

ELEVEN-ONE-ELEVEN HOMEOWNER'S ASSOCIATION DECEMBER 2010 NEWSLETTER

WELCOME

Welcome to all of our new residents and homeowners! Western States Property Management and your HOA Board are ready to assist you with any questions or issues you may have upon joining our community. See the Contact Information and Frequently Asked Questions sections located at the end of this newsletter. Please keep in mind that we are governed by a homeowners association, so let us know if you have not yet received your copy of the Rules & Regulations, which you are responsible for observing.

If you would prefer to receive this via email, please email reginajohnson@msn.com to be added to the distro list.

THANK YOU & HAPPY HOLIDAYS

The resident input and assistance has been absolutely overwhelming and thank you all for reaching out daily with your ideas, feed back and great suggestions.

We would like to wish everyone a very Happy Hanukah, Merry Christmas and Happy New Year. Please enjoy our holidays and be safe.

HOT TOPICS?

- **December Community News:** www.OnHavanaStreet.com for events, activities and news about the area, especially for the holiday season.
- **Parking audit coming:** Please note that shortly, I will personally conduct and provide every resident the audit of what parking spaces they are using and what are the deeded parking spaces. Please note this is very important as I have worked with several of you to accommodate your parking needs better and you are most likely parked in another's deeded space or have been provided additional assistance that may change very soon. The parking is not the responsibility of the HOA or the property management company in regards to truly deeded spaces that come with your units. You should be using those but I have personally worked to help assist people with issues like poles, cars too large for spaces and other issues and just want you to understand these arrangements may be kept if you work with the owners of the spaces in the future. Simply stated, the next HOA board president and board are not responsible and never have been, I just took the initiative to be more helpful and diligent in try to make a bad situation better. It is the owner's responsibilities to work out parking. So please look for your letter in January in regards to the parking audit. Some still need to work out parking with me personally, contact Regina Johnson @ 303-908-4385.
- **Holiday Decorations:** Reminder please keep decorations limited to your doors and also due to the extremely dry conditions, please eliminate candles or anything flammable from your outdoor decorations as we don't need any extra fire risks to our siding and new roofs.
- **Safety & Theft Prevention:** It is the time of year that many people chose to take advantage of what we have and they don't, so therefore, at this time of year, do no leave coats, packages, CDs,

tools, and anything valuable in your car. Your items make great personal or gifts for someone else. Please during this time of year, make sure you are aware of your surroundings at all times. Yes you are responsible as well for assisting in keeping the property safe by doing your part in removing valuables, keeping all doors and windows locked at all times, consider purchasing additional locking bars for windows and doors.

- **Cold Weather reminders/extended vacations:** Please every single resident remember, if you leave for vacation, leave your faucets dripping and your units warm enough that your pipes don't freeze, especially your washing machine pipes that are on an exterior wall.
- **Fall/Winter Weather reminders:** Outdoor reminders: Remove all hoses from outdoor spickets due to freezing weather, ice melt trash cans are placed by stair wells, these are NOT for trash disposal. Snow shoveling occurs after at least 1 ½ inches have fallen and has stopped falling.
- **Turn on Porch Lights:** I am asking for personal safety every resident to turn on their porch lights at night since it gets dark earlier. Front and back lights if you have them, it really does deter crime. Costs \$0.05 per day according to Xcel. Thank you.
- **Harassment:** There is no need for any resident to harass another resident, either try to work together to resolve your issues or contact the HOA, the security company or police, do not for your personal safety chose to suggest, threaten or negatively confront another resident if it is not in a positive fashion.

QUICK HIT REMINDERS

- **Pet Leash Law:** It is mandatory that all dogs be kept on a leash at all times. It is also required that you clean up your pet waste immediately. Please utilize the pet station for bags and disposal. Offenders will be fined as the individual dog owners have been spoken to in regards to clean up and controlling your dog. Aurora animal control is assisting with policing this, if you have problems or issues please contact them at **303-326-8288**. Every resident must comply with this rule, regardless if your dog is trained or not, we can't control other dogs and wildlife, so protect your pet.
- **Noise, music, TV's & conversations:** It is very important and courteous to respect each other as neighbors, so please keep your audio equipment and conversations to a very reasonable listening level. The security officers have shared they can hear conversations, stereos, and TV's up very loudly and clearly heard after 10:00 pm, especially on the north side of the property where it is very quiet. Please keep volumes down.
- **Adult supervision & monitoring of children:** It is critical that parents are aware of where your children are on the property at all times and are not in dangerous situations. It is your responsibility as we have been advised by both Arapahoe County and Aurora Child Services to watch and supervise your children when outside playing in the courtyards.
- **Regarding late payments and non-payments:** Based on the new laws for financial institutions regarding housing, loans and payments, if you have a mid-sized delinquency as a homeowner, it has now become nearly impossible to sell, purchase, refinance or move from your current home. Homeowners and future homeowners, please note that many like to and should be eligible for the FHA type home loans but are truly passing along the penalties to HOA's for their delinquencies. Renters, failure to pay your rent has led to an increase in rental rates across the board. Bottom line: late and non-payments hurts not just the individual, but also the entire community.
- **Car safety/Garage safety:** If possible please back into your parking spaces as we have had some incidents of stolen license plates or the month and year tags. If you back in it makes it much harder to steal the tags.

INSURANCE – Clarification about the HOA Policy

As a reminder, it is strongly recommended but not REQUIRED that each homeowner carries an individual insurance policy which covers the entire interior of their unit, including interior structure, appliances and personal property. The HOA insurance policy covers the External not the internal and therefore if you unit floods due to leaks or faults originating from within an individual unit you can use your policy to cover the damage. Further, it also covers damage to other units, to the exterior of the building OR to the HOA as a whole (i.e. excessive water bill due to a leak), the source unit's homeowner will be held financially responsible,

NOT the HOA. Please review your Declarations for specifics on HOA vs. private homeowner coverage's. If you have any additional questions, please contact Western States Property Services.

BASIC SECURITY

Please follow these basic security tips:

- **Observe** your personal surroundings and IMMEDIATELY report any suspicious activity you see to Custom Security or to Aurora Police Department.
- **Remove** all valuables from view in your car (face plates, CD's, shopping bags, etc...) and always lock your vehicle doors.
- Lock your condo doors and windows and close your curtains/blinds when you are away.
- Consider installing a home alarm system and please leave your porch light on at night.
- If you haven't yet gained computer access to the garage security cameras, please request instructions from HOA president for the initial setup.

BASIC SAFETY

Please also adhere to these basic safety tips:

- **Garage and access road speed:** It is imperative for the safety of not only our community but the neighboring communities of Wentworth and Oasis that you maintain slow speeds when entering and exiting the garages and navigating our shared access road. Not all of our neighbors adhere to this, so we individually must be safe for all of us. Remember that the garages are very dark when entering from bright daylight, so vehicles or pedestrians moving inside will not be seen by you until it is too late if you are driving fast. Also, when exiting the garages, the traffic on the access road cannot see you, nor can you see them until your vehicle is almost already in the roadway due to the blind spot created by the upper parking, so please proceed with extreme caution.
- **Water/gas leaks:** Please check your furnaces, hot water heaters and internal pipes, walls for water at least once month for good repair, as you are responsible for water damage to both your condo and your neighbors both next to you and below you in the event of a pipe rupture or leak. Make sure that if your unit does have a leak or experience issues with your appliances, you can be contacted immediately to resolve the problems if you are not at home at the time. YOU are responsible for the resulting excessive water bill as well. For gas leaks please contact Xcel immediately at 1-800-895-1999.
- **Carbon monoxide and smoke alarms:** Based upon the new legislation, when you rent or sell you unit, you will be required to have a Carbon monoxide detector as well as the standard smoke alarms installed in your property. Detectors can be purchased at hardware and other retail stores for \$40-\$50.

HELPFUL HINTS FOR RESIDENTS

- **Patios and Porches:** Remember that personal items left on unit patios and porches are to be limited to the scope outlined in the Rules & Regulations. Cluttered exteriors to the property encourage theft and decrease the aesthetic value of the property as a whole. Violators of the Rules & Regulations will incur fines.
- **Dumpsters:** Please ensure all trash is placed inside the dumpsters provided and not thrown onto the ground inside or outside the dumpster houses. This encourages wildlife to venture onto the property, introducing both safety and disease hazards. **Large trash items or donations are NOT to be placed in the dumpsters or left on the curb. They will NOT be collected by the trash removal service** and when placed inside the dumpsters, they cost additional handling fees PER ITEM to the HOA to be removed. If you are getting rid of mattresses, old appliances or furniture and other household items, please contact Western States to notify them of the need for removal. We have a contact person who will remove the items for FREE.
- **Recycle Bins:** Recycle bins have been conveniently located beside each of the two dumpster houses and are ONLY for the recyclable items pictured on the lids; they are NOT to be used for overflow trash. Please do not place unclean, non-recyclable items in these bins, as they will require unnecessary additional handling by the trash removal company to remove, separate and dispose of them please.
- **Satellite dish installation approval:** You are required to obtain written approval from the HOA prior to having a satellite dish installed. The form to be completed as well as the rules and regulations for

