HSVTHA Newsletter

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HSVTHA Board of Directors

Julianne Henderson—President Charles Derryberry—Vice Pres. Sandra Smith—Treasurer Joan Smith—Secretary Larry Patrick—Director Jean Woodworth—Director Larry Draeger—Director O. J. Miles—Director Dennis Simpson—Director

HSVTHA Contacts

Gayle Annis Administrative Assist. Melissa Speers Administrative Assist.

Fee Payments Contacts

Best Management Co., LLC 501-224-4840

Mail Payments To: HSVTHA P. O. Box 22206 Little Rock, AR 72221-2206

THA Office Hours

Monday - Thursday, 8:00 am to 12:00 noon. For an appointment, call 501-922-1375 or e-mail hsv.tha@sbcglobal.net.

From The President Progress Report

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Owner Update Form

FROM THE PRESIDENT

Julianne Henderson, President

With the advent of the recent Corona Virus outbreak (Covid-19) we are now living in an unchartered period of time. Being in close proximity to other people could be detrimental to your health.

Because of this, we must limit personal interactions of the office personnel with the association members. The office hours will remain the same, but any questions should be done via phone or email, not thru face to face interaction. You may still drop off your monthly payments in the front office.

We cancelled the March 13, 2020 voting meeting. My apologies for it happening at the last minute, that was my decision and I would rather be safe than sorry. As of now we are still planning on having the Annual Meeting on May 15, 2020. That could change depending how things develop regarding community gathering guidelines. As of today, the recommendation is limiting gatherings to ten people.

The good news is we live in an area with a low population and have outdoor activities we can still enjoy without worrying about getting too close to anybody. And don't forget "Takeout". From the POA newsletter 03/16/20; *Menu items are available through takeout service at both Granada Grill (501-922-1372) or DeSoto Club (501-915-0007).*

HSVPOA explorethevillage.com/members/hsv-covid -19

AR Dept. of Health

https://www.healthy.arkansas.gov/

PROGRESS IN THE THA

April 2020

Richard Smith, GM

Since January 1, 2020 when I became general manager, the following projects have been completed. If you have any concerns in your court, call the THA office.

> The trimming of trees and removal of dead or dangerous trees has been done in Desoto, Coronado, La Coruna, Lanza, Segovia, and Valencia Courts. Tree trimming is ongoing.

> New garbage cans replaced damaged ones in Madrid and Guadalajara.

> New corral gate in La Coruna.

> Replaced water faucet in kitchenette in Community Center.

> Cleaned out storeroom at Community Center and installed shelves. Boxes of documents placed in order on the shelves.

> Steel pipes cut out in Desoto, left from the old mailbox stands.

> Temporary fence installed at burned out units in Valencia to prevent anyone from falling 15 feet to a concrete bottom floor of those units.

> Old garbage cans removed from storage shed, taken to Garland County land fill.

> Repaired corral gate in Majorca 4.

> Lighting for Magellan Court sign was repaired

> In Villa Alegra grates for french drain were installed.

> In Coronado wooden fence was repaired. Rocks have been added in areas of Macotera Place to cover black visqueen.

> In Madrid new corral signs on Halcon Place. On Abaron Place large rocks were installed around cul-de-sac to prevent small stones from washing into roadway. Replaced two unsafe sidewalks.

> On Aldaya dead trees and shrubs removed near shoreline.

> In Castellon the shed was power washed.
> In Guadalajara new cluster boxes have been installed.



L to R.—O. J. Miles, Larry Draeger, Larry Patrick, Sandy Smith, Julianne Henderson, Charles Derryberry, Joan Smith, Jean Woodworth, Dennis Simpson

2020 BOARD MEETING SCHEDULE

Meeting Type	Date	Day	Time
Working	1/7/2020	Tuesday	9:30 am
Monthly	1/17/2020	Friday	9:30 am
Working	3/3/2020	Tuesday	9:30 am
Monthly	3/13/2020	Friday	9:30 am
Working	5/5/2020	Tuesday	9:30 am
Monthly /Annual	5/15/2020	Friday	9:30 am
Working	7/7/2020	Tuesday	9:30 am
Monthly	7/17/2020	Friday	9:30 am
Working	9/1/2020	Tuesday	9:30 am
Monthly	9/11/2020	Friday	9:30 am
Working	11/3/2020	Tuesday	9:30 am
Monthly	11/13/2020	Friday	9:30 am
Working	12/1/2020	Tuesday	9:30 am
Monthly	12/11/2020	Friday	9:30 am

STORAGE AROUND TOWNHOUSES

No clothesline, rack for garbage pails, or free-standing garbage pails shall be erected, placed or maintained on any lot unless screened from the view of the general public and of the adjoining lots. Such screen is to be approved as to design and appearance by the Hot Springs Village THA Architectural Review Committee and the HSVPOA Planning & Inspections.

No trash, junk, debris or miscellaneous items shall be stored or left in view of the general public and of the adjoining lots. Porches, decks, patios, parking pads are to be kept free from clutter and debris.

WEED CONTROL/FERTILIZATION, TRIMMING, WATERING

The first application of weed control began before ground temperatures reached 55 degrees F, usually during the months of January or February. The first application of fertilizer was made in March or April and may be either granular or liquid, depending upon weather conditions. Allow 7 to 10 days for results. All courts are required to have weed control, but not all have fertilization. Fertilizing in a court is at the court's request, and funds available in the court. Subsequent mid-year fertilizer applications will be a controlled-release type and may be applied with weed control as needed. Late year application of fertilizer and weed control will be applied during the period from September through December.

Crape myrtles are trimmed in February and azaleas are trimmed after flowering. Shrubbery is trimmed in all courts in April, July and September, as needed for appearance, allowing for flowering and berrying.

SC&CIC COURT REPRESENTATIVE LISTING

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Pat Shade	501-915-3281	Arista
Rich Zavrel	612-508-5586	Balboa
Jean Roberts	501-922-3146	Castellon
Sandra Charlton	262-442-7092	Coronado
Bobbie Wilson	501-922-3357	Coronado
R. K. Sanders	501-226-5106	Cortez
Position	Available	Desoto
Position	Available	Guadalajara
Dianna Higgins	501-551-6073	La Coruna
Sam Arant	501-204 4446	Lanza
Teresa Arant	501-204 4446	Lanza
Everett (Skip) C. Brown	602-677-7230	Madrid #1
Robert Delong	501-915-9765	Madrid #2
Lindy Watts	501-590-5675	Madrid #3
Russ Bartells	319-360-5431	Madrid #4
Jeannette Slattery	501-922-3954	Magellan
Joyce Benning	501-941-8758	Majorca #2
Gary Smith	501-915-0703	Majorca #4
Robert Downey	501-226-5937	Majorca #4
Cheryl Boehmke	501-204-4670	Segovia
Janet Peterson	501-915-8874	Valencia
Sandy Corzatt	501-915-9351	Villa Alegre
Gloria Alford	501-922-0955	Villa Alegre

SC&CIC CHAIRMAN'S REPORT

Gary Smith, Chairman SC&CIC

We had a very good turnout at our February 11th Court Representatives meeting. The role of court reps was discussed. Handouts of updated THA By-Laws and Rules & Regulations, along with Court Rep Report forms, were distributed.

Dick Smith, General Manager, gave an updated Progress Report (see pg. 1) on the work being done or completed in the individual courts. The number of infractions has decreased in the past year through his efforts and those of the individual court reps. Upon the report of an infraction, a letter is sent to the townhouse owner stating the infraction, asking for a response to the letter when received, and allowing 30 days to be resolved. If the infraction is not resolved, or in the process of being resolved, after the 30 day period, a \$100 per month penalty may be implemented. <u>The owner should contact the office as soon as they receive the notice.</u> It is the responsibility of the townhouse owner to update the office on the status of the infraction.

The SC&C Committee is asking for volunteer court reps for Desoto and Guadalajara Courts. Halcon Place in Madrid Court is also in need of representation. Please consider volunteering. The THA office can be contacted at 501-922-1375 or e-mail, hsv.tha@sbcglobal.net.



EROSION IN THE COURTS

In November 2018, the HSVTHA Board of Directors clarified the Townhouse Association's stand on erosion in the courts. Erosion issues continue to occur all over the Village. All are aware of how frustrating an erosion problem can be around a townhouse. Erosion on the owner's platted lot is the responsibility of the owner to correct. Erosion on Limited Common Property (LCP) is the responsibility of the applicable court.

Each year the SC&C representatives in the various courts, along with the President and/or General Manager, may prioritize common properties in the courts for work to be done the next year. The projects are rated in three (3) criteria: Urgent/Safety, then Needs and finally Wants. When this is done, areas are identified for larger Capital Improvements. SAFETY issues will take precedence over NEEDS and WANTS.

Safety issues reported to the HSVTHA should be addressed immediately. Upon agreement of the safety issue, and provided the funds are available, the HSVTHA may pay the cost of improvements and the individual court will be billed accordingly.

NEEDS and WANTS will require a majority approval vote by residents in the court as funds are available. If project is not approved, the HSVTHA will advise the applicant accordingly.

DERELICT VEHICLES

Vehicles parked in the Townhouse Association Courts are considered derelict if the license plate is not current and is otherwise not drivable. The THA can put a notice on the vehicle and after 10 days can have it towed to the Shell Station on Calella.



After 30 days, if no one claims the vehicle, the Shell Station can take it to an auction and collect the proceeds of the sale.

If someone claims the vehicle, then that person has to pay the towing and storage fees to the station.



AD HOC COLLECTIONS COMMITTEE

Gary Smith, Chairman

The 30—90 day delinquency of the HSV Townhouse Association assessment fees is probably in the best shape that it has been for a number of years. Thanks in a large part to the THA office staff.

The results of attorney action (liens/judgments) have reduced the long-tern delinquency close to 50% of the previous amount due. In many instances, these actions will not allow the transfer of ownership until some action has been taken on the monies due the HSVTHA.

Through the hiring of Best Association Management Co., better records are being kept of all delinquencies.

The THA office notifies, on a monthly basis, owners who are 30 days past due. It is grati-

fying to learn how cooperative the owners are and who address the payment in a prompt and courteous manner. We've all had instances in our lives when something



was overlooked, forgotten, or otherwise inadvertently missed.



COUNTY LEASH ORDINANCES

When outside, pets must be on a leash at all times. Owners are also reminded that it is their responsibility to pick up after their pets when taking them outside. This applies everywhere in the courts. However, pets cannot be left chained outside for extended periods of time.

Garland and Saline Counties have taken the concern of unattended dogs very seriously and have approved leash ordinances, e.g. "QUORUM COURT OF GARLAND COUNTY, ARKANSAS THAT: SECTION 2—2. No owner of, custodian of, or person with authority to control a vicious dog and/or a nuisance dog shall suffer or permit such dog to go beyond the premises of said owner unless the vicious and/or nuisance dog is securely muzzled and restrained with a restraint having a minimum tensile strength of 300 pounds and not exceeding three feet in length."

SALINE COUNTY ORDINANCE NO. 2014-09 REGULATING ANIMAL CONTROL addresses the same issues.

Garland and Saline Counties also have noise ordinances that address barking dogs. Pets MUST be picked up after whenever they are outside in the Village and on decks, patios and porches.



CLUSTER BOXES IN COURTS

Cluster mailboxes have been installed in Cortez and Guadalajara Courts. Owners are notified to contact the THA office for distribution of the mail box keys. At this time there are still a significant number of keys in these courts, as well as Desoto and Valencia Courts, that have not been claimed. If the homeowner is unable to claim the keys, notify the office (501-922-1375) to make arrangements for distributing the key to an authorized person. The THA office does not keep any keys.

These cluster boxes have greatly improved the appearance of the respective courts and have reduced the cost of maintaining the mailbox stanchions required by the old mailboxes. It is also an added benefit to owners since their mail is now secure and they no longer have to be responsible for, nor purchase, their own mailboxes.

HSVTHA VIEWS



Recent Rock Work By Lanza Courts Owners





BEFORE

New Siding Shakes in Castellon Courts

LOOK FAMILIAR?

As you read over this edition of the THA Newsletter do you find yourself thinking, "these same articles are in the THA Newsletter every edition." You are accurate. However, there are always many new owners each month and even though the THA office sends out new owners' packets to every buyer, much of that information is overlooked in the early years of ownership.

The Rule of Seven is an old marketing adage. It says that "a prospect needs to see or hear your marketing message at least seven times" before it sinks in.

One of the shared costs to all the courts is the composition and mailing of this newsletter and the administration of the THA website, www.hsvtha.com. Information is contained in both venues that can answer many of the questions you might have about the HSV Townhouse Association.

In addition, always, feel free to contact the office with any questions or concerns. hsv.tha@sbcglobal.net

FEE PAYMENT CONTACTS



NEED TO CANCEL AUTO BANK DRAFT?

If you are selling your townhouse and are on automatic bank draft for your assessment payment, contact Renee at Best Management Co. at 501-224-4840 to cancel the draft. The THA office personnel are not authorized to request this process on your behalf.

IMPROVEMENTS IN THE COURTS

The photos to the left are great examples of townhouse owners doing their part to protect and enhance property values within the THA. Several owners in Lanza Court rocked their vards at their own expense. This has served to improve the appearance of the whole court and reduce the affects of erosion in their areas.

In Castellon Courts several owners replaced the cedar shakes on their townhouses with a poly material, also at their own expense. The shakes that have been replaced were original to the structures which were built in 1973.

HSVTHA WEEKLY TRASH PICK-UP DAYS BY COURT

AFTFR

	MONDAY		<u>TUESDAY</u>		THURSDAY		FRIDAY
2/Wk	Desoto	2/Wk	Cortez	2/Wk	Desoto	2/Wk	Cortez
-	Valencia		Madrid	2/Wk	Valencia	2/Wk	Madrid
2/Wk	Coronado	2/Wk	Guadalajara	2/Wk	Coronado	_	Guadalajara
1/Wk	Majorca 4	2/Wk	La Coruna	1/Wk	Lanza	2/Wk	La Coruna
1/Wk	Majorca 2	1/Wk	Segovia	1/Wk	Balboa Cove	1/Wk	Villa Alegre
		1/Wk	Castellon	1/Wk	Magellan		
				1/Wk	Arista		

The following are requirements <u>which must be</u> <u>met by every townhouse owner, tenant, prop-</u> <u>erty manager or rental agency.</u>

- 1. Trash routes will begin at 8:00 A.M.
- 2. The normal trash routes will pick up household waste.
- 3. Trash must be bagged even though it is put into a can.
- 4. Do not place loose trash in the trash can.
- 5. Do not place any trash on the corral floor; all must be in a trash can. Securely attach the lid.
- 6. Due to Garland County landfill policy, household trash cannot be mixed with other items such as building materials, special pick up items or yard waste. The sanitation crew cannot take these items.
- 7. <u>Special pick up</u> items include things such as: wood, furniture, water heaters, grills, metal pieces, etc.
- Special pick up collection is by request only. <u>Do not</u> <u>leave special pick up items in communal cor-</u> <u>rals</u>. If you have a special pick up request, call POA Public Works to schedule it for a nominal fee which is added to your POA Utility Bill; <u>501-922-5524</u>.
- 9. DO NOT PUT LIQUID PAINT IN <u>THE TRASH CONTAINER OR</u> <u>CORRAL!</u> If you have liquid paint, take lid off the paint can and mix kitty litter with it until it becomes a solid. When it becomes a solid, you can take it out to your trash can and sit it <u>beside</u> the trash can with the <u>lid off</u> so the waste haulers can see that it is a solid. It will then be picked up.



Owners, Tenants, Property Managers who use the community trash corral are responsible for disposing their trash in a neat and orderly manner.

REMEMBER: - Loose trash can be strewn around by wildlife which can create an unsightly and unhealthy situation. Always securely attach the trash can lid.



REMAINING 2020 SANITATION HOLIDAY SCHEDULE

Monday, May 25– Memorial Day: Monday picked up on Tuesday; Tuesday on Wednesday. Thursday & Friday the remain same.

Friday, July 3 – Independence Day: Thursday picked up on Wednesday. Friday picked up on Thursday. Monday & Tuesday remain the same.

Monday, September 7 – Labor Day: Monday picked up on Tuesday; Tuesday on Wednesday. Thursday & Friday remain the same.

Wednesday, November 11 – Veterans' Day: NO CHANGE.

Thursday, November 26 – Thanksgiving Day: Thursday picked up on Wednesday. Monday, Tuesday & Friday remain the same.

Friday, December 25 - Christmas Day: Thursday picked up on Wednesday. Friday picked up on Thursday. Monday & Tuesday remain the same.

Friday, January 1, 2021 – New Year's Day: Thursday picked up on Wednesday. Friday picked up on Thursday. Monday & Tuesday remain the same.

GARLAND CO. RECYCLING

6885 Hwy. 7 North

Garland County offers recycling drop–off on Highway 7 North. Some example of items that can be recycled are newsprint, beverage cans,

steel cans, glass (no window glass), plastics (#1 and #2), <u>corrugated</u> cardboard, sorted office paper, and electronic waste.



TOWNHOUSE COURTS PAY

Townhouse owners may not be aware that when the THA has to schedule a special pick-up with the POA for discarded items, because the owner of the items is not known, the cost is charged to the particular court. In 2019 over \$525.00 had been paid by various courts for special pick-ups through September.

This is one more example of protecting property values in the HSV Townhouse Association. If you know who may be leaving things out in view of neighbors and public that require pick-up, please notify the office. These notifications are anonymous and privacy is always respected. 501-922-1375

FREQUENTLY ASKED QUESTIONS



1. When I buy a townhouse do I own any of the land around the townhouse?

Yes, you own the property within the platted property lines. A copy

of the plat map may be obtained at the POA Public Works Départment.

2. Are townhouses and condos insured the same?

No. When you buy a townhouse you are responsible for repairs and maintenance of the inside and outside of the dwelling. Townhouses should be insured just like a free standing house would be, with the exception of the common wall.

3. Can I add onto my townhouse

Yes, providing the addition doesn't extend past the platted lines for that townhouse and a building application has been submitted to the HSVTHA. The addition must be approved by the HSVTHA Architectural Review Committee (ARC) and the HSVPOA Architectural Control Committee (ACC). Depending on the type of addition, approval from the adjoining owners will be required before the application will be considered.

4. Can I paint or roof my townhouse any color I want?

No. In 2001 the HSVTHA Board of Directors approved the roofing and painting guidelines submitted by the HSVTHA Standards, Control and Capital Improvement Committee (SC&C). These guidelines require all townhouses in a section to have the same roof and paint colors. Approved paint and roofing colors can be seen at the Association office.

Paint and Roofing applications must be approved by the Association office before work can begin.

5. What if I want to roof or paint a different color than what is approved?

In some courts all the townhouses are painted and roofed the same colors. In these courts townhouse owners are not allowed to change the colors.

In the other courts where there is no consistent color throughout the court, owners in a section can get together and decide on a color and submit an application to the Association for approval.

6. When are assessments due?

Assessments are due on the 1st day of each month. Coupons are sent to townhouse owners at the end of each year for the following year to only those who pay by check. Owners can pay by check, bank draft or on-line checks. Payments in arrears over 30 days will receive a collections letter.

7. What do the HSV Townhouse Association monthly assessments cover?

Direct Court Expenses of General lawn care – mowing, weedeating, blowing, trimming of shrubs, and watering of the grounds.

Direct Court Expenses of Grounds maintenance care – fertilizing grass areas, weed control, tree cutting and trimming, refurbishing gravel areas, re-seeding grass areas, etc.

Direct Court Expenses of the Maintenance of capital items – trash corrals, drains, bridges, water irrigation systems, etc.

Shared Expenses of the maintenance of the limited common property in that specific court, and the operating expenses for the Association to do business. Shared expenses are \$13.67 per month per townhouse as of 01-01-2013.

8. Unless I have a private driveway, how many parking spaces do I have for my townhouse?

Townhouse owners are allowed two parking spaces closest to their townhouse. However, when Cooper Communities built the townhouses some courts did not have enough parking spaces for each townhouse to have two spaces. In this case, townhouse owners may utilize "overflow" parking areas. Examples: Desoto Courts and a few townhouses in Valencia Courts. Parking spaces are not assigned.

9. May I park a boat or trailer in my parking space?

Yes, however they must be parked in one of the two parking spaces allowed for the townhouse and only for 72 hours. If the trailer is too large for a parking space, it may not be parked in the court. Habitual parking is prohibited.

10. Can I park a camper or RV in my parking space?

Yes, but again, not on a regular basis, there is a 72 hour limit. They must be parked in one of the two parking spaces allowed for the townhouse and cannot block the roadway. If too large for a parking space, it may not be parked in the court.

11. Can I put up a fence?

The majority of the time the answer will be no. However, depending on the location of the townhouse a small 3' picket type fence may be allowed within the lot lines of the townhouse, providing the other owners in that section do not object. A Building Application is required and needs to be submitted to the HSVTHA Architectural Review Committee & the HSVTHA Standards, Control, and Capital Improvement Committee for their approval.

12. Pets and Townhouses

Pets should be controlled at all times and on a leash. Both Garland and Saline Counties have leash laws, also, and noise ordinances that include barking dogs.

Owners/Renters are responsible for picking up after their pets in ALL AREAS of a court. Gravel areas **ARE NOT** "DOGGY BATHROOMS".

Leaving pets outside for extended periods or tied to trees, especially on common property, is prohibited.

13. If a court street light is out, who should be notified?

Contact Entergy at 1-800-968-8243, option 4, for street lights. You will have to provide the number on the street light which can be easily found on the lower half of the light. The number begins with the letters, SLN. In Saline County, call First Electricity at 501-922-6949.

14. Who is responsible for trimming or cutting down trees?

The THA, if the tree is located on LCP and is dead; the owner of the townhouse, if it is located on their platted lot. A Tree Cutting Application is required.

15. Can I grill?

Charcoal grills should not be used on wooden decks. (Ashes and/or charcoal are a fire hazard.) Propane or electric grills are allowed.

16. What about fire pits?

All fire pits must be registered at the Cortez Fire Station at 110 Cortez Road, phone number 501-922-2210. A permit must be obtained.

PROTECTING PROPERTY VALUES

In order to protect townhouse investments and property values, the HSV Townhouse Association has in place procedures to maintain exterior appearances in the Association. These standards apply to all townhouse courts in the Association. It is the responsibility of the Standards, Control and Capital Improvements Committee (SC&C) to enforce these procedures. Each court has at least one (1) court representative to the SC&C.

When situations occur that appear to be in violation of these standards, the owner is notified of an infraction. Townhouse owners are responsible for correcting infractions to the rules. The owner shall respond upon receipt of the written notification of an infraction from the THA office. Owners have 30 days to correct the infraction and notify the THA office that the correction has been completed. If not corrected, a "Penalty" assessment will be levied to the specific owner.

If the townhouse owner has any questions as to their procedure or violation of same, they are requested to contact the court representative and/or the THA office (501-922-1375).

Such violations include (but are not limited to):

Pets - Pets are to be on leashes <u>at all times</u> when outdoors; however, leaving pets chained outside for extended periods is prohibited. It is the responsibility of the animal owners to clean up after their pets regardless of where they are being walked in the court.

<u>Charcoal Grills</u> - Charcoal grills are not recommended on wooden decks. (Ashes and/or charcoal are a fire hazard.) Propane or electric grills are allowed.

Fire Pits - All fire pits must be registered at the Cortez Fire Station at 110 Cortez Road, phone number 501-922-2210. A permit must be obtained.

Parking - Parking anywhere but on pads or driveways is prohibited within the courts. Vehicles parked in townhouse courts must have a current license, HSVPOA stickers or passes and be drivable.

Parking of Boats, Trailers, Commercial Vehicles - They must fit into one (1) of the parking spaces of that townhouse. Parking is allowed for 72 hours only. Habitual parking is prohibited.

Storage Around Townhouses - No trash, junk, debris or miscellaneous items shall be stored or left in view of the general public and of the adjoining lots. Porches, decks, patios, parking pads are to be kept free from clutter and debris.

Lawn Maintenance - Contact your court rep and/or the THA office if you have questions regarding the responsibilities of the lawn maintenance contractors or the scheduling of same.

This information can also be found on-line in the HSVTHA Rules and Regulations. www.hsvtha@com (Governing Documents)

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OWNER'S	INFORM	ATION	UPDATE
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PLEASE FILL OUT AND RETURN TO THE TOWNHOUSE OFFICE

DATE:	
1.	Townhouse Address:
	Owner's name:
	Mailing address:
	If PO Box, street address:
	City: State: Zip Code:
	Tele Home: ()
	Email address:
2.	Is the unit a Rental Property?: Yes No If yes, Long Term or "Nightly":
	Name/Phone Number of Property Mgr.:Tele Office: ()
	Tenant: Tele: ()