

RESIDENT QUICK REFERENCE GUIDE

Welcome to The Springs. Getting settled in a new community, especially one with an HOA, can be confusing. This guide is intended to answer your questions about our community as well as its rules, regulations, and policies. Every effort has been made to keep this reference current, but change is inevitable. If you find an item that needs updating, please [contact the Communications Committee](#).

Note: Using this document

- Black, underlined text indicates it is the title of a document on our website's [Downloads](#) page.
- Blue, underlined text denotes a direct link to the information. (Example: The word [website](#) is in blue and underlined. Clicking on "website" will take you directly to our website's Home page.)
- Black text in bold identifies **topics of interest**.
- **Tan** text indicates a major section of the document
- This document can be word searched. (Windows: Control+F MAC: Command+F) The word you are looking for will be highlighted.

Below are some resources to help you find answers to your questions:

Our [website](#)

Our [committees](#): The Committees page of our website explains the purpose of each committee, who serves on it, and how to contact them.

[Home page of our website:](#)

The "Announcements and Events" section contains **upcoming social events, new policies, and current issues** as well as a copy of our current newsletter.

[The Springs Newsletter:](#) A publication of the HOA Board of Directors

The current version of the newsletter is always available on our website's Home page in "Announcements and Events" section. To join our mailing list, click on the "SIGN UP" link on the bottom left of our Home page.

[Off the Cuff:](#)

Our community blog is open to all property owners at The Springs. Register for a user account by clicking on the "contact the Web Committee and HOA Communication" link on the page.

[FAQ page of our website:](#)

If you have a question, chances are other residents have asked the same question. The Communications Committee has compiled a list of FAQ along with answers gathered primarily from documents on our Downloads page or our local experts. If you have a question that has not been addressed in this list, please let us know by clicking on the "Send us an email" link on the top of the FAQ page.

CEDAR MANAGEMENT GROUP

Email address: support@cedarmanagementgroup.com

A few of Cedar Management Group's functions are collecting fees (association dues), paying bills, monitoring real estate transfers, and providing bonded statements for closings.

Association Dues and Billing: Cedar Management bills in December for the next year. The annual assessment payable by each owner is \$820.00 per lot per calendar year. There are three payment options: annual payment of \$820, semi-annual payments of \$415, and quarterly payments of \$210. For a fee Cedar Management will arrange for credit card payments. You can see your account information online using the **Web Portal** found on the top right of your invoice from Cedar Management. **Pay annual dues to:**

Cedar Management Group
The Springs at High Rock HOA
PO Box 26844
Charlotte, NC 28221
Office: (704) 644-8808
Toll-Free: (877) 252-3327
Fax: (704) 509-2429

New Property Owner Transfer Fee: Cedar Management charges \$195.00 to verify ownership and process a new property owner into their system. Please contact Cedar Management for a more detailed explanation of this fee.

BOARD OF DIRECTORS-SPRINGS HOA

Email address: HOA@TheSpringsAtHighRock.org
Mailing address: The Springs at High Rock HOA
P. O. Box 1226
Denton, NC 27239

The five members of the HOA Board of Directors are elected yearly at the annual meeting. The board will meet at least quarterly with additional meetings as required. Meeting dates will be posted on the website at least two weeks in advance. [Information about the board](#) can be found on our website.

[HOA Board Meeting Summaries](#) are posted on the website.

ARCHITECTURAL REVIEW COMMITTEE (ARC):

Email address: ARCBoard@TheSpringsAtHighRock.org

The ARC works closely with new residents through the planning and construction phases of their homes. They also oversee structural, outside improvements such as swimming pools, outbuildings, boat houses, ramps, piers, driveways, enclosures for satellite dishes, and mailbox design for all residents.

One ARC document on the Downloads page, [ARC Requirements](#), contains sections that apply to all HOA members:

- **#16 Waterfront lots trees or vegetation removal, construction of docks or**
- **#25 any other structure**
- **#17 Tree-cutting policy**
- **#22 Open fires**
- **#25 Propane and fuel oil tanks**
- **#28 Satellite dishes**
- **#29 Flagpoles, freestanding towers, or antennas**
- **#30 Animals or poultry**

- **#31 Fences, wall, pool, outbuilding, or any other accessory features**
- **#32 "The Davidson" mailbox:** StreetScapes & WindowWorks (blevco66@gmail.com) can provide the approved mailbox. The phone number is 336-946-2164.

Topics covered under Neighborhood Appearance:

- **#1 Garbage** (also see **Trash Management**)
- **#2 Signs**
- **#3 Vegetable gardens**
- **#4 Boats/boat trailers over 28 feet in length, travel trailer, motor home, or large truck (bigger than a pickup)**
- **#5 Parked cars**
- **#6 Outside clothes lines**
Window mounted or through-wall air-conditioning units
- **#7 External AC units**

FIREWISE COMMITTEE

Email address: firewise@thespringsathighrock.org

[This page](#) contains links to five fire-related documents, three informational booklets, and two websites. Two of the informational booklets provide landscaping advice to help mitigate your new home's exposure to wildfires.

Emergency Response and Fire Evacuation Plan: This Firewise document developed by the Davidson County Emergency Services, Healing Springs Fire Department, and community residents contains information on **how the community plans to respond to fire emergencies** affecting The Springs. It is important that everyone in the family reads and understands what we should be doing if a warning is sounded.

The yellow/orange flags in your mailbox are Evacuation Exit Signs. In case of a mandatory community evacuation, as you are leaving your home, take the flag out of your mailbox and hang it on the mailbox flag post. This is a quick and easy signal that your home is empty, and you have exited the neighborhood. It will save local fire and law enforcement personnel valuable time when they are checking to make sure that homes are empty, and no one has been left behind.

RECREATIONAL FACILITIES COMMITTEE (RFC)

Email address: recfacilities@thespringsathighrock.org

Mailing address: The Springs at High Rock HOA
Attention: RFC
PO Box 1226
Denton, NC 27239

BOAT STORAGE AND PIERS

Storing items in the boat storage area: In order to store your watercraft and trailer in our storage area, you must register and get decals for them. Decals are for approved items that use the boat storage area and may be obtained by contacting the Recreational Facilities Committee. Download [Application for Boat/Watercraft/Trailer Decal](#) from the Downloads page of our website. Complete the application and return it as directed on the form.

Boat storage area lock code: The Security Committee distributes the lock code for the storage area. Please contact the Security Committee to obtain the current code.

Piers/Docks: [Community Dock Regulations](#), can be found on the Downloads page of our website under "Piers." The document covers **watercraft decals** as well as restrictions on **glass containers, dogs, smoking, fires, smoking, explosives, fueling, swimming from the docks, vehicle/trailer parking, and much more.**

Day-Slip Usage: All day-slip piers are available for use by members in good standing. Four of the eight common area slips at Docks 2 and 3 and all five common area slips at Dock 1 will not have overnight mooring privileges and will be available on a first-come, first-served basis. The other four common area slips at Docks 2 and 3 will have overnight mooring privileges that will be allocated on an equitable basis to members in good standing requesting usage for up to 4 weeks if they are willing to accept the additional rules associated with overnight mooring. **Additional rules for overnight mooring privileges and the procedure for requesting them** are explained in an addendum to this document.

CLUBHOUSE

Reserving the clubhouse: Check the [Events Calendar](#) on our website to see if the clubhouse is available. If it is, contact Bill Conrad or email the RFC to make sure there are no date conflicts. Next download from our Downloads page: [Application for Clubhouse Reservation Agreement](#) and [Clubhouse Rules/Standards](#). Fill out the forms; give them to Bill Conrad or a member of the RFC in person, or mail them to the RFC at the above address.

Two-tiered maintenance and cleanup fee policy for private clubhouse usage: Applicants agree to pay a cleanup and maintenance fee of \$125 per day for parties of 25 persons or less and \$250 per day for parties of 26 persons or more, and a refundable security deposit of \$500 for the use of the facility.

When the clubhouse is reserved for a private event, you may use the pool, hot tub, and tennis/pickleball courts; however, the clubhouse deck is considered part of the rental agreement and is not available for general use while the private event is in progress.

POOL AND HOT TUB

Access to the pool and hot tub area: Facilities Use Pass

To gain access to the pool and hot tub area you must have an electronic card, **Proximity Card**, to open the gate. Download [Proximity Card Rules and Application](#) from the website, complete the application, and return it to the RFC at the above address. Proximity cards are to be used by the cardholders and their immediate family members (property owners, their adult children, and parents with a LIMIT OF 4 GUESTS). All guests must be escorted by the property owner.

Hours of operation: Weather permitting, the pool and hot tub are open daily from 10 AM to sunset. Opening and closing dates of the pool and hot tub vary each season depending on the weather and will be posted in our newsletter.

TENNIS AND PICKLEBALL COURTS: [Tennis/Pickleball Court Standards](#) for use are on our Downloads page.

SECURITY COMMITTEE

Email address: security@TheSpringsAtHighRock.org

Car stickers for your vehicle: All residents need window stickers for their cars. Contact the Security Committee to obtain them. They should be placed inside the windshield on the driver's side as low as possible.

Front gate personal access codes: The Security Committee maintains the data base for the front gate. It also issues the **4-digit personal access codes**. Please email the Security Committee to obtain your personal access code or if you have forgotten your personal access code.

Front gate remotes (clickers): In addition to using the 4-digit code for front gate access, residents can open the front gate with a remote that can be obtained from the Security Committee after the construction phase of their homes is completed. The cost of the remote is \$30.00.

3-digit access codes: Three-digit access codes are assigned and explained to homeowners once house construction is completed. The 3-digit dialing code may be given to friends and visitors. It can be obtained by scrolling to your name on the display at the gate. Visitors need only enter the code into the keypad (without using the # sign) to call your home. Upon receiving the call from the front gate, press the 9 key (for at least 2 seconds) on your home phone. The gate will open, and the line will disconnect. If you do not know your 3-digit dialing code, or you want to have your name added to the display board, contact the Security Committee.

Front gate extended entrance for events: If you have an event in The Springs, contact the Security Committee. They will be able to assist you.

Open houses: If your realtor is hosting an open house, review the [ARC Real Estate and Open House Guidelines](#) on our website's Downloads page.

[Security page of our website:](#) Review the emergency procedures in place in our community as well as when and how to report an emergency. Topics include:

- **Calling Post Emergency Notification System:** An emergency phone alert system designed to allow dissemination of vital information to all residents simultaneously in the event of an emergency.
- **Emergency numbers**
- **Neighborhood Watch**
- **Animal Control**

Reporting suspicious activity: If your information is non-emergent, email the committee, so they have time to investigate your complaint. However, if you need an immediate response, call 911 or the Davidson County Sheriff's Office 336-249-0131.

OTHER COMMITTEES AT THE SPRINGS

Visit the [Committees](#) page of our website for information about several other committees that serve the community.

Finance Committee: financecommittee@thespringsathighrock.org

The committee assists the HOA Board of Directors and our property management company with the management of financially-related matters.

Infrastructure and Roads Committee (IRC):

infrastructureandroadscommittee@thespringsathighrock.org

The IRC continually monitors and maintains community assets, including **roads, ponds, drainage systems, buildings, dams, street lights, bridges, docks, storage and parking areas**. To **report a problem with a streetlight**, please email the [IRC](#) with the number of the light (which can be found on its pole) and the problem: (1) lit all the time, (2) never lit (burned out), or (3) overheating (cycling on and off).

Nominating Committee: nominatingcommittee@thespringsathighrock.org

The Nominating Committee seeks to identify and recruit property owners in good standing to serve on HOA committees and to run for election to The Springs HOA Board of Directors. Nominating Committee members also assist at the community's annual meeting in gathering and counting proxies and conducting the voting at the meeting.

Social Committee: socialcommittee@thespringsathighrock.org

The committee sponsors several social functions throughout the year. Attending these events is an excellent way to meet your neighbors.

Springs' Beautification Group (SBG):

[Springs'BeautificationGroup@thespringsathighrock.org](mailto:SpringsBeautificationGroup@thespringsathighrock.org)

The SBG enhances the natural beauty The Springs by planting, fertilizing, and pruning annuals or perennials.

Web Committee and HOA Communications (Communications):

webcommittee@thespringsathighrock.org

The committee maintains our website and publishes The Springs Newsletter.

ADDITIONAL RESOURCES

Trash Management: [North Davidson Garbage Service, Inc.](#) collects trash weekly each Tuesday in The Springs. Contact them at 336-731-4025 or 336-731-2078. Trash and items to be recycled may also be taken to several recycling centers in Davidson County: [Davidson County Recycling Centers](#)

Internet Options at The Springs:

The providers at this time are Windstream, Verizon Wireless, Hughesnet, and Exede.

Newspaper Delivery Options for The Springs:

Several newspapers are available at The Springs with home delivery options via carrier or USPS. All of them have some form of online editions, but they differ from publication to publication. Please contact the newspapers directly for further information.

The Springs Directory: A listing of residents who are willing to share their contact information with other homeowners. If you would like your contact information included, contact Ken Vander Schaaf: ken.vanderschaaf@gmail.com.

Activities and Volunteer Opportunities at The Springs: A list containing activities and volunteer opportunities is located on our website's Home page in the "Announcements and Events" section.

Area Information: Local contacts for **Emergency & non-emergency numbers, Chambers of Commerce, High Rock Lake, Hospitals, Newspapers, Recreations, Services & Utilities**

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