

Managers Corner
April 2022

We hope you and your families are enjoying the wonderful spring weather. Highland Creek has so much to offer! The pool calendars are listed in another area of this newsletter for your reference throughout the 2022 season. Enjoy the common facilities that are yours... you will also meet new neighbors who have moved into Highland Creek over the winter.

New Board Member

A board member recently resigned due to selling their home. The term for this seat expires in September 2022. Per the governing documents, because there is less than nine (9) months for this director's term, the board can appoint someone to serve the remainder of this term. Tim Tobin, resident at 6017 Swanston Drive, was appointed to fill this vacancy on the board. Mr. Tobin has served on the Covenants Committee since 2018 and on the Advisory Committee from 2019 through 2021. He will serve as the Liaison to the Covenants Committee while on the board.

Photo ID Cards

We include this notice for the benefit of residents who have recently moved into Highland Creek. **Residents must have a valid Highland Creek photo ID card with them in order to access the pools, tennis, pickleball and basketball court gates/areas, fitness center and when visiting all parks in the community.** Everyone five years and older (including residents who have moved to a different address within the community) who have not secured or updated your photo ID card, please make plans to do so in the near future. You may have your photo ID card made at the Sports Club, 6616 Clarke Creek Parkway. Residents must bring with them their closing papers or rental agreement and a picture ID when coming for their first ID card. Please call the Sports Club at 704-766-0045 to schedule an appointment to have your ID made soon.

Residents will notice Highland Creek security officers patrolling and monitoring the park areas for the safety of those using the parks. During their visits to the parks and courts, the security officers will ask residents to show their photo ID card in an effort to ensure that the park areas are being used by Highland Creek residents and their guests only. A maximum of three (3) guests per ID card is permitted when visiting the amenities and parks.

Please remember dues must be current to use the HOA pools and other amenities

Yard Maintenance

Spring's sunny weather brings forth the healthy growth of grass. Please plan to mow it regularly in consideration of the aesthetics of your own home and the pleasing surroundings of your neighbors. As a matter of clarification, the grassy area between the sidewalk and the street is the resident's maintenance responsibility; please trim and

mow it along with your yard. Grass clippings should not be blown into the street, dumped into storm drains or streams or the community lakes or on Golf Course property. Please bag yard debris and dispose of properly. Do not put curbside until the night before pick up by the city.

Highland Creek Community Association defines lawn care standards as follows:

- Maintain grass height less than 5"
- Pull or kill weeds
- Trim the grass, weeds, and groundcover off the sidewalk and driveway
- Mow often to eliminate grass seed head growth (sprouting)
- Re-seed bare spots

You may need to consult with a landscape maintenance company or gather information on the process for turf restoration from a professional at a garden center for guidance.

Environmental Tips

Some of the creeks that run through the community continue to be littered with landscape debris, tree logs/limbs, trash, and various other items which are damming up the waterways and causing problems, including flooding your neighbor's yard. Please help by properly disposing of any landscape debris, grass clippings or trash items, large or small.

Vandalism

Unfortunately, there is an increase in vandalism during the warmer months of the year. Vandalism is very costly to the Association, and therefore, each of you. Please help us hold the perpetrators responsible for their actions and the losses incurred by the Association by reporting any hint of suspicious behavior to Weiser Security Services (704-609-0569) and/or the appropriate law enforcement department.

Charlotte Code of Ordinances

Code enforcement divisions work to improve the appearance of communities and maintain standards of living. Violations of code ordinances can be reported as noted below:

City of Charlotte - 311 or 704-336-7600

Some common nuisance violations as stated at <https://charlottenc.gov> website:

Yard waste - \$150 fine

- Must not be placed curbside any earlier than the day before the collection date.

Bulky and junk items - \$150 fine

- Eligible items must be scheduled for collection. Call 311 to schedule a pick up.
- Items cannot be placed at curbside prior to scheduling.
- Bulky items cannot be placed at the curb any earlier than one day before the scheduled pick up date.

Neglect of Premise - \$150 fine

- Neglect of property is considered as causing or allowing unsightly litter, tall weeds and grass, yard waste, foul odor, dead animals, junk, unsecured appliances or potentially dangerous devices to remain on or emanate from the property. You may also receive a violation if you discard, abandon or cause these issues on public property, private property, vacant lots or any pond, stream or body of water or banks thereof within the city limits and/or property that is in a littered condition -- such as dilapidated furniture, appliances, machinery, equipment, building materials, automotive parts, tires or any other items which are in a wholly or partially rusted, wrecked, junked, dismantled or inoperative condition and are not completely enclosed within a building or dwelling -- will result in a violation.

Tall Weeds & Grass - \$150 fine

- Failure to cut weeds or grass and overgrowth exceeding 12 inches will result in a violation.

Parking on the Front Lawn - \$25 fine

- Parking in the front yard or front and side yards of a corner lot is a code violation except if the vehicle is on an improved driveway or parking pad.

City of Concord – 704-920-5150

Code Enforcement Officers investigate complaints of substandard housing conditions, hazardous conditions, improper use of dwellings and commercial structures, nuisance conditions and other code related issues. The code of ordinances can be viewed online at <https://www.concordnc.gov>.

Dog Etiquette

Our office receives calls regularly from Highland Creek residents who are upset because pet owners have allowed their dogs to poop on the private property of others or on the sidewalk along the parkway. The violated property owners are also disappointed that neighbors are not considerate and do not follow pet etiquette guidelines. When walking your dog, please carry a “pooper scooper” and bag to clean up your pet’s waste; this is the responsibility of the pet owner. Please do your part to keep Highland Creek clean.

Sidewalk Maintenance

If the sidewalk that abuts your property is uneven, holds water following a hard rain, or needs repair, please call “311” if you live in Charlotte or 704-920-5555 if you live in Concord. Sidewalks are not an asset of the Association, and therefore, their maintenance is not a responsibility of the Association.

Role of Board of Directors

The last issue of the Highland Creek newsletter explained the role of the management company. To further educate residents on the day to day operations of the Association, below is a brief explanation concerning the role of the Board of Directors.

Board members are elected at the annual meeting by the voting members of the Association each year. Each board member serves as a liaison between the Board and a standing committee of the Association. Board members are elected to serve the interests of the whole community and to make decisions regarding upkeep and improvements to HOA owned common spaces within the community. They hire contractors to maintain the common areas and provide direction to the management company on implementing the policies and rules for the Association. The Board enforces the Covenants by holding hearings and imposing fines if a violation is not corrected. The Board, along with input from the Finance Committee, the management company and a professional reserve study analysis, adopts an operating and reserve budget each year which determines the annual assessment for the residents. They attend monthly meetings and inform members of important board decisions. The annual meeting for the Association is held each September. If you are interested in serving on the Board and would like to participate in the upcoming election this fall, please contact Leah Singleton at 704-377-0114, ext. 138.

Home Safety Information

There are many steps residents can take to keep your home and Highland Creek safe. Below are some tips listed at www.charmeck.org. The most important step is for you and your neighbors to work together.

- Always keep your doors and windows locked day and night.
- Never leave your garage door open.
- Don't have your valuables visible through windows.
- Keep ladders locked in the garage. Burglars can use them for access to otherwise inaccessible second story windows.
- Don't forget when going on vacation to hold or have someone pick up your mail/newspapers.
- Don't advertise new gifts or purchases. Break up the cartons before leaving them at the curb.
- Call the police immediately when you see suspicious persons or activities.

The staff of Hawthorne Management Company appreciates the opportunity to serve as your management company for the Association. Please do not hesitate to call our office at 704-377-0114 if you have an Association related question, comment or concern.