement.com) and click on 'Make a Payment.' You may pay with any major credit card, debit card or by E-check. You may make a one-time payment or set up recurring payments to be deducted directly from your checking account. The E-check feature is free of charge, however there is a 3% fee for credit card transactions and a \$5.00 fee for debit card transactions.

## **15. Where should I send my maintenance fee payment?**

Please send your payment to: PO Box 95854, Las Vegas, Nevada 89193-5854

## **16. What do the maintenance fees cover?**

- Water and sewer
- Irrigation water
- Common area electric
- Trash removal (curbside)
- Exterior building maintenance
- Snow removal
- Lawncare
- Painting
- Roof repair
- Asphalt repairs
- Professional management
- Insurance (common area and building envelope)

**Willowridge Townhome Condominium Association has been registered with the Colorado Department of Regulatory Agencies / Division of Real Estate as now required by law. The HOA number assigned to this Association is 22390.**