

## 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 point you to 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

- Text in *italics* indicates the title of a document on our website's [Document 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**.
- This document can be word searched. (Windows: Control+F    MAC: Command+F)  
The word you are looking for will be highlighted.

### RESOURCES TO HELP YOU FIND ANSWERS TO YOUR QUESTIONS

**Our website:** <https://www.thespringsathighrock.org/>

From our website's Home page, you can access all information on the site. On the left side of the page is a listing of additional website pages, each dedicated to a specific topic. We refer to these pages throughout this document. Clicking on any menu item on the left takes you to the page.

#### Home Page

<b>Pages</b>	<b>Welcome to the Springs at High Rock</b>
Home	
From the Board	
Member Resources (registered members only)	
HOA Board Meeting Summaries	[Welcome message]
Financial Information and Results	
Off the Cuff	
Cedar Management	[Links to photos of The Springs]
Events Calendar	
Document Downloads	
Facilities	
Committees	
ARC	
Firewise	
Security	
Emergency Fire Response and Evacuation Plan	<b>Announcements and Events</b>
Photos	[Current newsletter, Details of events
Area Information	in the community, New policies,
Frequently Asked Questions	Internet and newspaper options,
Join Our Mailing List	Activities and volunteer opportunities]

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

**[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 the "Announcements and Events" section. To join our mailing list, click on the "SIGN UP" link on the bottom left of our Home page.

**[Member Resources](#):** You must be a property owner at The Springs to access this page. Register for a user account by clicking on the "contact the Web Committee and HOA Communication" link on the page. Once registered, you have access to the member resources including: HOA Meeting Summaries, Financial Information and Results, and "Off the Cuff" Community Blog

**[FAQ page](#):** 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 Documents 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: [support@cedarmanagementgroup.com](mailto: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 payment and property owner transfer fees are discussed on the [Cedar Management](#) page of our website.

Mailing address:

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

## **BOARD OF DIRECTORS AND HOA COMMITTEES**

**[ARCHITECTURAL REVIEW COMMITTEE \(ARC\)](#):** [Email the ARC](#)

The ARC works closely with new residents through the planning and construction phases of their homes. They also oversee structural changes, outside improvements such as swimming pools, outbuildings, boat houses, ramps, piers, driveways, enclosures for satellite dishes, and mailbox design for all residents. Visit the [ARC page of our website](#) for additional information.

One ARC document on the [Document Downloads](#) page, *ARC Review 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**
- #33 **"The Davidson" mailbox:** [StreetScapes & WindowWorks](#) 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**

**BOARD OF DIRECTORS-SPRINGS HOA:** [Email the Board](#)

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. [HOA Board Meeting Summaries](#) are posted on the website. Visit the [From the Board page](#) of our website for additional information.

Mailing address:

The Springs at High Rock HOA  
P. O. Box 1226  
Denton, NC 27239

**FINANCE COMMITTEE:** [Email the Finance Committee](#)

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

**FIREWISE COMMITTEE:** [Email the Firewise Committee](#)

The [Firewise](#) page on our website 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. See the *Quick Guide for Emergency Response* document on our [Document Downloads](#) page for details.

**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.

**INFRASTRUCTURE AND ROADS COMMITTEE (IRC):** [Email the IRC](#)

The IRC continually monitors and maintains community assets, including **roads, ponds, drainage systems, buildings, dams, street lights, bridges, docks, boat 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:** [Email the Nominating Committee](#)

The committee helps recruit members for HOA committees and candidates wishing to serve on the Board of Directors. Nominating committee members also certify that candidates for directorship be in good standing. If there are too many applicants, the committee can limit the number as it sees fit. Nominating Committee members also assist at the community's annual meeting by gathering and counting proxies and conducting the voting at the meeting.

**RECREATIONAL FACILITIES COMMITTEE (RFC):** [Email the RFC](#)

The Recreational Facilities Committee provides assistance and suggestions to the board concerning the use and oversight of all public recreational areas throughout The Springs community. The goal is to establish and monitor rules that ensure equitable, appropriate, and safe enjoyment of the facilities by all entitled homeowners. At the same time, the regulations must also aim to preserve the integrity and extended usage of the facilities.

Facilities include **boat storage and piers, Cascade Creek area, clubhouse, pool and hot tub area, tennis/pickleball courts, and Tranquility Lakes and walking trails**. Visit the [Facilities page of our website](#) for additional information.

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

**SECURITY COMMITTEE:** [Email the Security Committee](#)

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

**Vehicle Decals**  
**Front Gate Access**  
**Neighborhood Watch**  
**Animal Control**  
**Important Phone Numbers**

**SOCIAL COMMITTEE:** [Email the Social Committee](#)

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

**SPRINGS BEAUTIFICATION GROUP (SBG):** [Email the SBG](#)

The Springs Beautification Group (SBG) is a fun-loving committee that enjoys making the community a beautiful and serene environment for all to enjoy, both visitors and members alike. They accomplish this by taking advantage of the natural beauty of our mountain home and blending in some seasonal color through flowers and shrubs. No special skills are necessary, just a willingness to get dirty hands with neighbors and maybe suggest some new ideas for the group to consider.

**WEB COMMITTEE AND HOA COMMUNICATIONS:** [Email the Communications Committee](#)

The committee maintains our website and publishes The Springs Newsletter.

### **ADDITIONAL RESOURCES**

**Trash Management:** [GFL Environmental](#) collects trash weekly each Tuesday in The Springs. Contact them at 336-668-3712. Trash and items to be recycled may also be taken to several recycling centers in Davidson County: [Davidson County Recycling Centers](#)

**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](mailto: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**