

WEST HIGHLANDS



Newsletter

Q1 2024

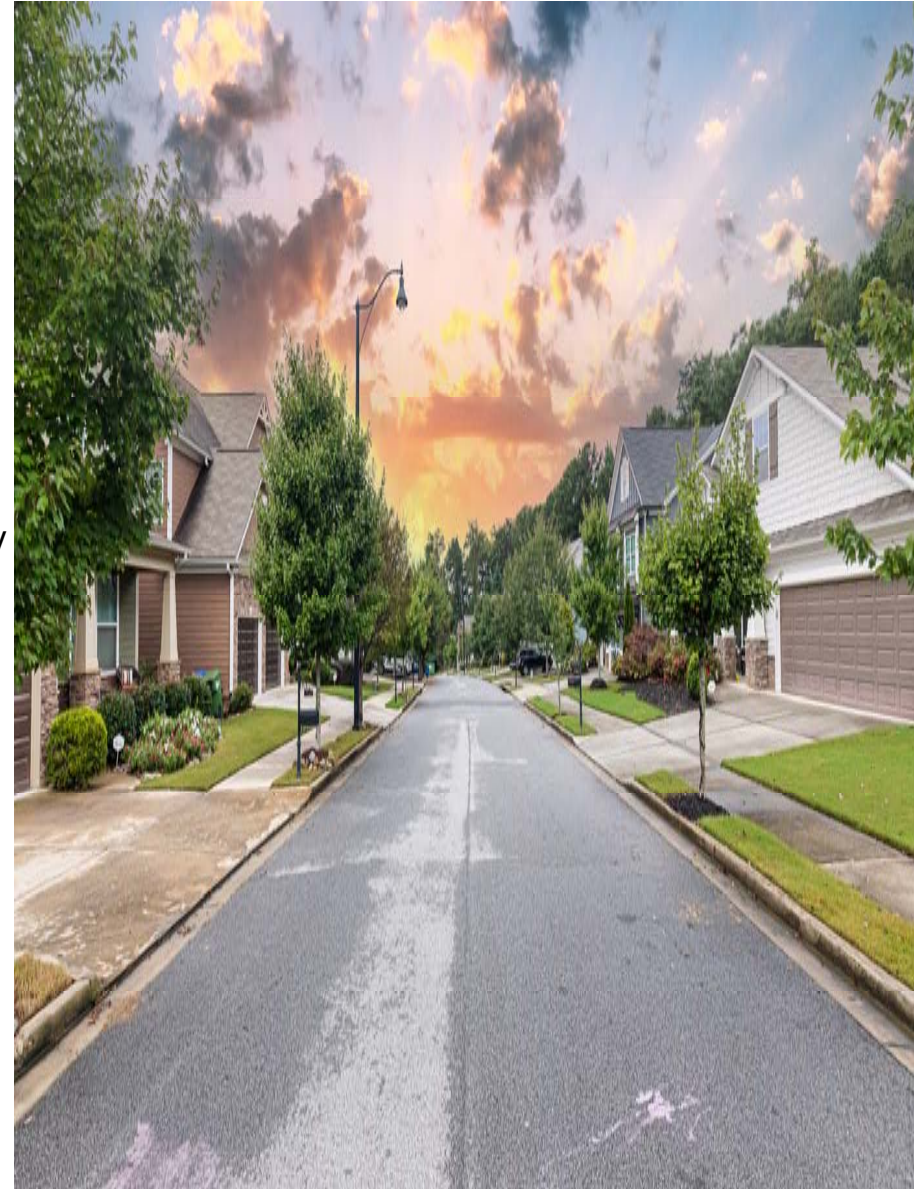
A scenic view of a residential neighborhood. In the foreground, a concrete sidewalk leads to a park bench with a black metal frame and light-colored wooden slats. The bench is surrounded by various shrubs and bushes. In the middle ground, a paved road curves through the neighborhood. To the left, a two-story blue house with white trim and a white picket fence is visible. The background is filled with lush green trees under a sky with scattered white and grey clouds.

OVERVIEW

This issue features the annual pool letter and a reminder of pool rules and procedures, a notice of upcoming events include the spring homeowners meeting, as well as a list of frequently asked questions to assist homeowners with more information in one place

UPCOMING DATES

- Gun Club Small Area Plan: April 16th, 6:30-7:30 p.m.
- Cinco De Mayo: May 4th, 2-6 p.m. Fenced Activity Field next to the pool
- Pool Opening: May 18th
- Spring Homeowners Meeting: June 3rd, 6:30-8:00 p.m. at the Pool Facility (back up date June 10th in case of rain.) This will be an in-person discussion and due to acoustics at the pool pavilion, there will not be a dial in option
- Meeting with AHA: TBD



HOA NOTICE



- We have a number of homeowners who are past due on their HOA dues. All accounts with an outstanding balance have been turned over to legal for collections.
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 is 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 \$150 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.

DETAILS ON UPCOMING EVENTS



PLEASE JOIN US!

**PUBLIC MEETING III
IN PERSON**

Gun Club Small Area Plan

DATE
Tuesday
April 16th, 2024

TIME
6:30 PM - 7:30 PM

LOCATION
Boyd Elementary
1891 Johnson Rd NW, Atlanta

Join us as we review our finalized study and present on the proposed rezoning of the former Gun Club Park and Johnson Road City sites!

FOR MORE INFORMATION
Matthew Bedsole
706-431-6177
mmbedsole@AtlantaGa.Gov

**CINCO
De
MAYO**

Saturday; May 4, 2024
2pm-6pm
Fenced Activity Field
Adjacent to Pool

● Surprise Gifts ● DJ (Latin Music)
● Games ● Food ● Beverages

*Bring a blanket or lawn chairs for
your comfort*

Donated & Hosted by:
Ken Liberty

POOL AMENITY UPDATE

- The 2024 pool season will open on Saturday, May 18th, 2024. 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 May 1st 9:00 a.m.- 9:00 p.m. Please check to ensure your fob is working. If your key fob does not work, please contact Sentry Management at 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 \$150 reactivation fee is required along with a 30 day waiting period for processing.
- We will be closely monitoring the usage of glass at the pool. Having glass at the pool can be very costly if 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 it is 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 Rules: Please familiarize yourself with our complete list of pool rules which can be found on our website: <https://www.westhighlandsatl.com/amenities>.

ANNUAL POOL LETTER

The West Highlands Pool will be ready to open Saturday, May 18th. 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".

POOL INFORMATION CONT.

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 24th, Saturday May 25th and Tuesday May 28th. You may not make an additional reservation until you complete the Friday May 24th 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. 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 with your request to update.

WEST HIGHLANDS



FREQUENTLY ASKED QUESTIONS

DUES AND BUDGET

- **Where can I find a copy of the HOA Budget?**
 - Budget can be found on our website: <https://www.westhighlandsatl.com/documents>
- **When are HOA Fees due and what is the amount?**
 - Single-Family Homes Detached: \$1400.00 due annually. Owners with a zero balance as of December 31, 2023 are given the opportunity to pay the 2024 Annual Assessment in two (2) equal installments of \$700.00, which will be due and payable on February 1, 2024 and August 1, 2024. (Exception: Waysome Way lots are two (2) equal installments of \$1250.00.)
 - Waysome Way Homes: \$2250 due annually. Two (2) equal installments are \$1125.00
 - Townhomes/Attached Homes: \$250 monthly
 - Owners who fail to pay either installment in FULL by the dates set forth above shall forfeit their right to pay the Annual Assessment in installments. In such an event, the entire remaining balance of the Annual Assessment shall immediately become due and payable. Late fees and interest will be charged against all past due amounts.
- **How are interest and fees calculated on late payments?**
 - Accounts with a balance as of December 31, 2023 are not eligible for split installment payments. The FULL Annual Assessment is due on January 1, 2024.
 - 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 amenities.
 - A fee of \$150 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.
 - Visit sentrymgt.com to view your account and explore payment options.

ACC REQUESTS

- **Do I need approval to replace my roof?**
 - Yes. Submit an ACC request <https://www.westhighlandsatl.com/documents/>
- **Do I need an ACC request to replace a few shingles?**
 - No
- **Do I need approval to repaint my house the same color?**
 - Yes. Submit an ACC request <https://www.westhighlandsatl.com/documents/>

- **What are the approved paint colors in WH?**
 - Please refer to the builder's sheet issued at closing of the original sale of the home. If this is a resale home, you would need to get the information from the original owner. Or you can consult with the approved Designer for a [paint consultation](#).
- **Do I need approval to add a fence, a walkway, a retaining wall or a gate?**
 - Yes, any impervious additions and vertical separators (fence, retaining walls, gates, arbors, deck, or any outside walls) require you to submit an ACC request <https://www.westhighlandsatl.com/documents/>
- **Do I need approval to change my landscape? (i.e., types of grass/groundcover, adding or replacing softscapes and hardscapes, removing/replacing trees?)**
 - Yes. Submit an ACC request <https://www.westhighlandsatl.com/documents/>
- **What is the process for replacing a dead tree?**
 - You need a permit from the City of Atlanta arborist as well as ACC approval.
- **What are the approved trees/bushes for landscaping?**
 - A wide variety of trees and bushes can be approved. Consult with a landscaping company to create a design and submit a plan or create your own plan and submit via an ACC request. Refer to [design guidelines](#) for more detailed information.
- **Do I have to get approval to freshen up my flower beds?**
 - Replacing annual flowers does not require ACC approval; permanent plantings do.
- **What are the approved types of grass for lawns in West Highlands?**
 - Bermuda and Zoysia grass are the two types of permitted grass. Change of grass requires ACC approval.
- **Is astroturf or fake grass permitted?**
 - No. Our covenants specifically state no artificial vegetation.
- **Do I need approval to modify a structure to my home? (i.e., constructing/enclosing/extending additions, decks, patios, setback etc?)**
 - Yes. Submit an ACC request <https://www.westhighlandsatl.com/documents/>. You will also need a permit from the city to accompany your ACC request.

SECURITY

- **When does security patrol?**
 - It varies but generally during the hours of 8am to 10pm. Shifts can change..
- **When should I call security vs. the police?**
 - Your default call is always the police. You would call Security when there is a parking issue or you notice a nuisance.
 - **What is the phone number for security?** 470-825-1460
- **What is the job of security?**
 - To patrol the neighborhood, provide a visible deterrent to crime and report to the police.
- **Do we have security cameras in the community?**
 - Only at the pool facility.
- **Do we share security with Columbia Residential Properties?**
 - The HOA and Columbia Residential currently use the same security company but contract for separate hours and have a separate reporting structure.

- **What precinct are we in?**
 - Zone 1.
- **What is the local police number?**
 - The police have asked residents to use 911 instead of the zone precinct number.
- **Do we have a neighborhood watch?**
 - No. The West Highlands does not have a neighborhood watch program at this time.
- **Have we considered other options for security?**
 - Yes. The community has researched and considered other options and will continue to do so as the needs of the community continue to change over time.
- **My neighbor's garage door is open and they left on vacation. Can I call security to contact the homeowner?**
 - Yes
- **Who do I contact when I see people damaging property?**
 - Call 911

PARKING

- **How do I get a parking pass?**
 - Application for a parking permit can be found at <https://www.westhighlandsatl.com/parking/>
 - In the event that you occasionally have more guests that exceed your driveway space and the limit of parking passes a temporary parking permit can be found at <https://www.westhighlandsatl.com/wp-content/uploads/2022/01/West-Highlands-HOA-temporary-parking-pass.pdf>
- **Is Parking on the street allowed?**
 - Yes, in designated areas and select sides of the street and within select times and durations. Please pay attention to the signage. Refer to the [parking policy](#) for details.
- **Can I park my boat or camper on the street or in my driveway?**
 - No, this is not permitted. If you can get the boat or camper in your garage with the door closed, it may remain on the property.
- **Do we own the streets in West Highlands?**
 - No. Currently they are owned by AHA and they have plans to designate the streets to the city of Atlanta.

COMMUNITY STANDARDS

- **Where do I see a synopsis of expectations and violations?**
 - This information can be found on our website. Refer to our covenants, bylaws and [community standards](#)
- **How do I report a violation of the covenants?**
 - Contact Sentry Management: atlantanorthcompliance@sentrymgt.com
- **I received a violation that I disagree with, how do I appeal?**
 - Review this document on our policies and process <https://www.westhighlandsatl.com/wp-content/uploads/2022/12/WestHighlandsHOA-Fine-Schedule-10-01-2022.pdf>

AMENITIES

- **When does the pool open?**
 - Generally in May of each year. For 2024 - May 18,2024
- **What is the process of obtaining a key fob for the pool?**
 - All information on how to obtain access to the pool can be found at <https://www.westhighlandsatl.com/wp-content/uploads/2022/05/West-Highlands-HOA- Pool-Application Packet.pdf>
- **What are the rules and regulations for the pool?**
 - <https://www.westhighlandsatl.com/wp-content/uploads/2022/05/Pool-Rules- Regulations.pdf>
- **Do we still have to make reservations to use the pool?**
 - Yes. You can download the app or visit: westhighlandspool.com.
- **Can I reserve a space at the pool for a party?**
 - No. The pool is not available for renting for any type of social events so that it can be open to the use of all residents.
- **Do I have to reserve a pavilion in the park?**
 - Yes, please use this link: <https://www.westhighlandsatl.com/wp-content/uploads/2022/05/Common-Area-Reservations- Heman-E.-Perry-Park-06-01-2022.pdf>
- **Who owns and maintains the park?**
 - AHA owns the park. Columbia Residential is responsible for maintaining the park
- **Who do we notify for repairs to the park?**
 - Columbia Residential (Currently, please try the following contacts: Malaika Taylor Clark, Vice President of Property Management, Columbia Residential, mtaylor@columbiares.com; Fonda Pittman, Area Director, Columbia Residential, fpittman@columbiares.com)

WEST HIGHLANDS

- **When will WH buildout be completed?**
 - It depends. The declarant has ownership of the community until 2031 or when the declarant gives up control, whichever comes first. Construction may or may not be complete by 2031.
- **What is the role of the HOA Board?**
 - To preserve the community through standards and guidelines set forth in our covenants
- **Which areas are a part of WH and which are owned by AHA?**
 - The West Highlands HOA only owns the pool amenity. All other common areas are owned by Atlanta Housing Authority. Presently, there is no map listing ownership and contacts. In general, parcels that have not been built upon are owned by AHA. Common area parcels that are landscaped are maintained by the HOA or Columbia Residential but are still owned by AHA (Heman E. Perry Park, Hollingsworth Greenway; Dog Park; Pocket Parks, etc.). All of the detention ponds are still owned by AHA. The streets are private and owned by AHA (except for Habershal, Johnson and Perry which are already city streets). The HOA owns the Pool Amenity and the land in which it rests. You can submit an inquiry to Sentry on a specific lot in question.

- **I've noticed that dog waste receptacles are full. Who do I call?**
 - Columbia Residential is responsible for stations at Perry Park and Hollingsworth greenway. All others are Sentry Management; please contact them if you see an issue in the proper area.

GENERAL

- **When is trash pickup?**
 - The City of Atlanta picks up trash on Wednesdays, unless the schedule is altered for holidays or exceptional conditions. For more information <https://www.atl311.com/311>
- **When I notice street lights out - who do I call?**
 - Lights inside the park are Columbia Residential. All others contact Georgia Power <https://www.georgiapower.com/company/safety/outages-and-stormcenter/outage-information/street-light-outage.html>
- **What is the AHA? And why do they own parts of West Highlands?**
 - Atlanta Housing Authority. West Highlands is a redevelopment project from the former Perry Homes. They own all lands in West Highlands that have not been transferred to Brock Built, Columbia Residential, the HOA, or residents
- **Do I need to get approval to host a garage sale at my house?**
 - Yes. Contact Sentry Management

SENTRY MANAGEMENT

- **What is Sentry Management responsible for?**
 - Day to day operations including collections of assessments, preparing financial statements, accounts payable, legal matters, ACC requests and general management of this property.
- **How do I contact Sentry Management?**
 - atlantanorthcompliance@sentrymgt.com. Using other email address other than this results in further delays in response time
- **What is a reasonable time period to expect a response from Sentry Management?**
 - We are working with Sentry Management to increase response time to inquiries. What can help with response time is checking the website for information first and then contacting Sentry. ACC requests will have a 30 day approval process. Parking passes, 14 days. Pool fobs, 14 days.