

ELEVEN-ONE-ELEVEN HOMEOWNER'S ASSOCIATION

MAY 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 Bylaws, which you are responsible for observing. We truly want to improve the quality, value, safety and beauty of our property, so if there is anything on your mind, we want to hear your questions, suggestions and ideas.

THANK YOU!

It is always important to thank those who take their own valuable time to get involved and make a difference. The HOA is not just a group of condos, but a community of people that make this neighborhood the shared home we are all concerned for and wish to see thrive. So thank you to all who have called to report issues around the property. It is important that when a light it out or other damage or disrepair is observed, when a car is parked illegally or when there is someone suspicious lurking around the property, the residents serve as the extra sets of eyes and the extra voices to report it all to the right party who can correct the problems. You are all invaluable to keeping our community safe, in good repair and running efficiently. Thank you for caring and please continue to get involved wherever you see the need. Buyer and renter please beware. Understand what you are buying and moving into, you are responsible for your home, you are responsible for repairs/upgrades and maintenance inside your home.

Quick Hit Reminders

- **Pet Leash Law:** With spring upon us now, and everyone enjoying the outside, 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.
- **Grilling:** Reminder, please ensure that all grills are pulled out and away from your building. Do not grill on the inside patios and the lower levels please ensure your grill is moved away from the siding during grilling.
- **Turn on porch & patio lights:** For safety purposes we encourage that you turn on your front porch lights and the lower units also turn on your back patio lights at night. This will increase safety now that the trees and shrubs are blooming it assists in visibility and safety around your home.
- **Remodeling/Repair –Contractor recommendations:** We realize this is the time of year that we have people who want to do some repair or remodeling to the inside of the units. There are times we get questions as an HOA for recommendations of people used by other residents. Attached is a list of contractors that several residents have used for remodeling projects or repairs, remember what you do inside your unit is completely up to the homeowner, the HOA has no input or say as to what you do inside the walls of your unit. Enjoy your home. Again these are just recommendations of contractors that have been used by various residents around the property over the last few years. See list on next page.

Painting J&P Painting Pat Spero 303-321-9496	AC/Heating Repairs All About Comfort Eric Nowlen 720-855-8751	Hot Tub/Motor Repair	Locksmith/Door repair Phil Martin 720-375-4510
All Aspects Painting Harold Honstein 303-880-8264	Applewood Plumbing 303-369-0202		
Electrical S B H Electrical Steve 720-350-9294	Plumbing Garvins 303-571-5114	Drywall Wade Hawkes 303-668-8914	Carpet Cleaning Steam King Inc 303-400-1207 JTS & Rolem Inc 720-341-8580

- **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.
- **Return of wildlife & pests:** With the return of the spring and warmer weather, you will see the huge return of Coyotes, who prey on small dogs and cats, foxes, rodents, hawks and eagles all of which like the trash that many like to leave on their doorsteps for the night. Please do not leave your trash on your stairs or you may open your door in the morning to these animals that are a danger to you. Please put trash in the dumpster. Sure up your home from the threat of mice by ensuring all trash is removed promptly and cracks and doors are sealed.
- **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 no 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 Bylaws for specifics on HOA vs. private homeowner coverage's. If you have any additional questions, please contact Western States Property Services.

SIDING AND ROOFS

We are at the last of the siding and will do some final touch up items on buildings that will be identified and completed in the months of April and May. Bids for roofs on 3 buildings which have severe issues have gone out to at least 3 companies, with response so far from one company and pending another, this does not mean that we can afford to do all 3 buildings in the months of June, July or August, but we have identified the buildings and will complete at least 1 or 2 by end of summer.

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 leakage:** Please check your furnaces, hot water heaters and internal pipes 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.
- **Watering:** Remove garden hoses daily if you chose to water; do not leave them turned on or connected to the faucet during cold temperatures. The water and sprinklers have been turned on so please keep the watering to a required minimum for your plants and flowers.

BYLAWS REMINDERS

- **Patios and Porches:** Remember that personal items left on unit patios and porches are to be limited to the scope outlined in the Bylaws. Cluttered exteriors to the property encourage theft and decrease the aesthetic value of the property as a whole. Violators of the Bylaws will incur fines. **Move grills away from buildings when grilling;**
- **Exterior decoration:** While many of us find great joy in decorating for the holidays and seasons, not all decorations are to the taste or liking of others and can potentially detract from the overall aesthetic value, or “curb appeal” of the entire property. It is primarily for these reasons that it is stipulated in the HOA Bylaws that NO decorations may be displayed on the exterior of any condo or building or in the common areas. Please remove any such decorations, as individual residents are subject to fines for these violations.
- **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. There are also several haul-away and donation collection services listed in the phone book that will come collect these items. Goodwill and ARC donation centers are conveniently located in Aurora and Denver and are listed in the phone book and online.
- **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, thus incurring additional fees to the HOA; that’s more of YOUR dues wasted.
- **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 satellite dishes on the property are to be found on the two websites listed in the contact information at the end of this newsletter.

CONTACT INFORMATION

Aurora Police Department

Emergency – 911 Non-emergency Number – (303) 739-6320

Custom Security: (720) 870-0969 **TNT Towing:** (303) 780-7754

Western States Property Services:

9145 E Kenyon Ave, Suite 100, Denver, CO 80237

Accounting- Christan (303) 745.2220

Property Management- Ina Meyer (303) 745-2220 Email: ina@wsps.net

www.elevenoneeleven.com -OR- www.wsps.net (Go to Clients and then 11-1-11);

HOA Board Members:

Regina Johnson - President – (303) 908-4385

Email: reginajohnson@msn.com

Chad Parsons – Vice President

Tina Covey – Member-At-Large

James Mathatas- Member-At-Large

FAQ's of NEW RESIDENTS

• **Where do I mail my HOA payments? Are there other payment methods available?**

Please make sure you mail your payments and any correspondence to: Western States Property Management Company, 9145 E Kenyon Ave, Suite 100, Denver, CO 80237. Payments are due no later than the 10th of each month; otherwise an additional \$10 late fee is assessed. Please call Western States to work out late payments you may also now pay your dues via credit card. Just log onto either website: www.elevenoneeleven.com -or- www.wsps.net. Please follow the link to the credit card payment area and follow the instructions provided.

• **Where do I get my mailbox keys, mailbox number, & where's our Post Office Branch?**

You must contact the local Post Office to obtain the specific location and keys for your personal mailbox if you were not provided these items by the previous owner or landlord. It is the residents' responsibility to pay the fee for the key and locks to the mailbox. The Post Office is located at 6th Ave and Peoria in the strip mall on the east side of Peoria. This is the Hoffman Heights Branch.

• **Where is my Circuit Breaker – inside the unit and outside of the building?**

There is a main breaker located on the back of each building by the utility meters in the center. They are not marked clearly by unit, so think carefully and observe when you are resetting as you may by accidentally reset your neighbors' breaker. Xcel may not provide assistance in doing this so please note where they are located; take a flash light with you and realize that it may be located near some shrubs, but should be accessible next to the meters. If you have questions, please call Xcel and then the HOA Board or Western States if you continue to have some issues.