

Frequently Asked Questions

The Knolls Master Homeowners Association

www.knollsandravannahillshoa.com

A. What is an Irrigation Emergency & Who do I contact?

- ✓ Irrigation Emergencies are uncontrolled breaks if left unchecked will result in damage to property. If you can slow or shut off a water break using your service valve, it is not an emergency and you should contact CIC Management Solutions at 970-549-9044 or email info@cic-hoa.com to report your issue.
- ✓ Don Gutentag, our Landscape Liaison, can assist you with general irrigation questions. He can be reached at (970) 260-3526.
- ✓ If there is an irrigation emergency, please call Bookcliff Landscaping at (970) 261-0044.
- ✓ Please understand, calling Bookcliff Landscaping for a non-emergency matter may result in the homeowner being charged for the service call fee.

B. Who do I contact about the Irrigation System or how do I find out more about the system?

- ✓ If you have general irrigation issues or questions, such as low water pressure or an outage, contact CIC Management Solutions at (970) 549-9044 or info@cic-hoa.com.
- ✓ Don Gutentag, our Landscape Liaison, can assist you with general irrigation questions. He can be reached at (970) 260-3526.
- ✓ For questions about the irrigation system, refer to The Knolls Irrigation Supply and You: An Owners' Manual which is included in this packet, or you can find it on our website at www.knollsandravannahillshoa.com.

C. When am I required to submit an Architectural Request Form for Approval?

- ✓ All major additions, alterations, or deletions of landscaping visible from the street including but not limited to the expansion of driveways.
- ✓ All new building of fences, walls, canopies, or other structures visible in front of the home or above a six-foot fence.
- ✓ Any construction of structures, such as storage sheds or additions to the home.
- ✓ All exterior painting other than touch up of existing paint color.
- ✓ Any new roof other than the replacement of the original.
- ✓ All exterior security lighting with sensors.

Remember: The Association may require non-approved changes to be removed or corrected and failure to seek approval for a pending change constitutes a violation of these rules.

D. Does the Knolls have a specific color palette for houses and fences?

- ✓ The fences in the Knolls are stained the same color using a solid stain. The color, formerly Kwal Monument, is now Sherwin Williams Monument.
- ✓ There is no palette of colors for houses, although earth tones are specified. All exterior house colors are subject to approval by the Architectural Control Committee.

E. What MAY be done without review or approval?

- ✓ Exterior alterations within an enclosed yard and not visible over a six-foot fence. ie; landscaping decks, patio flooring.
- ✓ Minor additions or alterations to existing landscaping in the front yard.
- ✓ One FOR SALE sign and 2 election signs 30 days before an election and to be removed 1 day after the election. Signs not to exceed 18 x 24 inches.

F. Are there any other activities which require approval from the Association?

- ✓ Yes, any organized party in the Common Area

G. What are some of the most common restrictions of our community?

- ✓ Vehicles parked in the street belonging to the owner are prohibited. Other than a temporary visitor, vehicles must be parked in the driveway.
- ✓ Permanent clothesline or ones that extend above the fence are prohibited.
- ✓ External television, radio or other antennas are prohibited. (Small satellite dishes may be installed where not visible from the front of the home and after approval by the Architectural Review Committee (ARC).
- ✓ External window-type air-conditioning units are prohibited
- ✓ Vegetables grown outside the perimeter fence.
- ✓ Altering the fence. Fence repair expenses are shared by each neighbor.
- ✓ No damaged or non-operating vehicles in the driveway or street.
- ✓ Swimming in the irrigation ponds. Pond area is private property.
- ✓ No boats, trailers, non-operational, unlicensed or unregistered vehicles, campers, recreational vehicles, commercial vehicles shall be parked or stored on or adjacent to the side or back yard of any home in Filing 4, 5, 6 or 7.
- ✓ Boats or other vehicles may be parked for the purpose of loading or unloading for a period of 48 hours only.
- ✓ Motor homes may be parked for the purpose of loading or unloading for a period of 48 hours only.
- ✓ No motorized vehicles shall be allowed to park around the common areas for a period more than 48 hours.

H. Are there guidelines for the maintenance and upkeep of our properties? Yes!

- ✓ Sidewalks are not to be obstructed by shrubs, branches, tree limbs, etc. which affect the full use and safety of the sidewalk.
- ✓ All fences to be maintained in good condition, i.e., no broken boards, unsightly holes, leaning or propped boards and no flaking or peeling paint.
- ✓ Fire hydrants are to be clearly visible from the street and unobstructed by shrubs, plants, trees, or any construction materials.
- ✓ Yard and house to be kept in harmony with the neighborhood. No unsightly weeds, shrubs or trees. No patchy or peeling paint/stucco.
- ✓ Shrubs and other growth should be trimmed so that it does not touch or extend beyond your own property line.
- ✓ After trash pickup, trash cans should be pulled back inside by the end of the day.

I. How do I report a possible covenant violation?

To report an alleged violation of the covenants, submit the covenant complaint form which can be found on the Association's website (www.knollsandravennahillshoa.com) to the Community Association Managers at CIC Management Solutions using info@cic-hoa.com. You may also call them at **970-549-9044**.

J. Who do I contact about my Assessments?

Contact Les McPherson for questions about your Annual Assessment billing at **970-644-5330** or lesmcperson62@gmail.com.

For more information about the Knolls Master Association, its policies, guides and frequently asked questions, please visit the website at www.knollsandravennahillshoa.com