

# WEST HIGHLANDS



Newsletter

Q1 2023

# Spring HOA Meeting

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**The Spring HOA meeting will be virtual on June 10, 2023,  
from 9:00 A.M. to 10:30 A.M. ET**

Zoom link: <https://prophet.zoom.us/j/8042679116?from=addon>

Dial in: +13126266799,,8042679116#

Please submit questions for the HOA advisory board ahead of time at  
[questionswhhomeowners@gmail.com](mailto:questionswhhomeowners@gmail.com)

# HOA Notice

- We have a number of homeowners who are past due on their HOA dues. All accounts with an outstanding balance are being turned over to legal for collections on April 1, 2023.

**NOTE:** Eligible single-family accounts owing only the second installment are considered current.

- Accounts placed in legal status are assessed an initial \$225.00 collection fee, monthly interests and late fees. A lien will be placed against the property and a lawsuit filed – further incurring hefty legal fees. Additionally, the HOA will suspend access to the amenities.
- A fee of \$75 is assessed to unsuspend access to the amenities plus a 30-day waiting period to process and confirm the reactivation of access after an account has been paid in full.
- Check your HOA account balance by clicking the Sentry Login page on the West Highlands website to access your account.



# Communications Committee

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We will continue to provide quarterly newsletters to keep all homeowners informed of important information. Newsletters are distributed via email and posted on the HOA website.

Any urgent/time-sensitive information will be distributed via email.

If you are not receiving HOA emails, please update your Homeowner Profile at Sentry's website and opt into emails.

Our website can be very helpful if you have questions about Parking, Community Standards, Pool Rules and Regulations, ACC request forms and more  
<https://www.westhighlandsatl.com/>

# Architectural Control Committee

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## Lawn Care and Landscaping Upkeep and Maintenance

According to Article V and Exhibit “D” of West Highlands’ Declaration of Covenants, Conditions, Restrictions and Easements (CC&Rs); and West Highlands Design Guidelines....Each Lot shall be at all times kept in a clean and well maintained condition. All landscape areas shall be well groomed and maintained at all times (i.e. lawn, shrubs, trees, mulched areas, flower beds, etc.). <https://www.westhighlandsatl.com/documents/>

## Architectural Control Committee (ACC)

Making changes to the exterior of your home? Re-painting, Re-roofing, Re-decking, Re-planting or any other exterior modifications **requires** prior ACC approval before performing the work. ACC Request Forms can be found on West Highlands website.

**Reminder:**  
After pollen seasons ends, it is a great time to pressure wash your house!

# Security/Parking

- All life-threatening emergencies, crime or suspicious behavior should be reported to an Atlanta Communication Dispatcher at 911.
- Protect Security patrols the West Highlands Community daily from 10:00 A.M. until 10:00 P.M.
- West Highlands HOA Patrol Officer Phone Line (470) 825-1460
  - If you have reached the voicemail during regularly scheduled patrol hours, please leave a detailed message which includes your name, address, telephone number and the reason for your call. A Protect Security Patrol Officer will be dispatched and return your call as soon as possible. If your message is left outside of the scheduled patrol hours, a Patrol Officer will return your call at the start of the next shift.

How to get parking decals and guest overnight parking permits:

Visit our website:

<https://www.westhighlandsatl.com/parking/>  
and complete either the necessary forms and

submit to:

[atlantanorthcompliance@sentrymgt.com](mailto:atlantanorthcompliance@sentrymgt.com)

Complete the form entirely, including your signature and the date.

Please observe all parking rules and make sure your guests are following all parking rules.

West Highlands parking decals and overnight parking permits will be delivered to your West Highlands property address.

# Social Committee



## **West Highlands HOA Pool Party**

Saturday, June 10, 2023 from 2:00 p.m. - 8:00 p.m.

I hope you will participate in our second annual pool party. Bring your own lawn chairs and/or blanket because there will be limited seating. Also, bring your own beach umbrellas since we are not adding any shading over the open fields. The pool party this year will be picnic-style. You are welcome to bring your own pool floating devices, beach balls and other picnic games and gear.

Food and DJ will be provided with some lawn games for entertainment. More information to come.

This invitation is only extended to residents with an active key fob

# Community Updates

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## **West Highlands - Continuing on the Path Forward**

Have you driven around West Highlands lately? If you have, then you have seen all of the work being performed at the Heman E. Perry Park. The park is undergoing a massive renovation which includes refurbishing the pond and the amphitheater. New roofs are being added to the pavilions and a host of landscape improvements. Unfortunately, we had to say goodbye to two of our mature oak trees that had reached the end of their life cycle (approximately 100 years old). They were decaying from the center trunk creating a hollow inside. The city arborist advised the trees be removed for safety reasons.

For some happier news, starting in July, work will commence on installation of a new playground to replace the existing, dilapidated one. New benches with shade structures have been ordered for the playground perimeter and the dog park. The playground installation should be completed by October 2023. Additionally, the land underneath the power lines on Westmoreland Circle will be cleared and leveled for a sports field.

Other major infrastructure improvements and deferred maintenance work are also being done, such as clearing out of the detention and retention ponds and the storm drains that feed into the ponds. A new walking trail will wrap the detention pond off of Samples Lane (behind the Westmoreland Townhomes). All of the work mentioned above is being funded by Atlanta Housing through HUD.

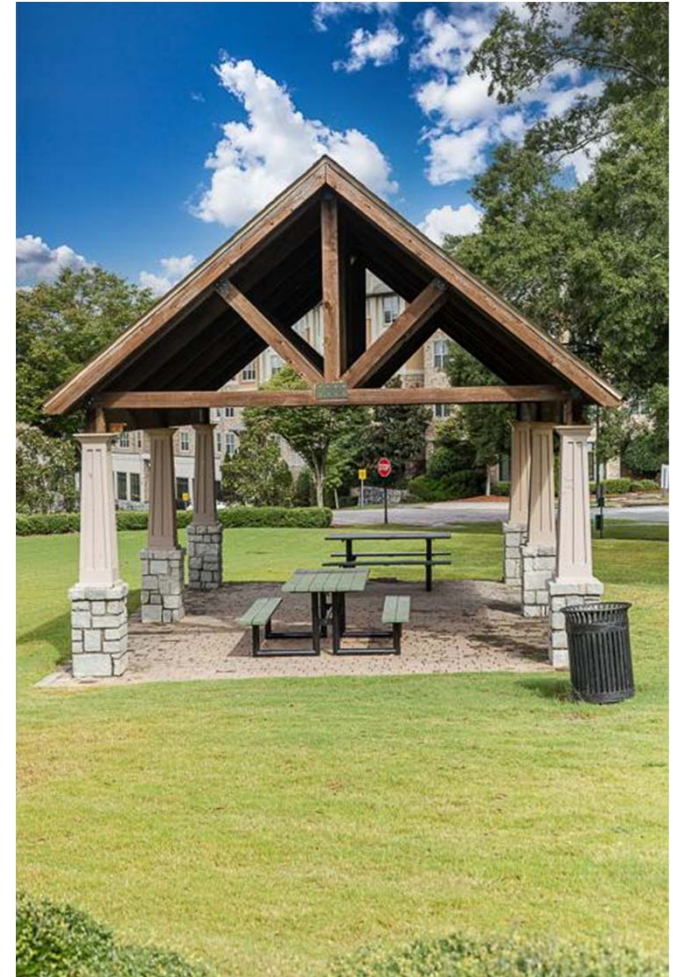
Lastly, the grading for a new phase of homes have started near the intersection of Stanfield Avenue and Sanford Drive.



# Common Areas Update

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- If you are interested in reserving a pavilion or any other parts of the park, please visit West Highlands website [www.westhighlandsatl.com/amenities](http://www.westhighlandsatl.com/amenities) to obtain the reservation application and review the rules.
- Please pick up after your pets. Be considerate of your neighbors and pick up every time, whether in common areas or a neighbor's yard.

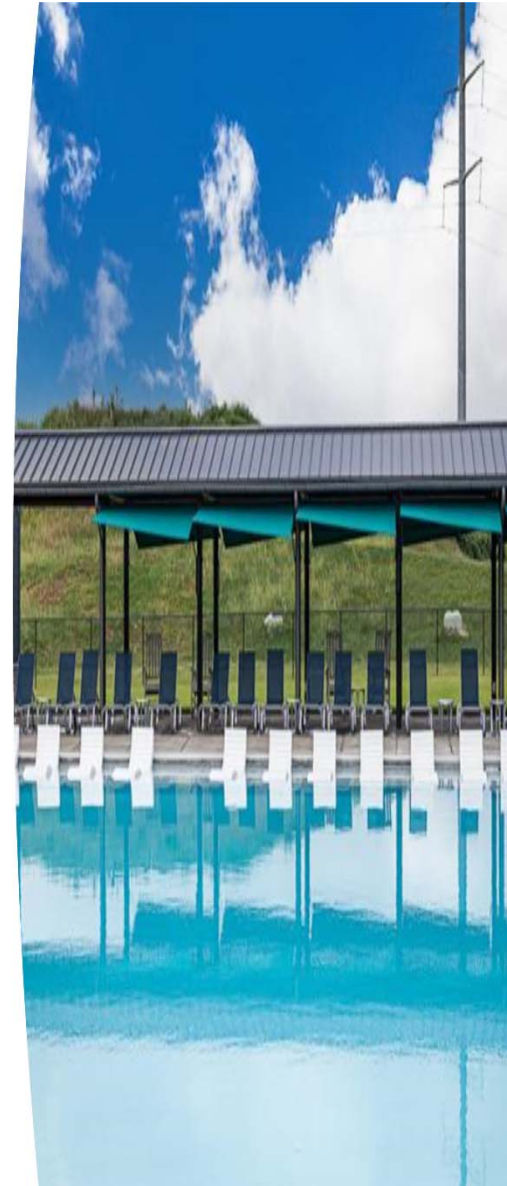


# Pool Amenity Update

- The 2023 pool season will open on Friday May 19<sup>th</sup>, 2023. Please see the annual pool letter, included in this quarterly newsletter.
- This season the pool will be closed for regular cleaning and maintenance on Mondays.
- We are currently in the process of issuing key fobs for new homeowners or those who may have lost their original fob. Residents will receive emails to confirm receipt of new fobs.
- You can test your key fob on the field gate starting April 24<sup>th</sup> 9:00am-9:00pm. Please check to ensure your fob is working. If your key fob does not work, please contact Sentry Management at [atlantanorthcompliance@sentrymgt.com](mailto:atlantanorthcompliance@sentrymgt.com)
- Remember that your HOA dues must be current for your key fob to be activated. Delinquent accounts will have their access suspended. Once the account is current a \$75 reactivation fee is required along with a 30 day waiting period for processing.

**Pool Rules:** Please familiarize yourself with our pool rules which can be found on our website: <https://www.westhighlandsatl.com/amenities>.

- We will be closely monitoring the usage of glass at the pool. Having glass at the pool can be very costly in a bottle breaks and gets into the pool. Individuals who bring glass to the pool will have their pool privileges revoked immediately.
- The sunshelf is reserved for sitting and for lounge chairs. It is not for kids to jump off the shelf or play with the furniture as this disturbs guests who would like a quieter experience and its a safety concern for children playing in this area. Please make sure you and your guests/family are aware of this rule which will be strictly enforced.



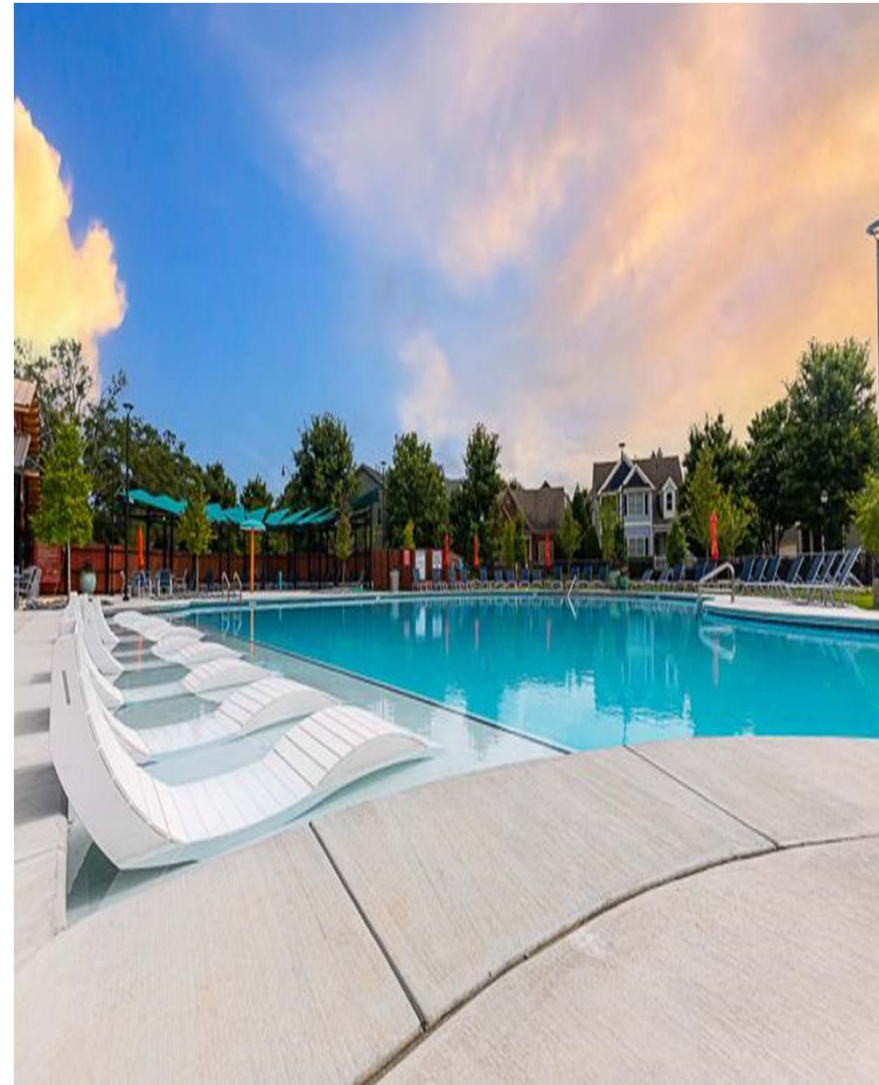
# Pool Improvements

Below is a list of improvements and maintenance work scheduled to be completed before the pool season starts:

- New gate openers to the activity field and parking lot
- Additional pool stairs poles will be installed
- Painters are scheduled to stain and repair wood in worn areas
- The entire deck area will receive pressure washing prior to pool opening
- All pool furniture will be cleaned prior to opening
- A contractor will be grading the open fields flat so that area can be used for outdoor games

To access the pool if you are new to the community make sure that you complete the pool application found on our website:

<https://www.westhighlandsatl.com/amenities>



# Annual Pool Letter

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The West Highlands Pool will be ready to open Friday, May 19<sup>th</sup>. The pool will be open six days a week, 9am-9pm Sun, Tues, Weds, Thurs, Fri and Sat.

This year the pool will be closed on Mondays for cleaning and maintenance. During the past two years few people used the pool on Mondays and it is hoped that having a time for regular cleaning and maintenance will reduce disruptions and unexpected closures that occurred a few times last year and keep the facility in better condition.

**Please review the pool rules on the HOA website <https://www.westhighlandsatl.com/amenities>.**

Please remember that our security guards are there to protect the pool and the facilities. Please be kind and courteous to them as they enforce our rules so that everyone has an equal opportunity to use the amenities.

You must have a key fob to enter. Security is under strict directive not to allow individuals in without an operable key fob. The key fob facilitates authorized users to access the pool. Members are asked not to share key fobs with anyone outside of their household. Violation of this rule may result in revocation of access privileges to the amenity for the annual season. If you forget your key fob, please return home to retrieve it and do not ask to be let in without it.

Please enter and exit the facility from the parking lot gate entrance. The gate located within the pavilion near the restrooms is for emergency use only. A key fob must be used to open the entrance gate.

Opening the gate from the interior to allow someone inside is a violation of the pool rules and entering the pool gate without swiping your key fob (i.e., tailgating) is also a violation. Proper use of the key fobs helps track usage of the pool and prevents unauthorized individuals from accessing our amenity.

**No food or drinks in the pool and absolutely no glassware is permitted within the pool facility.**

The splash pad should turn on by gently tapping the top of the pole near the pad (where a handprint icon is located). The splash pad is set to run for 15 minutes and automatically turn off. Simply tap it again to turn it back on.

Please reserve the lounges and chairs for sitting and not simply for holding belongings so that other residents will have a place to sit.

Please close the umbrellas when you end your stay or are no longer using them. Sudden summer storms are far more likely to damage the umbrellas if they're left open. They are costly to replace and delays in doing so also means they are unavailable for use in the interim. Please help us keep all our pool furniture in good condition.

Please note that the facility is not available for private rental.

The WiFi password at the amenity is "Summer2021".

# Annual Pool Letter Continued

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Additionally, please review the reservation policies and procedures below.

1. Time Blocks no longer exist. Make your reservation for any time of the day between 9:00 a.m. and 9:00 p.m. except on Mondays.
2. Reservations are for a maximum of four hours. Please be respectful and end your reservation on time.
3. Reservations are limited to four guests per household. When completing your reservation you'll need to input the number attending in your party. If you're bringing your entire household plus the maximum amount of guests (4), a 1 person household would select '5 attending'. A 6 person household would select '10 attending'.
4. One reservation per day, three per rolling seven day period. For example, you've made a reservation for Friday May 19th, Saturday May 20th and Tuesday May 23rd. You may not make an additional reservation until you complete the Friday May 19th reservation (or delete one of your three) and then you may add another.
5. There are a maximum of 160 individuals allowed inside the facility at one time. The system will monitor this limit and block further reservations for the specific time block if the maximum is reached.
6. If you would like to extend your reservation and the system has not reached capacity, you may rebook starting 30 minutes before the end of your current reservation.

There are two ways to log-in to the reservation system:

1. Website [westhighlandspool.com](http://westhighlandspool.com) (link below will automatically log you in). Use the email address you used in your registration and the pin "1111" to sign in. You can change this pin if you'd like.
2. iOS app (Android unavailable) search "Member Reservations" in the app store (Look for a light blue icon with a checkmark inside a computer "likely the first result). Upon download, search "West Highlands" at the initial screen and then use the email address you used in your registration and the pin "1111" to sign in.

Within the website you can make a reservation by clicking on "Pool Reservations" at the top of the screen or the blue swimmer icon. Select the day you plan to attend the pool and then find an open reservation in the grid (denoted as an 'area'). You are not choosing any specific area to sit at in the facility (chairs and tables are first come, first served), this is just the terminology the system uses. Choose the number of individuals attending in your reservation and submit. Within the app, you can make a reservation by clicking on "Reserve". Select the day you plan to attend the pool and then find an open reservation in the grid (denoted as an 'area'). You are not choosing any specific area to sit at in the facility; this is just the terminology the system uses. Choose the number of individuals attending in your reservation and submit. Please be courteous and delete your reservation if your plans change. This can be done in the website or by swiping right on your reservation in the app. **Please note:** your user profile in the system contains the individuals in your household authorized to attend the pool. Your reservation should not exceed the number of individuals in your household plus the authorized # of guests. Upon arrival, the security guard will check you in and confirm the # in your party matches the reservation in the system. If you arrive at check-in with more individuals than allowed, some of your party may not be able to enter. If you believe there are missing individuals from your household, please send a note to [westhighlandspool@gmail.com](mailto:westhighlandspool@gmail.com) with your request to update.

# Committee Volunteers Request

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The West Highlands HOA is interested in adding more members to several of the HOA committees. The Security Committee, Architectural Control Committee (ACC), and the Communications Committee are all looking for some new members. Descriptions of the expected scope of responsibilities and requirements for each of these volunteer roles are below. If you are interested in volunteering, please respond to Sentry Management and let them know the committee on which you are interested in serving. Please note that all volunteers serving on a HOA committee must be current on their dues to the HOA and not currently engaged in legal proceedings with the HOA. Also, please note that volunteering for a particular role does not guarantee you will be selected for the desired role.

## **Security Committee**

The security committee is looking for three or four additional members. It is expected that these new members will be helping to examine alternative security arrangements for the HOA and present these options to the HOA advisory board and potentially to the HOA during semi-annual meetings and/or quarterly newsletter for consideration by the community. Additional projects may include assessing the quality of work from the HOA's existing security patrol company and reporting the results of their work to the community in meetings or newsletters. Expected time commitment: 1-4 hours per month.

## **Communications Committee**

The communications committee is looking for one or two additional members. It is expected that these new members will be helping to update the community on relevant developments throughout the Westside of the city and events scheduled at the Westside Park that may adversely impact our neighborhood. It would be expected to attend (or review the minutes) of Neighborhood Planning Unit-G (NPU-G) meetings particularly as it pertains to West Highlands and update homeowners as to plans or progress for local government and other development in the area through the quarterly newsletter and potentially during semi-annual meetings of the HOA. These additional volunteers would allow the neighborhood to gain more regular information about development and issues on the westside of the city. Expected time commitment: 1-2 hours per month.

# Committee Volunteer Request Continued

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## **Architectural Control Committee (ACC)**

The ACC is looking for three or four additional members. The ACC is responsible for maintaining the aesthetic and architectural integrity of the HOA. It is expected that these new volunteer members will be helping to review applications for modifications, additions or alterations to home exteriors and report to the Board their recommendations. The Board in return will review the committee's recommendations for consideration and make the final decision. No specific qualifications are needed but it is helpful if a member has construction, architecture, landscaping or some other exterior maintenance-related experience. The ACC also helps the HOA by ensuring that all homes within the community are following the guidelines stated in the governing documents regarding exterior maintenance. The ACC holds regular monthly meetings to review homeowners' requests and discuss any current architectural or maintenance problems. This will include becoming familiar with the HOA covenants, HOA Design Guidelines, local city building and zoning codes regarding the common requests for the neighborhood (such as zoning, set-backs, impervious spaces, fencing, patios, porches, etc.). Expected time commitment: 1-4 hours per month.

**Please let Sentry Management know if you are interested in one of these roles. Thanks for volunteering to serve your neighbors and improve our growing community. Sentry Management contact: [atlantanorthcompliance@sentrymgt.com](mailto:atlantanorthcompliance@sentrymgt.com)**

**-HOA Advisory Board**