

# 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 \$1250.00
  - 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](https://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 non-emergency 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](mailto: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](http://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](mailto:mtaylor@columbiares.com); Fonda Pittman, Area Director, Columbia Residential, [fpittman@columbiares.com](mailto: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](mailto: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.