

HSVTHA Newsletter

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November 2017



HSVTHA Board of Directors

Bill Turner—President
Robert Peterson—Vice—President
Sandra Smith—Treasurer
Joan Smith—Secretary
Elmer Burrall—Director
Todd Phillips—Director
Jean Woodworth—Director
Doug Butler—Director
O.J. Miles—Director

Contract Facilitator

Roger Harper, GM

HSVTHA Contacts

Gayle Annis Administrative Assist.
Melissa Speers Administrative Assist.

Fee Payments Contacts

Clark Simson Miller (CSM)
865-315-7505
support@csmhoa.com

FROM THE PRESIDENT

STATE OF THE ASSOCIATION

As I have stated previously, the financial status of the Townhouse Association, due to the efforts of Bob Peterson and Sandy Smith in the management of obligations and expenditures, is better than ever. We are beginning to make improvements to the appearance of all Courts. Of course, safety issues must be the first priority. Once the safety issues are resolved the appearance issues can be considered.

In keeping with the newly adopted procedure for requesting action on any issue, all requests must be submitted through your respective Court Representative and the Standards, Controls and Capitol Improvements Committee. This procedure will allow our facilities maintenance manager to devote more effort to analyze the issue, secure the appropriate personnel to remedy the problem and to have multiple projects active simultaneously. Also, give a big thanks to Gayle and Melissa for their efforts in the office

Bill Turner, Pres. HSVTHA



FINANCE COMMITTEE REPORT

We on the Committee will start the budget process for the years 2019 thru 2021 after the first of the year. It is our intent and hope to keep THA fees at their present level and where possible lower those fees on some Courts.

Richard Smith, Chairman

STANDARDS, CONTROL & CAPITOL IMPROVEMENT COMMITTEE

A well-attended Standards, Control & Capitol Improvement Committee (SC&C) meeting was held on September 26, 2017. The meeting was chaired by Gary Smith, Chairman.

Bill Turner, HSVTHA Board President, explained the responsibilities of the individual Court Representatives, requesting that all reps take a very active part in the maintaining of all HSVTHA Courts.

Copies of Infraction Procedures and Infraction Letters were distributed. Upon the receipt of an infraction letter, the party involved has 30 days to resolve the infraction. If the infraction is not resolved or efforts to resolve the infraction are not completed in 30 days, the violating party will be assessed a \$100.00 per month Penalty until the violation is resolved.

Roger Harper, General Manager/Contract Facilitator, gave an update on Completed and Future Projects. Every effort will be made to improve communications between the court representatives and the HSVTHA office. Discussions between Roger Harper and several court reps took place on several concerns. Roger advised that all will be addressed and the court reps will be advised accordingly.

Gary Smith gave a special "Thank you!" to all those in attendance.



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2018
ASSOCIATION BOARD MEETING
SCHEDULE

Meeting Type	Date	Day	Time
Working	1/2/2018	Tuesday	9:30 am
Monthly	1/12/2018	Friday	9:30 am
Working	2/27/2018	Tuesday	9:30 am
Monthly	3/9/2018	Friday	9:30 am
Working	5/1/2018	Tuesday	9:30 am
Monthly/Annual	5/11/2018	Friday	9:30 am
Working	7/3/2018	Tuesday	9:30 am
Monthly	7/13/2018	Friday	9:30 am
Working	9/4/2018	Tuesday	9:30 am
Monthly	9/14/2018	Friday	9:30 am
Working	10/30/2018	Tuesday	9:30 am
Monthly	11/9/2018	Friday	9:30 am
Working	12/4/2018	Tuesday	9:30 am
Monthly	12/14/2018	Friday	9:30 am



New Cluster Mailboxes in Valencia Courts

2018 OFFICE HOLIDAY

Holiday	Date Observed	Day	THA Office
New Year's Day	1/1/18	Monday	Closed
Good Friday	3/30/18	Friday	Closed
Annual Meeting	5/11/18	Friday	Closed
Memorial Day	5/28/18	Monday	Closed
July 4th	7/4/18	Wednesday	Closed
Labor Day	9/3/18	Monday	Closed
Thanksgiving	11/22-11/23/18	Thurs-Fri	Closed
Christmas Holiday	12/24-12/25/18	Mon-Tues	Closed

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**2018 ASSESSMENT COUPONS**

HSV Townhouse Association 2018 assessment coupons will be mailed mid-December for those owners who pay by paper CHECK only. Please be watching for the coupons. Call the office if you have not received your coupons by December 29, 2017. 501-922-1375. See sample coupon below.

Account: \_\_\_\_\_ Unit: \_\_\_\_\_  
 Check: \_\_\_\_\_  
 Date: \_\_\_\_\_  
 Amount due: \$ \_\_\_\_\_  
 Payment due on: 10/01/2017

**HSVTHA Monthly Assessment plus Sanitation**

**CHECK PAYABLE TO:**  
 HSVTH Coronado  
 c/o Clark Simson Miller  
 PO BOX 52344  
 Phoenix AZ 85072-2344

Amount due: \_\_\_\_\_  
 Payment due on: 10-01-2017

Property: \_\_\_\_\_  
 Hot Springs Village AR 71909

4547 000026 000000000000 008500 8

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The HSVTHA office is open Monday through Thursday between the hours of 8:00 a.m. and 12:00 noon. However, you may call for an appointment outside of those hours, if needed; 501-922-1375; or you may e-mail the office at [hsv.tha@sbcglobal.net](mailto:hsv.tha@sbcglobal.net).

We are happy to meet with you or speak with you regarding any questions or concerns you might have.

**OWNER WEB PORTAL ACCESS**

In September, 2015, Clark Simson Miller (CSM) provided townhouse owners with access to a web portal for viewing their account. If you need help with your logon credentials, contact CSM at [support@csmhoa.com](mailto:support@csmhoa.com) or 865-315-7505.



## AD HOC COLLECTIONS COMMITTEE

Gary Smith, chairman of the Ad Hoc Collections Committee, has reported that all effort to collect delinquent assessments is continuing to take place. Accounts in this category will continue to be sent to a collection agency in Little Rock.

After all efforts have been exhausted, the placement of a lien on the property will take place in those designated instances.

The THA will continue to make every effort to work with those townhouse owners who are delinquent. It is advised that the HSVTHA office be contacted immediately; [hsv.tha@sbcglobal.net](mailto:hsv.tha@sbcglobal.net) or 501-922-1375.



### FALLING LEAVES.....

This is the autumn of the year and the Association townhouses are experiencing falling leaves. Since the THA courts are situated in this beautiful, lush forest, it is inevitable that the leaves will fall. You may have seen the maintenance crews with leaf blowers working in your area and half an hour later, it looks like nothing has been done. The leaves are back again! This is going to continue to happen until all the leaves have fallen. Be patient. The crews are contracted to be in the courts once a week. However, if you do see a particular concern regarding the leaf removal, call the THA office at 501-922-1375. *When autumn leaves start to fall.....*



## SC&CIC

### COURT REPRESENTATIVE LISTING

| Bill & Marilyn Whitman | 501-915-8182 | Arista       |
|------------------------|--------------|--------------|
| Larry Draeger          | 501-922-6406 | Balboa       |
| Jean Roberts           | 501-922-3146 | Castellon    |
| Suellen Wiggins        | 501-226-3053 | Coronado     |
| Bobbie Wilson          | 501-922-3357 | Coronado     |
| Judy Hunt              | 501-915-0836 | Cortez       |
| Sheila Hill            | 501-922-1017 | Desoto       |
| Keith Abram            | 352-220-0999 | Guadalajara  |
| Gary Smith             | 501-915-0703 | La Coruna    |
| Sam Arant              | 501-204 4446 | Lanza        |
| Teresa Arant           | 501-204 4446 | Lanza        |
| Patrick Collins        | 501-226-5510 | Madrid #1    |
| Betty & Robert Delong  | 501-915-9765 | Madrid #2    |
| Sheila Hill            | 501-922-1017 | Madrid #3    |
| Richard C. Smith       | 219-776-1136 | Magellan     |
| Joyce Benning          | 501-941-8758 | Majorca #2   |
| Gary Smith             | 501-915-0703 | Majorca #4   |
| Robert Downey          | 501-226-5937 | Majorca #4   |
| Gary Smith             | 501-915-0703 | Segovia      |
| Janet Peterson         | 501-915-8874 | Valencia     |
| Sandy Corzatt          | 501-915-9351 | Villa Alegre |
| Gloria Alford          | 501-922-0955 | Villa Alegre |

### TREE TRIMMING IN THE COURTS

Crape Myrtles and other trees that might be touching a townhouse or are dead will be trimmed during the winter months when the foliage is down.

Bush/shrub trimming occurs in April, July and September in the courts. Azaleas are not trimmed until after they have finished flowering.



Street Scene in Valencia Courts

## TRASH DISPOSAL PROCEDURES & REGULATIONS

The following are requirements **which must be met by every townhouse owner, tenant, property manager or rental agency.**

1. Trash routes will begin at 8:00 A.M.
2. The normal trash routes will pick up household waste.
3. Trash must be bagged even though it is put into a can.
4. Do not place loose trash in the trash can.
5. Do not place any trash on the corral floor; all must be in a trash can.
6. Due to Garland County landfill policy, household trash cannot be mixed with other items such as building materials, special pick up items or yard waste. The sanitation crew cannot take these items.
7. Special pick up items include things such as: wood, furniture, water heaters, grills, metal pieces, etc.
8. Special pick up collection is by request only. **Do not leave special pick up items in communal corridors.** If you have a special pick up request, call the POA Public Works Dept. to schedule it for a nominal fee which is added to your POA Utility Bill; 501-922-5524.
9. Do not put liquid paint in trash. If you have **liquid paint, take lid off paint can and mix kitty litter with it until it becomes a solid.** When it becomes a solid, you can take it out to your trash can and sit it beside the trash can with the lid off so the waste haulers can see that it is a solid. It will then be picked up.

Owners, Tenants, Property Managers who use the community trash corral are responsible for disposing their trash in a neat and orderly manner.

REMEMBER: - Loose trash can be strewn around by wildlife which can create an unsightly and unhealthy situation.

## HSVTHA WEEKLY TRASH PICK-UP DAYS BY COURT

|      | <b>MONDAY</b> |      | <b>TUESDAY</b> |      | <b>THURSDAY</b> |      | <b>FRIDAY</b> |
|------|---------------|------|----------------|------|-----------------|------|---------------|
| 2/Wk | Desoto        | 2/Wk | Cortez         | 2/Wk | Desoto          | 2/Wk | Cortez        |
| 2/Wk | Valencia      | 2/Wk | Madrid         | 2/Wk | Valencia        | 2/Wk | Madrid        |
| 2/Wk | Coronado      | 2/Wk | Guadalajara    | 2/Wk | Coronado        | 2/Wk | Guadalajara   |
| 1/Wk | Majorca 4     | 2/Wk | La Coruna      | 1/Wk | Lanza           | 2/Wk | La Coruna     |
| 1/Wk | Majorca 2     | 1/Wk | Segovia        | 1/Wk | Balboa Cove     | 1/Wk | Villa Alegre  |
|      |               | 1/Wk | Castellon      | 1/Wk | Magellan        |      |               |
|      |               |      |                | 1/Wk | Arista          |      |               |

## SANITATION HOLIDAY SCHEDULE 2017

Thursday, November 23 – Thanksgiving Day

Thursday's route on Wednesday

Monday's, Tuesday's, Friday's routes - no change

Monday, December 25 –

Monday's route on Tuesday; Tuesday's route on Wednesday

Thursday's route on Thursday; Friday's route on Friday

## SANITATION HOLIDAY SCHEDULE 2018

Superior Sanitation company schedules pick-ups during a holiday week according to the **Garland County Sanitation** holiday schedule.

The complete **2018 HSVTHA holiday schedule** will be posted on the THA website at a later date, once Garland County posts its holiday schedule.

**NEW!**

YES



NO



## PARKING POLICY

Throughout the year the Association receives calls concerning parking policy. As outlined in your "HSVTHA Member Information Booklet", each townhouse has the use of two (2) parking spaces directly in front of or adjacent to his/her townhouse. If two (2) spaces are not available, as in some cases where there is insufficient parking spaces in front of the townhouse, overflow parking areas may be utilized.



If you have your townhouse on a rental program, please remind your property management company and/or renters of the policy concerning parking within the Association's courts.

Parking trailers, campers, boats, motor homes and commercial vehicles over 72 hours is prohibited in the courts! Also, they must fit into one (1) of the parking spaces for that townhouse. If they are too large for a parking space, then the owner/renter must make other arrangements for parking outside of the court.



## SMALL TREES GROWING IN GUTTERS

In the autumn and spring you may have observed the leaves and debris build up in the gutters. Please review the condition of the gutters of your townhouse and clean them of any debris and/or weeds growing in them. If you plan on installing gutters, complete and submit to the THA a building application for the installation. Applications may be printed from the THA website ([www.hsvtha.com](http://www.hsvtha.com)) or pick one up in the THA office (1 Perralena Lane.)

## VOLUNTEERS?

Over the years the Association has undergone numerous changes and improvements; this is due, in a large part, to the volunteers who brought with them their visions and ideas for the future, which has enabled the Association to flourish.

Consider volunteering for the Board of Directors, Standards & Control Committee, Architectural Review Committee, Nomination & Election Committee and Ad Hoc Committees. Applications are available at the THA office and on the website at [www.hsvtha.com](http://www.hsvtha.com).

## E-MAIL ADDRESSES

The Townhouse Association is requesting that owners provide, verify and/or update their e-mail addresses. End-of-year, first-of-year, and important announcements throughout the year are blast e-mailed to all owners who have an e-mail address.

E-mails may be sent to:

**[hsv.tha@sbcglobal.net](mailto:hsv.tha@sbcglobal.net)**

**[roger.hsvtha@sbcglobal.net](mailto:roger.hsvtha@sbcglobal.net)**



Newly Constructed Trash Corrals in Several Courts

## OWNERS PROTECTING PROPERTY VALUES

The great majority of HSV Townhouse owners are proud and responsible owners. Testimony to this is the fact that in 2017 to date there were over 100 painting, roofing, landscaping and building applications submitted and approved by the Association.

The Association also welcomed approximately 90 new homeowners in the same time period. These two issues can be read as positive results of all members taking ownership in protecting property values.



POA General Information:.....501-922-5556

POA Public Works:.....501-922-5524

POA Planning & Inspections: ...501-922-5562

(includes habitual parking issues)

POA Animal Control:.....501-922-6547

HSV PD NON-EMERGENCY:.....501-922-0011



## **FREQUENTLY ASKED QUESTIONS**

### **1. When I buy a townhouse do I own any of the land around the townhouse?**

Yes, you own the property within the platted property lines. A copy of the plat map may be obtained at the HSV Townhouse Association office.

### **2. Are townhouses and condos insured the same?**

No. When you buy a townhouse you are responsible for repairs and maintenance of the inside and outside of the dwelling. Townhouses should be insured just like a free standing house would be, with the exception of the common wall.

### **3. Can I add onto my townhouse**

Yes, providing the addition doesn't extend past the platted lines for that townhouse and a building application has been submitted to the HSVTHA. The addition must be approved by the HSVTHA Architectural Review Committee and the HSVPOA Architectural Control Committee. Depending on the type of addition, approval from the adjoining owners may be required before the application will be considered.

### **4. Can I paint or roof my townhouse any color I want?**

No. In 2001 the HSVTHA Board of Directors approved the roofing and painting guidelines submitted by the HSVTHA Standards, Control and Capital Improvement Committee. These guidelines require all townhouses in a section to have the same roof and paint colors. Approved paint and roofing colors can be seen at the Association office.

Paint and Roofing applications must be approved by the Association office before work can begin.

### **5. What if I want to roof or paint a different color than what is approved?**

In some courts all the townhouses are painted and roofed the same colors. In these courts townhouse owners are not allowed to change the colors.

In the other courts where there is no consistent color throughout the court, owners in a section can get together and decide on a color and submit an application to the Association for approval.

### **6. When are assessments due?**

Assessments are due on the 1<sup>st</sup> day of each month. Coupons are sent to townhouse owners at the end of each year for the following year to only those who pay by check. Owners can pay by check, bank draft or on-line checks. Payments in arrears over 30 days will receive a collections letter.

### **7. What do the HSV Townhouse Association monthly assessments cover?**

Direct Court Expenses of General lawn care – mowing, weed-eating, blowing, trimming of shrubs, and watering of the grounds.

Direct Court Expenses of Grounds maintenance care – fertilizing grass areas, weed control, tree cutting and trimming, re-furbishing gravel areas, re-seeding grass areas, erosion control, etc.

Direct Court Expenses of the Maintenance of capital items – trash corrals, drains, bridges, steps, water irrigation systems, etc.

Shared Expenses of the maintenance of the limited common property in that specific court, and the operating expenses for the Association to do business. Shared expenses are \$13.67 per month per townhouse as of 01-01-2013.

### **8. Unless I have a private driveway, how many parking spaces do I have for my townhouse?**

Townhouse owners are allowed two parking spaces closest to their townhouse. However, when Cooper Communities built the townhouses some courts did not have enough parking spaces for each townhouse to have two spaces. In this case, townhouse owners may utilize "overflow" parking areas. Examples: Desoto Courts and a few townhouses in Valencia Courts. Parking spaces are not assigned.

### **9. May I park a boat or trailer in my parking space?**

No, they must be parked in one of the two parking spaces allowed for the townhouse. If the trailer is too large for a parking space, it may not be parked in the court and only for 72 hours. Habitual parking is prohibited.

### **10. Can I park a boat or trailer in my parking space?**

No, not on a regular basis, there is a 72 hour limit. They must be parked in one of the two parking spaces allowed for the townhouse. If the trailer is too large for a parking space, it may not be parked in the court.

### **11. Can I put up a fence?**

The majority of the time the answer will be no. However, depending on the location of the townhouse a small 3' picket type fence may be allowed within the lot lines of the townhouse, providing the other owners in that section do not object. A Building Application is required and needs to be submitted to the HSVTHA Architectural Review Committee & the HSVTHA Standards, Control, and Capital Improvement Committee for their approval.

### **12. Pets and Townhouses**

Pets should be controlled at all times and on a leash.

Owners/Renters are responsible for picking up after their pets in ALL AREAS of a court. Gravel areas **ARE NOT "DOGGY BATHROOMS"**.

Leaving pets outside for extended periods or tied to trees, especially on common property, is prohibited.

### **13. If a court street light is out, who should be notified?**

Contact Entergy at 1-800-968-8243, option 4, for street lights. You will have to provide the number on the street light which can be easily found on the lower half of the light. The number begins with the letters, SLN. In Saline County, call First Electricity at 501-922-6949.

### **14. Who is responsible for trimming or cutting down trees?**

The THA, if the tree is located on LCP, and the owner of the townhouse, if it is located on their platted lot. A Tree Cutting Application is required.

## AUTOMATIC DRAFT OF HOMEOWNERS' ASSOCIATION DUES

CSM offers the convenience of Automatic Direct Draft for your association assessments. The Automatic Direct Draft debits your homeowners' association assessments from your bank account. This eliminates the need for you to write checks. **To set up this Automatic Draft, complete the following authorization form and return it to us with a voided check.**

\*\*\* **Please note:** Forms received without a voided check will be processed using the numbers provided. Bank returns due to incorrect routing or account numbers on the form will be subject to a returned check fee which will be charged to your account.

**Please send this form to:**

Hot Springs Village Townhouse Association

Care of CSM

PO Box 26941

Charlotte, NC 28221

**The account that you choose below will be charged between the 5th and 10th of the month, depending on weekends, holiday or other circumstances. Please note that your funds must be available on the 5th day of the month. Everyone using the ACH draft in your Association is drafted at one time as a batch. We are unable to draft individual accounts on specific days. This service can be canceled at any time by notifying CSM or your bank in writing.**

### AUTHORIZATION AGREEMENT FOR AUTOMATIC DRAFTS

I hereby authorize CSM, Agent for your association to initiate debits from my checking account at the financial institution listed below. Dues will be deducted between the 5th and 10th of each billing cycle.

This authority shall remain in full force and effect until CSM has received written notification from me of its termination, allowing it reasonable time to act on my notification. I also understand that if corrections in the debit amount are necessary, it may involve an adjustment (credit or debit) to my account.

**For questions about this form:**

**support@csmhoa.com, call us at 865-315-7505 or fax us at: 865-315-7506.**

**This Authorization is Non-Negotiable and Non-Transferable.**

Name of Financial Institution: \_\_\_\_\_ Branch \_\_\_\_\_

Routing (ABA) #: \_\_\_\_\_ Account #: \_\_\_\_\_

Court/Unit: \_\_\_\_\_

Property Address: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please include your mailing address, phone number and email address below:**

Mailing Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

**Which month would you like to start:** \_\_\_\_\_

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Townhouse Association

1 Perralena Lane Hot Springs Village, AR 71909