

# Information Handbook



**Woodehaven Property Owners Association**

**3570 Riverwood Parkway**

**Duluth, Georgia 30096**

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**Important!** Please note:

This booklet is provided as a source of general information and is *not* all-inclusive. Please refer to the Covenants for specific details regarding the regulations and restrictions at Woodehaven.

**Important Phone Numbers**

Emergency ..... 911  
Duluth Police.....(770) 476-4151  
City of Duluth City Hall..... (770) 476-3434  
Gwinnett County Court House.....(770) 822-8564  
\*(Call this number for Tag, Drivers License and Tax Information)

**Utilities**

Georgia Power.....(770) 995-4757  
Atlanta Gas Light Company.....(770) 994-1946  
Bell South.....(770) 780-2355  
Gwinnett County Water & Sewer.....(770) 822-8811  
Charter Cable.....(800) 955-7766

**Schools**

Duluth High School.....(770) 476-5206  
Duluth Middle School..... (770) 476-3372  
Chattahoochee Elementary .....(770) 497-9907

**Association Office**

Woodehaven POA Office..... (770) 623-3388

**Mail Box Key Information**

Please see street map of Woodehaven on the home page for the location of your mailbox. The mailbox number you are assigned should not be reflected on your correspondence as it is not a postal box, merely a means for delivery for our mail delivery person.

**Owners**

If you sell your townhome, you are responsible for transferring your mailbox key to the new owner.

**Tenants**

When a tenant moves, the mailbox key must be returned to the leasing agent or to the townhome owner for transfer to the new tenant.

**Note: Replacement/additional keys are available through the POA office, during office hours.**

## **Statement of Association Policy**

Outlined below are some of the initial basic guidelines. Any questions or concerns should be directed to the WPOA office at (770) 623-3388.

### **Assessment (Owners Only):**

**Problem:** From time to time, owners of townhomes in the Association fail to pay their pro-rata monthly share of the annual assessment in a timely manner. This creates a shortage in the amount of funds available to pay for the common expenses of the Association.

**Statement:** The timely remittance of assessment installments from each member is essential to the smooth functioning of the Association and the proper maintenance of the community's property. The Association, through the Board of Directors, has the obligation to collect the assessments and to establish the time when each assessment installment is due.

### **Policy:**

- 1) All assessment installments are due and payable in full on or before the first (1) day of each calendar month.
- 2) Any assessment installment not paid and received in full on or before the 15th day of each calendar month shall be deemed delinquent, and shall incur a late payment penalty of **\$11.00**.
- 3) If an installment payment is unpaid 30 or more days after the due date, the full annual assessment shall be accelerated and payable on demand.
- 4) A lien for assessments, late penalties, reasonable attorney's fees, court costs, and interest at the maximum allowable rate, shall be filed against any owner with dues unpaid 30 or more days after applicable installment due date. All liens are reported to the credit bureau.
- 5) In the event the assessment remains unpaid after 60 days, the Association shall bring suit to recover the full annual assessment, late penalties, reasonable attorney's fees, court costs, and interest at the maximum allowable rate.

6) Any owner with an assessment installment 30 days or more past due shall have their rights suspended as to the use of Association recreational facilities until such time as the delinquency is cured. This suspension of rights shall also extend to the owner's family, tenants, guests, and invitees.

7) Any owner with an assessment installment 30 days or more past due shall have their Association voting rights suspended until such time as the delinquency is cured.

### **Parking**

- a) Owners and Occupants may keep two (2) vehicles per Lot, only.
- b) Parking is permitted on the paved driveway areas only for **attended passenger vehicles** (not to exceed 2 hours).
- c) Parking is permitted on the paved driveway areas for maintenance and delivery vehicles.
- d) Guest parking areas are for guests only.
- e) Disabled (if the vehicle does not have a current license tag) and stored vehicles (if it remains on the Property for seven (7) consecutive days or longer without the prior written permission of the Board of Directors) are not allowed.
- f) No commercial vehicles may be authorized to remain on the Common Property within Woodehaven overnight.
- g) The paved areas behind the carports are city streets and are therefore governed by Georgia State Laws and Duluth City Ordinances.

### **Carport Usage**

- a) The primary use of the carport is to park two approved motor vehicles.
- b) Appropriate outdoor items, such as neatly stacked firewood, grills, bicycles and patio furniture (only with space permitting) may be kept in the carport.
- c) **Not permitted within the carport area:** unlocked storage of hazardous materials, improperly bagged trash, wind chimes, open shelving, appliances, furniture, lawn & garden supplies, tools, hobby supplies, items hanging on fence or stored in rafters.

- d) Storage cabinets along carport sidewalls should not extend into the carport more than halfway from the patio fence. This will minimize the visibility of the structure from the street.
- e) Storage units may not hang from the carport walls.

### **Carport Storage**

- a) Exterior storage cabinets may be installed in carports **only** if approved prior to installation by the Board of Directors and the Architectural Controls Committee (ACC). Please contact the POA office for information on making approval requests.
- b) All storage units/cabinets must be painted the same color as the carport.
- c) Cabinets may not be higher than carport fence.
- d) Storage is allowed to be freestanding in your carport as long as it is not built in such a manner that it causes your vehicle to stick out into the street. (Wheels beyond the break line in the concrete, at the edge of the carport.)
- e) Storage units may not hang from the fence or carport walls.

### **Carport Modification Limitations**

**Note: All modifications must be pre-approved by the Board of Directors and the Architectural Controls Committee (ACC).**

- 1) Any modification made to the carport/patio area should not weaken the structural support in any manner (example: removing support beams).
- 2) The patio area may not be extended or modified to the extent that it prohibits vehicle parking or causes the parked vehicle to extend into the street.
- 3) If adjustments are made to the patio/carport fence, the appearance is not to change, the staggered board appearance still must face the street.
- 4) All changes or improvements must be painted the same color as the carport.
- 5) Gates are allowed as long as they are the same color/height as the fence and maintain the same staggered board appearance.

### **Window Treatments**

All window treatments, as viewed from the outside, must be white or off-white in color.

### **Pet Policy**

- a) Pets are restricted by the "Leash Law" which states that pets must be under direct control of a responsible person either by leash, cord or chain when on and off of their owner's premises.
- b) At no time shall a pet be left unattended causing a noise or odor problem.
- c) Pet owners are required to **IMMEDIATELY** remove pet droppings deposited anywhere other than the designated area (area across from tennis courts).
- d) No outside pet houses/cages are allowed on the Lot (patio or carport areas).

### **Storm Doors**

- 1) "Front door" storm doors are allowed but should be bronze color or painted the same as the main door color and must be approved by the Board and the ACC prior to installation. The front storm door is to be full length solid glass (interchangeable with screen)...not the type with sliding glass/screen halfway up the door and a solid partition on the bottom.
- 2) Since the rear storm door is not as visible, the full length type door is not a requirement (but preferred)-no plain aluminum please!

### **Roof Fans**

- 1) Electrically operated roof fans will be allowed on the rear (carport) side of the unit. An inconspicuous color is required. **If a roof fan is installed, the owner is solely responsible for any roof damage, leaking, etc. caused as a result of this installation.**

**Note:** Article X of the covenants states, "no improvement of any nature whatsoever shall be constructed, altered, added to, or maintained upon any part of the Development,..."without consent from the Board of Directors or the Architectural Standards Committee.

### **Trash Pick-up Information**

All trash must be placed in City of Duluth trash bags or it will not be picked up. Trash bags can be purchased at Duluth City Hall, Kroger or Publix (in Duluth). Your comments and concerns regarding the trash service should be directed to Duluth City Hall, **(770) 476-3434**.

**WEDNESDAY** is trash collection and recycling day. (**Note:** Recycle containers are provided by the City of Duluth). Please place your properly bagged trash at your carport edge, for collection, no sooner than the night before pick up.

### **Pest Control Service Information**

The Association fees provide for this pest control service. For those residents who do not take advantage of the routine scheduled service, special arrangements to control "problems" will be at the convenience of the pest control service. For special appointments, please call the POA office for scheduling.

**In order to service your townhome, we must have access.** Please remember, your home will be serviced only once every three months. Please contact the Association office to verify that we have a back door key to your townhome or to make specific arrangements for access to your home. If you do not want your home serviced, please notify the Association in writing, otherwise, if we now have a key for pest control purposes, we will be servicing your residence.

### **Please take precautions for the following:**

- Pet owners please take precautions for the safety of your pets on the day you are serviced. Put them in a room you don't want treated with a note on the door indicating that there is a pet inside.
- Flea treatments are available at an additional cost. Please contact the Association office at (770) 623-3388 to make arrangements for this service.

**IMPORTANT:** If you have an alarm system in your unit or even if you only have alarm system signs, you must leave a note on your back door stating "OK for Pest Control" in order for your unit to be serviced. This note will advise the Technician that your alarm is disarmed and it is okay for him/her to enter your unit. **This sign must also be placed on the door if you or someone will be home when the unit is scheduled to be treated.**

## **Woodehaven Pest Control Schedule**

ASHFORD GREEN BOXWOOD WAY	First Friday of	January,	April,	July,	October
CRAPE MYRTLE LANE DARBY WAY	Second Friday of	January,	April,	July,	October
ELDER LANE FOLKSTONE DRIVE	Third Friday of	January,	April,	July,	October
FERNSBERRY COURT	Fourth Friday of	January,	April,	July,	October
GRAY BIRCH LANE HACKBERRY CIRCLE	First Friday of	February,	May,	August,	November
ISLINGTON WAY JASMINE TRIANGLE	Second Friday of	February,	May,	August,	November
KNOTSBERRY LANE MULBERRY WAY	Third Friday of	February,	May,	August,	November
NUTMEG DRIVE	Fourth Friday	February,	May,	August,	November
OAKWOOD WAY	First Friday of	March,	June,	September,	December
PADDINGTON DRIVE	Second Friday of	March,	June,	September,	December
QUINCEY LANE SILVER MAPLE LANE	Third Friday of	March,	June,	September,	December
TULIP TREE LANE	Fourth Friday of	March,	June,	September,	December

## **Property Insurance**

The Association provides hazard insurance for the townhomes' structures and the common areas of Woodehaven.

**Note:** This insurance does not include the personal property of the occupants.

## **Cold Weather/Freeze Guidelines**

Please take the necessary precautions as listed below to prevent frozen pipes which can damage your home and your neighbor's home. These guidelines should be followed whenever freezing temperatures are expected.

1. Turn off the water supply to the front and back outside faucets from the inside of the home.
2. Disconnect any hoses. Turn front and back faucets ON to drain any water that is left in the pipes.
3. Leave your thermostat set at a minimum of 60 degrees. This should be done when you are gone during the day or evening and especially when you will be away for an extended length of time.
4. FREEZE WARNING SIGNS are posted on the property when the temperature is projected to be below freezing. When you see these signs, or if the temperature is projected to be below freezing, please leave all of your faucets dripping. This includes HOT AND COLD.
5. In extremely cold temperatures, cabinet doors under each sink in your home should be left open. This allows the heat to circulate around the water pipes.
6. Locate your water cut-offs ahead of time. If you have a frozen pipe, turn the water off IMMEDIATELY! Pipes usually burst when the pipe starts to thaw.

**Note:** In order to keep our insurance costs down, the freeze damage deductible is \$5,000.

## **Chimney Cleaning**

Do you know when your chimney was last cleaned? If you have fires in your fireplace frequently during the fall and winter and you are not having your chimney inspected and cleaned annually, you are at risk of having a chimney fire. Please have your chimney cleaned regularly. If you are leasing, please contact your owner and request them to take care of this very important task.

## **Pool Rules/I.D. Information**

1. Members must be in good standing with the Association to use pool.
2. A Woodehaven pool/tennis key must be used to enter the pool area.
3. Guests may use the pool when accompanied by an adult resident. (For this purpose, an adult is considered to be 21 or older).
4. Children 12 years of age or under will not be allowed at the pool without parental supervision.
5. No pets are allowed in pool area.
6. No glass containers of any type, alcoholic beverages, or food allowed in pool area.
7. No smoking on pool deck.
8. EVERYONE must shower before entering pool.
9. Proper bathing attire required.
10. No one is allowed in the pool with cuts, open wounds, bandaids, or blisters.
11. Pool hours will be posted at pool.

\* **Note:** Pool/tennis keys are available through the association office during office hours.

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### **Tennis Court Rules**

1. In order to utilize the Woodehaven tennis courts, you must be a resident in good standing with the Association.
2. A Pool/Tennis key must be used to enter the tennis courts.
3. Residents may have guests but can use only 1 court.
4. No ALTA or USTA tennis teams allowed to play on the courts.
5. Proper attire should be worn at all times, including proper shoes.
6. ONE HOUR playing time limit when others are waiting.
7. Children under the age of 14 MUST BE SUPERVISED.
8. No roller skates, skate boards, bicycles, pets or pool chairs allowed on the court surfaces.
9. Court hours are 7:00 A.M. - 10:00 P.M. daily. Tennis court lights are on a timer and will automatically turn off at 10:00 P.M.
10. If you are using the court, and you finish playing prior to 10:00 P.M., please turn the court lights off. (LIGHT SWITCH IS BESIDE GATE).
11. No glass containers of any type, no alcoholic beverages, or food allowed in court areas.

\* **Note:** Pool/Tennis keys are available through the association office during office hours.

### **Woodehaven POA Office Hours:**

The business hours for the Woodehaven POA office are **Monday to Friday, from 9 am – 4 pm**; however the course of business does sometimes make it necessary for the office to be temporarily closed during these times. If you are planning to visit the POA office, please call 770-623-3388 prior to your visit, to ensure that the office will be open upon your arrival. Office closings for holidays and/or vacation will be posted on the office door.