

# Homeowners Association Handbook



Arbor Croft  
Huntersville, NC  
Est. 2003



Dear Neighbors,

Welcome to the neighborhood. We would like to express our desire to be good neighbors to you while you live here in Arbor Croft. Arbor Croft focuses on family, community and the appreciation of nature. Whether you are out for a quick jog or for a walk with the family dog, you're bound to be greeted by a friendly neighbor. We hope you will love living here!

Welcome,

The Board of Directors



### **Be a Good Homeowner...**

1. Review the Covenants, Conditions, and Restrictions and other association documents before you buy a home.
2. Read them again when you move in.
3. Pay your assessment – on time.
4. Attend the annual meeting
5. Read the newsletters and the minutes of association meetings.
6. Follow the rules.
7. Serve on, or start, a committee.
8. Serve on the board or, at a minimum, attend board meetings.
9. Help organize a community event – a food drive, holiday gift drive, or social event.
10. Vote in community-wide referendums.
11. Consider how your particular knowledge, skills, and experience can help the community.
12. Remember that you are a member of the community association. What is good for the association is good for you.

### **Be a Good Neighbor...**

1. Curb thy dog.
2. Keep televisions and music at reasonable volumes.
3. Park in your own space(s).
4. Don't be a six-car family.
5. Take care of your property.
6. Help form a neighborhood watch.
7. Share a smile with a neighbor.
8. Offer to lend a hand.
9. Welcome new neighbors into the community.
10. Nurture relationships.
11. Talk about problems. Direct conversation is more effective than sending a letter or email.









*Excerpted from "Pearls of Wisdom" by H. Jackson Brown, Jr. Brown wrote Life's Little Instruction Book to provide his son with wisdom he could refer to as he live his life. In that same spirit, CAI leaders throughout the years have shared their advice and pearls of wisdom for better community association life. You may download the complete document at [http://www.caionline.org/excerpts/pearls\\_of\\_wisdom.pdf](http://www.caionline.org/excerpts/pearls_of_wisdom.pdf)*



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**Please visit our neighborhood website at <http://www.neighborhoodlink.com/huntersville/arborcroft/> for the following information.**

- [Arbor Croft Covenants and Restrictions - Revised 02/04/05](#) 
- [Arbor Croft Parking Rules](#) 
- [AC ARC Guidelines Preapproved Storm Doors](#) 
- [AC ARC Guidelines Fences and Gates](#) 
- [Arbor Croft Voting Proxy](#) 
- [Architectural Review Committee](#)
- [Arbor Croft By Laws](#) 
- [Landscape Committee](#)
- [Neighborhood Development Maps](#) 
- [AC ARC Request Form and Procedures](#) 



## About your Homeowners Association (HOA)

The HOA Board is made up of 3 of your neighbors that have volunteered their time and talent to serve the community of Arbor Croft. One new board member is elected each year to serve for a three year term.

Email: [arborcroftboard@yahoo.com](mailto:arborcroftboard@yahoo.com)

Website: [www.neighborhoodlink.com/huntersville/arborcroft/](http://www.neighborhoodlink.com/huntersville/arborcroft/)

Current HOA Board members are:

- David Tate
- Jean Patterson
- Sharron Stein

The Board then appoints a Board member to assume the office of President, Vice-President, or Secretary/Treasurer.

Monthly Board meetings are normally scheduled for the 2<sup>nd</sup> Wednesday of each month at 6:30 PM. Time is allotted at the beginning of each meeting for homeowners to have comments and concerns addressed. Please let the Board know if you would like to participate by sending an email to [arborcroftboard@yahoo.com](mailto:arborcroftboard@yahoo.com)

The annual HOA meeting is in February. We ask that all homeowners try to attend this meeting.

Arbor Croft has a property management company, Cedar Management Group. The property management company serves the community and board by handling financial matters, billing and payments, obtaining good vendors and favorable contract rates, advising the board on legal, insurance, and best practices for Homeowner's Association management.

Most communications can be handled through contacting [support@cedarmanagementgroup.com](mailto:support@cedarmanagementgroup.com).

Their address is:

Cedar Management Group  
PO Box 26844  
Charlotte, NC 28221  
Charlotte Office: 704.644.8808

Please contact Cedar Management about any violation issues in the neighborhood.

Emails:

[violations@cedarmanagementgroup.com](mailto:violations@cedarmanagementgroup.com)  
[arc@cedarmanagementgroup.com](mailto:arc@cedarmanagementgroup.com)  
[maintenance@cedarmanagementgroup.com](mailto:maintenance@cedarmanagementgroup.com)



### **Association Responsibilities**

- Maintain, protect, and enhance the value of the community.
- Govern the association in accordance with federal and state laws.
- Provide an information package to new homebuyers.
- Publish the names and addresses of all association officers and directors within 30 days of their election.
- Hold regular board meetings and an annual meeting.
- Provide an opportunity for resident participation in a 'homeowner's forum' at each board meeting.
- Inform residents of annual assessments and special assessments.
- Provide an annual income statement and balance sheet to all owners within 75 days of the end of each fiscal year.
- Provide a statement upon request by a resident within 10 days of the request.
- Enforce the restrictive covenants and other governing documents in a fair and consistent manner.
- Conduct meetings in accordance with Roberts Rules.

### **Homeowner Responsibilities**

- Understand and comply with the restrictive covenants, by-laws, and other rules and regulations.
- Pay your assessments on time.
- Stay informed and participate in the business of your homeowner association by reading the meeting minutes, attending the annual meeting, understanding the budget, and volunteering to serve on a committee or the board.
- Maintain a current address with your homeowner association. This is critical if you are a member of a homeowner association but do not live in the community. Examples include rental property, second homes, homes used by children in college or retired parents, or investment property intended for future construction.
- If your home is rental property or occupied by others, ensure that tenants/occupants understand that they must also comply with certain restrictive covenants such as parking, pets, architectural changes, and other requirements. This may also include association rules regarding use of playgrounds, pools, tennis courts, and other common areas.
- Maintain contact information for an association representative. This may be an on-site employee, a management company, a board member, or the builder/developer.

Source: HOA-NC.com



## Committees

### Architectural Review Committee (ARC):



The architectural committee oversees that architectural standards are implemented in the neighborhood to help preserve home values and create an aesthetically pleasing neighborhood. Arbor Croft is a beautiful 'front porch' community of Craftsman Style homes. If we all take pride in our neighborhood and continue to follow guidelines our neighborhood could be one of the most lovely and desirable neighborhoods in Huntersville.

The current committee is made up of the following homeowners.

Charmaine Stokes  
Troy Griffin  
Mimi Hancock

Email: [arborcroftarc@yahoo.com](mailto:arborcroftarc@yahoo.com)

Here are links from our neighborhood website to some information ARC has already put together. This includes Pre-approved Storm Doors. You do not have to use a pre-approved storm door, however, if you like one of the pre-approved storm doors, you don't have to go through the approval process before installing it!

- [Architectural Review Committee](#)
- [AC ARC Guidelines Preapproved Storm Doors](#) 
- [AC ARC Guidelines Fences and Gates](#) 
- [AC ARC Request Form and Procedures](#)

Before tackling a project, please keep a few things in mind.

1. You need to fill out and submit a request form to the Architectural Review Committee. [AC ARC Request Form and Procedures](#)
2. You need to allow two weeks for the approval process. You should NOT begin a project before it is approved.
3. When filling out the Request Form, please make sure you have all the required attachments. This will make the approval process move much faster.
4. Once approved, your work may begin!



**Landscape Committee:**

The landscape committee oversees the contractor responsible for maintenance of neighborhood grounds and helps to organize and orchestrate neighborhood clean-ups. The committee also advises the board on common area usage and general landscape issues.

Our current committee is made up of the following homeowners:

Tim Stein  
Kathy Zering  
Jennifer Edwards  
Sharon Kitchen  
Karen Hansel

Email: [arborcroftland@yahoo.com](mailto:arborcroftland@yahoo.com)

**Nominating Committee:**

The nominating committee is in charge of asking homeowners to run for open board positions and present their nomination choices to the Board. If you are interested in being on the Arbor Croft HOA Board, please contact anyone on the nominating committee.

Our current committee is made up of the following homeowners:

Bethany Welch - [welchbee@gmail.com](mailto:welchbee@gmail.com)  
Linda Fiegl - [mainr2b@yahoo.com](mailto:mainr2b@yahoo.com)  
Kathy Zering - [kathyzing@yahoo.com](mailto:kathyzing@yahoo.com)

**Other Committees:**

**Social Committee:**

DeEtte Collinge  
Jennifer Edwards  
Jeanne Seefus  
Jennifer Tate  
Jon Sink  
Zana Krout

Email: [arborcroftsosial@yahoo.com](mailto:arborcroftsosial@yahoo.com)

**Newsletter Committee:**

Jennifer Edwards

Email: [arborcroftnews@yahoo.com](mailto:arborcroftnews@yahoo.com)



**Welcome Committee:**

DeEtte Collinge  
Sharon Kitchen  
Carol Wiese  
Linda Fiegl

Email: [arborcroftwelcome@yahoo.com](mailto:arborcroftwelcome@yahoo.com)

**Community Watch Committee:**

Barbara Ransom  
Charles and Pauline Wagner  
Linda Fiegl  
Kathy Zering

Email: [arborcroftwatch@yahoo.com](mailto:arborcroftwatch@yahoo.com)

**WE NEED YOUR HELP!**

***If you would like to volunteer on one of the existing committees or wish to start a new committee, please email the Board at [arborcrofthoaboard@yahoo.com](mailto:arborcrofthoaboard@yahoo.com) or contact a board member with your recommendations.***



## General Information

- EMERGENCY (Fire, Police, or Medical): 911
- Trash day is on Thursdays. Please put your trash can and recyclables out Wednesday. Please put them on the opposite side of the driveway from the mailbox.
- Town of Huntersville link: <http://www.huntersville.org/>

## Other Numbers you may need:

### ***Phone Services***

AT&T Phone Service **888.757.6500**  
Direct TV **800.531.5000**  
Dish Network **888.825.2557**  
Time Warner Cable **800.892.2253**

### ***Schools***

Mecklenburg County Schools **980.343.3000**  
Huntersville Elementary School **980.343.3835**  
Bradley Middle School **980.343.5750**  
Bailey Middle School **980.343.1068**  
North Mecklenburg High School **980.343.3840**

### ***Public Utilities***

City of Charlotte (Water) **704.336.2211**  
Electric – Electricities **704.948.0550**  
Piedmont Natural Gas **800.752.7504**  
Waste Management **800.927.8362**

### ***Emergency and Medical - 911***

Police **704.875.6542**  
Huntersville Fire **704-875-3563**  
North Mecklenburg Volunteer Rescue Squad  
**704.875.1475**  
Urgent Care **704.896.1085**  
Presbyterian Hospital **704.316.4000**  
Lake Norman Regional **704.660.4000**  
Poison Control **800.222.1222**  
CVS Minute Clinic **704.896.3671**

### ***Arbor Croft Builders***

Developer – Sherwood Webb, Quail Ridge  
Development **704.945.0374**  
Marand Builders, Inc. **704.525.1824**  
P & N Builder **704.684.1205**

### ***Transportation***

CATS **704.336.RIDE**

### ***Public Services***

Huntersville Town Hall **704.875.6541**  
Mecklenburg County Parks & Recreation **311**  
Mecklenburg Co. Animal Control **311**  
North Mecklenburg Regional Library  
**704.416.6000**  
Post Office - Gilead Road **800.275.8777**  
Voter Registration **704.336.2133**



## Parking Rules (Effective July 1, 2008)



- No commercial vehicles of any kind may be parked on the properties, unless said vehicle is parked in an enclosed garage at all times.
- No parking on any grass areas within the properties at any time.
- No vehicles in non-working order or vehicles with expired tags may be parked on the properties, unless in an enclosed garage at all times.
- No parking in front of mailboxes which may obstruct the delivery of mail.
- No parking or operation of motorized vehicles on the common areas.
- No parking within 30 feet of an intersection
- No parking in such a location to obstruct a curb ramp or curb cut for handicapped persons.
- No parking on the side of a street facing in other than the direction of traffic.
- No parking within 15 feet of a fire hydrant.
- No parking of boats, boat trailers, or any other water craft on the properties unless in an enclosed garage at all times.
- No parking of any recreational vehicles on the properties unless in an enclosed garage.
- No parking of vehicles which transports inflammatory or explosive cargo.
- No vehicle maintenance on the common properties or roadways.
- No prolonged vehicle maintenance on the properties unless in an enclosed garage.
- No parking in the alleyways at any time.
- No resident parking on the streets in Phase 2.
- If you have special circumstances that require temporary overnight guest parking in Phase 2, please notify Cedar Management or the Board for approval.
- Guests and visitors must comply with all HOA and Huntersville parking rules.



## Landscaping Guidelines

- Please pick up after your dog!
- Except for driveways, and sidewalks, the yards of each home site should be of grass and/or groundcover. Your yard should be neatly maintained at all times.
- No trees may be removed without Association approval.
- ARC reserves the right to amend landscape guidelines.

## Common Areas

- Common areas are for use of homeowners only.
- Common areas are available for all homeowners to enjoy responsibly.
- No dumping of any sort is permitted in the common areas.
- If you wish to host an event email the HOA board for approval BEFORE holding the event. [arborcrofthoaboard@yahoo.com](mailto:arborcrofthoaboard@yahoo.com)
- Interesting Fact: Clarke Creek runs between Phase I and Phase II

## Pets

- PLEASE PLEASE PLEASE, clean up after your pet!!! Please do not allow your pet to defecate on the lawn areas of others or the common areas. If for any reason they do, you **must remove the feces**.
- When outside, your dog should be contained, tied or on a leash at all times.
- Pets can be considered a nuisance when any acts of the animal disturbs other homeowners. This would include excessive barking, howling or whining (one or more times per minute, each minute during a ten-minute period.) Homeowners can contact Mecklenburg County Animal Control about these occurrences by dialing 311.
- No dog runs may be built without ARC approval.



## Tips for Homeowners

### Summer Gardening

- Beware of insects such as aphids or white flies that become rampant as plants grow larger and have less circulation between them. Remember to spray both upper and lower leaves with neem or pyola oil on a seven to 10 day cycle to keep these critters from destroying your plants
- Prune back your rose bushes after the first bloom. You can either dead head the spent blooms or do a major cutting back to keep them tame and under control. Cut back all weak and dead wood as well. Lastly, clean up all spent leaves -- especially if they suffered from black spot. Plus, if black spot is a problem, use this homemade formula: Mix one tablespoon of baking soda and a 1/4 teaspoon of dishwashing detergent in one gallon of water.
- Continue to pinch back all late summer and fall perennials to keep them bushy and healthy and to stagger blooming times.
- Finish pruning all spring blooming bushes such as azaleas, rhododendrons, lilacs by mid-summer so that they can begin their new growth for next spring.
- Don't throw away good plantings! Offer them to a neighbor or contact someone on the Landscaping Committee to see if they are needed to beautify our common areas.

### Home Maintenance

- Keep gutters and downspouts free of debris
- Insulate pipes in your home's attic
- Clean the clothes dryer exhaust duct, damper and space under the dryer occasionally
- Make sure all electrical holiday decorations have tight connections
- Check the attic for adequate ventilation
- Keep kitchen exhaust hood and air filter clean
- Check the water hoses on the clothes washer, refrigerator icemaker and dishwasher for cracks and bubbles
- Replace your furnace filter occasionally
- Always have a multi-purpose fire extinguisher accessible
- Protect all your electrical appliances from power surges and lightning
- Have a professional air conditioning contractor inspect and maintain your system as recommended by the manufacturer
- Check for damage to your roof often
- Check your water heater often to ensure it is functioning properly
- Replace all extension cords that have become brittle, worn or damaged
- Inspect and clean dust from the covers of your smoke and carbon monoxide alarms



**Away on Vacation:**

- Have the newspaper and mail stopped or regularly picked up by a trusted neighbor.
- Ask a trusted neighbor to check on your home.
- Find care for your pets or arrange for someone to care for them in your home.
- Set timers on interior lights to deter burglars.
- Unplug TV, computer, and appliances susceptible of lightning and power surges.