

Heydon Hall Homeowners and Residents Handbook

Revised May 2021



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Introduction

The Heydon Hall Homeowners Association Board of Directors provides this handbook as a summary of certain Heydon Hall Declaration of Covenants, Conditions, and Restrictions (CCR's) and as a quick reference for homeowners/residents. Complete Heydon Hall governing documents, policies and guidelines are available for review on the Heydon Hall website:

www.heydonhall.com

Police and Fire

- Emergency-Call 911
- For non-emergency Police Department: 704-336-3014

Management Company

Hawthorne Management Company

Association Manager: Barrie Rojahn

Phone: 704-377-0114, ext 118

E-mail: brojahn@hawthornemgmt.com

After Hours Contacts:

For an after-hours emergency, call 704-940-2232 to reach the emergency answering service to speak with an on-call Hawthorne associate. The after-hours emergency number is also listed in the gate directory.

HOA Quarterly Assessments

You will receive a bill from Hawthorne for regular assessments quarterly. Your water bill is included in your quarterly assessment but separately itemized. A late charge will be applied to any delinquent balance on a monthly basis.

HOA On-Line Bill Payment:

Use this address if you are paying your quarterly assessments (dues) using your bank's **online bill payment service:**

Hawthorne Management Company

P.O. Box 844692

Boston, MA 02284-4692

Homeowner Contact Information

Community information is sent via email through the Heydon Hall website administrator and from Hawthorne Management. **Please keep your contact information, email address and phone number updated on the Heydon Hall website and with Hawthorne Management.**



Contact Hawthorne for the following issues:

1. **WaterLeaks and Emergency Water Shut Off** –Leaks may result from the city water supply, the well based irrigation system, or community drainage systems. To report a water leak or to report the need for immediate shut off of the community water supply, call Barrie Rojahn at Hawthorne Management Company at 704-377-0114 (after hours 704-940-2232) immediately with detail regarding address/location and provide pictures if possible.
2. Common area and front yard maintenance and landscaping issues.
3. **Gate malfunction** (failure to open or close), gate code changes, gate directory changes and gate transponder requests.
4. Gas lantern outages.
5. Mailbox repair and replacement information (homeowner responsibility).
6. **Billing questions**, including assessments and water bills.
7. **Architectural Control Committee (ACC) improvement request information and forms.**
8. Questions regarding Heydon Hall Governing Documents: CCR's and By-laws.
9. Questions regarding homeowner vs HOA responsibility for maintenance and repairs.

***** Parking Policy *****

Heydon Hall streets are very narrow. **Parked vehicles in the street create a safety hazard** for other motorists, for children, and makes it tough for fire trucks, ambulances or other law enforcement to attend to emergencies.

Therefore, **ON-STREET PARKING IS PROHIBITED**, except to accommodate occasional overflow GUEST parking for short periods of time not to exceed twenty four (24) hours.

In no event is on-street parking to obstruct the safe ingress and egress of residents' driveways or safe passage of emergency vehicles, garbage trucks, mail carriers, or other vehicles.

Homeowners and Residents shall not park on the streets for more than four (4) hours and not overnight. Homeowner and Resident vehicles are to be parked in the driveway or garage overnight.

Parking on Parking Pads may be used only by homeowner's guests for periods of not more than twenty-four (24) hours.

A homeowner's or resident's failure to adhere to the parking policies enumerated above shall be grounds for action by the Heydon Hall Homeowner's Association Board of Directors in accordance with the Heydon Hall CC&R's and By-Laws.



Landscape Maintenance - Services provided by the HOA:

Landscape maintenance of **all common areas and front lawns** (extending from the edge of the paved road to the front facade of the home including exposed side yards on corner lots) **is provided by the Homeowners Association and is included in association fees.** Reference: CC&Rs. Heydon Hall contracts with Providence Landscape Group for landscaping services provided by the HOA. This service includes but is not limited to:

- Mowing and trimming of lawns during growing season
- Lawn fertilizing and over-seeding
- Weeding and edging of plant beds
- Fertilizing plants one time per year
- Pine needle installation two times per year, or Bark Mulch installation one time per year (see additional detail on Mulch below)
- Spraying of plants and trees to prevent disease and insects
- Pruning of plant materials
- Blowing and picking up of debris and leaves
- Annual color installed twice a year in the spring and fall
- Irrigation start-up/winterization and system repairs for front yards
- Power washing common areas only

Landscape Maintenance - Homeowners Responsibility

For non-HOA services (such as those listed below), homeowners should make direct contact with the contractor of their choice. Providence Landscape Group and Celtic Outdoor (Irrigation and Landscape Lighting) are the current HOA providers and are able to provide services on an individual contract basis. Contact information is listed below:

Providence Landscape Group

Ron Niederman
ron.niederman@plgnc.com
704-724-2993

Celtic Outdoor Irrigation/Lighting

Clark O'Neill, Owner
info@celticoutdoor.com
704-533-5887

Irrigation: It is important to protect and winterize your backyard irrigation system. This is a homeowner responsibility. To schedule your irrigation needs, please contact a contractor of your choice, or Celtic Outdoor, 704-533-5887.

Power washing: It is the homeowners responsibility to power wash their sidewalks, driveways, front steps, porches, etc. to keep them clean and safe. Please contact your contractor of choice for regular power washing of these areas.

Mulch: The installation of bark mulch (non-dyed, hardwood) may be requested at cost to HOA (in spring) one time per year in lieu of installation of pine straw two times per year (spring and fall). **Any transition to bark mulch will require the homeowner to clear out the plant beds of all pine straw and debris before the bark mulch can be installed.** Likewise any transition to pine straw will require the homeowner to clear the plant beds of all mulch and debris. First install of either plant bed cover



may require the homeowner to pay additional for proper initial ground cover. Arrangement for bark mulch can be made with Providence Landscape Group.

All lots shall be maintained in a neat and attractive condition by their respective owners. Any significant change to landscaping or cutting of trees must be approved by the ACC. Reference: Architectural Design Guidelines.

Window box care (planting, weeding, watering, and removing dead plant material) is the responsibility of the homeowner. Providence Landscape Group can provide window box plants for the Spring/Summer season. Please contact Providence individually for a proposal: Ron Niederman, ron.niederman@plgnc.com, 704-724-2993

Reminder: **artificial material is not permitted.** During the winter months the boxes do not need to be planted since there is no irrigation but the dead plant material needs to be removed.

For almost all homeowners, warranty periods on shrubs and trees have expired. **The replacement of dead specimens in the front, side and rear property is the responsibility of the homeowner.** Landscape changes (other than like replacements) are subject to approval by the ACC.

Homeowners should be on the lookout for disease or insects on your plants and shrubs. Please contact Hawthorne if you notice problems in your front yard or in any HOA common areas: Association Manager, Barrie Rojahn Phone: 704-377-0114, ext 118 E-mail: brojahn@hawthornemgmt.com

Note: Homeowners are responsible for repair costs due to homeowner negligence (such as automobile tire damage to lawns and sprinkler heads).

Entrance Gates

Gate Code: Each Homeowner is given a personal gate code to enter the gate. Press the #key, and then enter the code. Please do not share this code with workmen or deliverymen. See Deliveries section below.

Transponder Inquiries: Contact Hawthorne Management for additional or replacement transponders. Light vehicles such as motorcycles require a separate sensor and remote which can be purchased through Hawthorne Management.

Guest Entry: Guests can gain access to the gates by dialing you from the entrance keypad, if you have set this feature up by providing your phone number to Hawthorne. This process involves looking up your last name on the list and pressing the “Dial” button. When you receive the call, press the “9” key on your phone which will allow the gate to open. Once you press the “9” key, your call will be terminated.



Deliveries: A day code has been established for vendors/deliveries and changes quarterly in an effort to enhance security. The current day code can be found on the website. The pedestrian gate code changes yearly and can also be found on the website.

Debris/Refuse

Trash is collected on Wednesday mornings; recycle bins on alternating Wednesdays. Trash pickup is provided by the City of Charlotte. To obtain a trash container, call 311. Garbage and refuse must be placed in appropriate containers and must be capped or contained. Garbage containers must be concealed within a building or enclosed to the extent that they are not visible from the street, adjacent lots, and/or common open spaces. Rollout containers must not remain on the street beyond the pick-up day. Yard waste may not be dumped or stored on any property. Reference: Architectural Design Guidelines.

Architectural Design Guidelines

****APPLIES TO FRONT, SIDE and REAR property ****

New construction, additions or remodeling improvements including a room addition, screened porch, deck, in-ground pool, hot tub/spa, patio, walk, drive addition, re-painting, re-roofing, removal or addition of trees, removal or addition of sod, all landscaping planting improvements affecting the size or location of planting beds or lawn areas or any other additions or changes to the exterior appearance of a home or structures **must be approved by the Architectural Control Committee (ACC)**. Replacement plants and trees are to be chosen from the list of Recommended Plant Species that is appended to the Architectural Design Guidelines. Reference: Article X CCRs. Secondary Reference: Architectural Design Guidelines. ACC request forms are available through Hawthorne and on the Heydon Hall website.

Fences, Walls, Outbuildings, Drives, Fence Maintenance

Prior to construction of any fence, wall, or similar improvement of a lot, approval must be given by the ACC. All paving additions or extensions must be approved by the ACC. No outbuildings of any kind can be placed without ACC approval. Reference: Article X of the CCRs, Section 2. Any owner with a fence *on a common lot line* is responsible for his/her proportionate share of the cost of maintenance repair and replacement. Article XI of the CCRs, Section 2.

Outdoor Structure/Play Equipment

Outdoor structure improvement guidelines apply to gazebos, playhouses, and other freestanding accessory structures. All such improvements must be approved by the ACC. Permanent playhouses, prefabricated storage buildings or sheds, and doghouses are prohibited. Play equipment should not detract from the aesthetic quality of the community or from the privacy of adjacent homeowners. All play equipment that is a permanent structure must be approved by the ACC.



Exterior Lighting

All exterior lighting must be approved by the ACC. Reference: Architectural Design Guidelines.

Swimming Pools

In ground swimming pools and hot tubs are permitted with approval by the ACC. Above ground swimming pools and hot tubs are prohibited. Small, portable (temporary) wading pools up to 8' in diameter and 12" depth are permitted within backyards. Reference: Architectural Design Guidelines.

Decks/Patios

New decks must be attached to the house or be an extension of the existing deck. All paving/patio additions or extensions must be approved by the ACC. Reference: Architectural Design Guidelines.

Mailboxes/Signage

No signs, banners, billboards, or similar placards, including contractor, tradesman, realtor, etc. may be erected on any lot. Signs used for resale of homes need to be the standard community sign approved by the ACC. Reference: Article VIII of the CCRs, Section 10.

The custom community mailbox is the standard approved by the ACC and may not be altered or modified. *Cost and maintenance of the mailbox shall be the responsibility of the homeowners.* Reference: Article VIII of the CCRs, Section 15. Contact Hawthorne Management for mailbox vendor information.

Satellite Dishes, Antennas

All satellite dishes must be no larger than 1 meter (39.37 inches) in diameter or by diagonal measurement and should be installed in an unobtrusive location.

Exterior Paint/Stain

**** APPLIES TO FRONT, SIDE and REAR property ****

A change in exterior paint or stain color must be approved by the ACC. This pertains to all wood surfaces on both the home and garage. Reference: Architectural Design Guidelines.

Artificial Vegetation/Exterior Statuary

No artificial plant material (limited use in rear yard as approved by the ACC) or plastic animal decoration (i.e. pink flamingos) is permitted unless placed temporarily in connection with the celebration of a special event. No exterior sculptures or fountains shall be placed on a lot where visible from the street, adjacent lots and common open space areas without approval by the ACC. Reference: Article VIII of the CCRs, Section 17.

Flags

No decorative flags shall be placed on a lot where visible from streets, adjacent lots and common open space areas without approval by the ACC. Reference: Article VIII of the CCRs, Section 17.



Exterior Seasonal Holiday Decorations

Seasonal and holiday decorations generally do not require approval. All decorations must be tasteful and not offensive as determined by the ACC. Decorations shall not create a nuisance to adjacent lots, streets or common open area spaces. The ACC reserves the right to order the removal of any decorations that the ACC determines to be inappropriate. Seasonal and holiday decorations shall not be installed earlier than 30 days prior to a holiday and must be removed no later than 30 days following the holiday.

Reference: Architectural Design Guidelines.

Window Treatments

Interior or exterior window treatments with graphics, bright colors, or patterns or as otherwise determined to be visual nuisances by the ACC are prohibited. Temporary window coverings such as sheets, paper, etc. are not allowed. Screens are prohibited on all front windows and doors of homes in Heydon Hall. Reference: Architectural Design Guidelines.

Pet Waste

It is the responsibility of each homeowner/resident to pick up and properly dispose of pet waste in all common areas and any location that is not the pet owner's property. Pets should be walked on leash and not let out to roam the neighborhood to relieve themselves. Failure to dispose of pet waste violates the Heydon Hall Restrictive Covenants, Heydon Hall Pet Policy and the City of Charlotte Ordinance. The City of Charlotte Code of Ordinance, Article III, Care, Control and Prohibited or Restricted Acts, Section 3-69 states:

Pet waste in front yards and side yards cared for by Providence Landscape Group must be picked up and discarded properly. Providence Landscape Group may charge the homeowner for any clean up the crew must do before mowing.

Community Safety

Two board committees, Safety and Security and Infrastructure are charged with maintaining and improving the safety of the community. Please note that the **Speed Limit is 14 miles per hour** and should not be exceeded. **Stop signs at Heydon Hall intersections should always be observed.** The speed limit, stop signs and the parking policy are in place to protect drivers, pedestrians, children and bicyclists from harm. Please consider the safety and wellbeing of your neighbors as you drive through Heydon Hall and help us keep our community safe.



Board of Directors

The HOA is represented by a Board of Directors consisting of five homeowners. Board members are elected at the Annual Homeowners Meeting held in March. The HOA Board meetings are held at regular intervals (usually monthly) and are open to homeowners. The current Board of Directors contact information as well as meeting minutes can be found on the Heydon Hall website.

Committees

Heydon Hall encourages resident volunteers to contribute their time to keep Heydon hall running smoothly via various committees of the HOA Board.

Heydon Hall committees include:

Architectural Control Committee,
Landscape Maintenance Committee,
Communication Committee,
Infrastructure Committee,
Safety and Security Committee, and
Social Committee

If you are interested in serving on any of these committees, contact the Committee Chair or any of the Board members. Committee, Committee Chair, and Board member information can be found on the Heydon Hall website.

Please note that this handbook only serves the purpose of providing a quick reference to the Heydon Hall Declaration of Covenants, Conditions, and Restrictions and the Architectural Design Guidelines.

It is the responsibility of each owner and resident to be familiar with the Association's governing documents.

In the event of any conflict between the Handbook and the governing documents, the governing documents control.