

The background is a vibrant green with a complex, layered design. It features several large, dark green, stylized floral or leaf-like shapes scattered across the page. A prominent feature is a large, intricate swirl pattern in the lower right quadrant, composed of many fine, concentric lines. The overall effect is a rich, textured green with organic, flowing forms.

WOODLAND HILLS
HOMEOWNER HANDBOOK



IMPORTANT PHONE NUMBERS

All EMERGENCY calls, including, but not limited to, Fire, Police, Rescue Squad, and Ambulance can be made by dialing 911.

Direct Number for Ambulance (Non-Emergency).....	336.727.2222
Direct Number for Police (Non-Emergency).....	336.773.7700
Direct Number for Fire Dept. (Non-Emergency).....	336.773.7900

PRIESTLEY MANAGEMENT COMPANY

1842 Banking St., Suite 5 Greensboro, NC

PO Box 9479, Greensboro, NC, 27429

Phone: 336.379.5007 • Fax: 336.379.7340

Attn: Debbie Pennell • email: dpennell@priestleymanagement.com

Website: www.priestleymanagement.com

OTHER HELPFUL NUMBERS

Animal Control and Animal Shelter.....	336.703.2490
Call Before You Dig (identify underground utility lines)	811
City Building Permits	336.727.2628
City Garbage Collection (Yard Waste).....	336.727.2638
\$60.00 for yard waste container, \$5.00 delivery charge;	
\$50.00 annual sticker fee	
City Sanitation Department, Brush Pick-up.....	336.727.8000
City Water/Sewer Office.....	336.727.2355
City Website.....	http://www.ci.winston-salem.nc.us/
Duke Power (Report Power Outage).....	800.769.3766
Duke Power (Connect/Disconnect).....	800.777.9898
Piedmont Natural Gas.....	800.752.7504
Piedmont Natural Gas (Emergency/Gas Leak).....	800.356.2593
Recycling Information.....	336.723.2784
School System Information.....	336.727.2816
Time Warner Cable.....	336.785.3390
Voter Registration (Register or Change Address).....	336.703.2800

Community Website: www.woodlandhills.ws

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FOREWORD

Welcome to Woodland Hills! As a homeowner, you are a member of the Woodland Hills Homeowners Association. This Handbook has been prepared in order to provide helpful information to residents on various topics and regulations. It is intended and provided as an orientation or reference guide for homeowners and is not intended to replace or circumvent the governing authority of Woodland Hills Homeowners Association Restricted Covenants, Bylaws or any other governing documents.

For those leasing a house in Woodland Hills, this hand-book is provided for your information as well. Renters are expected to abide by the same guidelines and rules as homeowners.

Woodland Hills is governed by a Board of Directors made up of seven (7) elected directors and other volunteers from the property owners of Woodland Hills. Board Members receive no compensation and have total responsibility for managing our community of 88 homes. Our management company handles the day-to-day financial and physical responsibilities of our community under the direction of the Board of Directors. This includes billing and collecting dues, banking and preparing financial reports, processing architectural requests from property owners, getting bids and awarding contracts for maintenance of the common areas. They also assist the Board in handling major improvements (streets, tennis courts, etc.), legal matters, printing and distribution of newsletters and other notices, and much more.

Please do your part to make their jobs a little easier by paying your dues on time and keeping your property attractive and in good repair. Your cooperation will benefit the entire community and help keep our dues to a minimum.

As a homeowner, if you have a suggestion, question, or request (not of an emergency nature) which you wish to bring to the attention of the Board of Directors, please email it to our property management company or drop it in the Woodland Hills dues box. You may also email it to the Board at **woodlandhillsboard@woodlandhills.ws**.

For an urgent request or emergency situation after normal business hours requiring an immediate response (such as a fallen tree blocking the streets), please call the management company and you will be directed to their emergency 24/7 number. You may also call any Board member. Their names and phone numbers are listed on the web site at www.woodlandhills.ws. Out of courtesy, calls to the Board at their homes should be made after 9 AM or before 9 PM.

PARKING GUIDELINES

Each homeowner is limited to parking on their concrete driveway. No parking is allowed in yards or on common grounds. **Overnight parking on the streets is not allowed due to safety concerns.** The Fire Department has made recommendations on keeping the streets clear so that valuable, possibly life-saving time would not be lost in an emergency in Woodland Hills if emergency vehicles were unable to navigate some of the curves and corners due to parked cars. The cooperation of everyone is required in this serious safety matter.

Short term parking on the street is permitted during daylight hours by visitors/guests/contractors or residents. If you are expecting several cars of guests and do not have room in your driveway for them to park, please ask them to park at the entrance and walk in (it's not that far) or you could "shuttle" them in. Please be considerate of your neighbors by not allowing your visitors to obstruct traffic or cause dangerous situations for motorists by blocking travel lanes, parking in curves, etc. Daytime street parking should be limited to the non-walled side of the road. In the interest of safety, please ask your guests to park on Woodland Hills Drive at the front entrance if you are planning on leaving the neighborhood with the guests.

The Woodland Hills Protective Covenants (Article VI) do not allow for the parking of campers, trailers, recreational motor-homes or commercial vehicles inside Woodland Hills except **within an enclosed garage**. Other arrangements must be made for parking or storing these vehicles. As set forth in the covenants, the Woodland Hills Homeowners Association has the right to have any such vehicles towed away at the owner's expense when illegally parked, or may impose a daily fine for the duration of the offense.

UTILITIES

WARNING: Call before you dig – dial 811!! Since our electrical, cable, telephone and gas lines are all installed **underground**, you must get the lines marked prior to digging or running cables, etc. Otherwise, you may be subject to fines and/or service fees to reconnect lines and cables from the utility companies.

Although our Declaration of Covenants state that "no outside radio or TV antennas are allowed", federal law has superseded this. Small satellite dishes may be installed; however, every effort should be made to install the dish so that it is not visible from the street.

POOL

Pool membership is for pool members and guests only. Please observe all pool rules which may be found on our website under “Important Documents.” Pool rules are also posted near the pool entrance.

Pool members pay monthly dues in addition to normal homeowner’s dues. Depending on the weather, the pool usually opens in May and closes around the end of September, giving members a long period of enjoyment.

Pool membership is assigned to the **property address**, and passes on to the **new owner** once a house is sold. Since the pool is protected by a lock that requires a special member’s key, the Seller of a pool home should pass the pool key to the Purchaser at closing. (New replacement keys are \$25.00 each.) Please be aware that **once a property is a “Pool Home”, it always remains a pool home**, and there is **no option for canceling membership** or discontinuing the payment of pool dues.

Pool memberships are available to non-pool homes for a “membership fee” set by the Pool Association. Residents of Woodland Hills who are not pool members may not swim as a guest of a pool member. No dogs or pets are allowed **inside** the fenced-in pool area. Any pool member violating the rules will be suspended and/or fined.

Everyone is strongly encouraged to support and enjoy this excellent facility for fun and exercise, as well as for the opportunity it offers to meet your neighbors and make new friends.

TENNIS

The tennis courts are available for use by all residents of Woodland Hills. They were resurfaced in summer, 2006, and new nets were also installed. Please take care of the courts and make use of them for tennis only. No roller skating or skateboarding allowed on the courts. (Misuse should be reported immediately to the management company.)

COMMON GROUNDS MAINTENANCE

The WHHA Board oversees the maintenance of, and improvements to, all the common grounds owned by Woodland Hills. This involves negotiating the yearly contract for all the mowing, seeding, fertilizing, street cleaning, snow removal, overseeing the cutting of diseased, dead or dangerous trees; maintenance

and/or repair of the tennis courts, playground equipment, basketball court, and much more. Please help us keep the common areas clean and beautiful for the enjoyment of all residents and their invited guests.

HOUSE AND LOT UPKEEP

In accordance with Woodland Hills Covenants, it is the responsibility of every resident to keep their property in **good repair and appearance**. The Board of Directors is charged with the responsibility of enforcing this in order to maintain property values for the benefit of everyone. Thus, the following guidelines should be followed: (1) Exterior of homes should be painted regularly, gutters cleaned out regularly, and roofs and chimneys kept in good repair; (2) Lots should be landscaped, (meaning raked and/or mulched periodically, with any grass mowed, weeds pulled, shrubs trimmed, etc.) Any bare dirt in yards should be covered with mulch, pine bark or pine needles. Yards should be neat and free of clutter. Lawn tools and accessories should be stored out of sight. (3) Patios and open carports must be kept in a neat fashion. (4) Decks and Stairs must be kept in good repair. (5) No clothes-lines of any kind are allowed. (6) Garbage cans are required to be **behind an enclosure**, and should not be visible from the street. (7) Trash, recycling and yard waste carts should be rolled out to the street no sooner than the evening before the scheduled pickup. After being emptied, they should be stowed away the same day pick-up is complete. To find Winston Salem schedules on the internet, go to www.ci.winston-salem.nc.us/, select **Departments**, select **Sanitation**. Here you will find the schedules for all City services: Collection Day Map & Holiday Schedule, Leaf Pick-Up Routes, Bulky Item Pick-Up, Waste & Recycling, Ordering Yard Waste Carts, etc.

EXTERIOR CHANGES TO HOUSES AND LANDSCAPING

The Board is comprised of our **elected officials**. As such, they are mandated by the Declaration of Covenants to oversee exterior changes to houses and lots. These documents are on file at the Registrar of Deeds and available on our website. The Board is here to help with your concerns and resolve conflicts that may arise. Communication is the most important means to accomplish these things.

Our unique, welcoming look in Woodland Hills is enhanced by our choice of “natural earth tone colors” for our houses. **All exterior color changes must be considered by the Board in advance**. Any changes to the outside of a residents house: color of paint or siding, remodeling or addition, replacement or addition

to decks, windows, etc. must be submitted to the Board, with a sketch and color sample, for consideration at least one month prior to beginning the work. Please use the Architectural Request Form provided on our website at www.woodlandhills.ws. Additional forms may be obtained by calling the property management company (see front of handbook for number). Applicable City building permits will also be required for any structural changes to your house or deck. If you have questions, please call or e-mail.

Safety issues are of paramount importance for the homeowners and visitors to our community. Structures such as stairways, railings, driveways, sidewalks, walkways and pathways require regular inspection and repair by homeowners to maintain safe use. Major changes to these areas also **require** prior Board consideration. **Expedited attention will be given to safety issues.** If you have questions, please call or e-mail.

Prior to beginning work, changes to landscaping **must** be submitted to the Board, with a sketch, for consideration. Items such as adding or removing trees, large planters, enclosures, and ponds **require** prior Board consideration. In addition, changes that have an impact on neighbors such as shade control, changing drainage patterns, and plantings that may interfere with driveway visibility also **require** prior Board consideration. If you have questions, please call or e-mail.

Property that is adjacent to the streets, with or without retaining walls, is on common ground. Simply stated, a strip of common ground exists between your lot and the street. Prior to taking action, any change to that area **must** be submitted to the Board with a sketch for consideration. If you have questions, please call or e-mail.

BOARD MEETINGS

Board meetings are held regularly (monthly). An Annual Meeting and elections are held yearly prior to the close of the fiscal year. Board meetings are open to any homeowners who wish to attend. An agenda and reminder of the Board meetings will be distributed to all homeowners via email (hand-delivered to those without e-mail) several days prior to the meeting. The calendar of meetings is also published on our website at www.woodlandhills.ws.

If you would like to speak to the Board at a regular meeting about a particular subject or concern, please contact the President and request time on the agenda and send a written report of the topic in advance. If you would like to

volunteer for a Committee or run for a seat on the Board, you may call a Board member or email the Board at woodlandhillsboard@woodlandhills.com. (See the **FOREWORD** for additional information.)

HOMEOWNERS DUES

Dues are the responsibility of the homeowner of record and are due on the first day of each month, payable by the tenth, in accordance with the Covenants and By-Laws. Monthly invoices are **not** mailed. You will be notified in writing 30 days in advance of any change in the amount of monthly dues. For convenience, homeowners are allowed to pay dues in advance – quarterly, semi-annually, or annually, as you prefer. You may also sign up for automatic drafting of your dues from your checking or savings account by completing an “Automatic Draft Authorization” form (www.woodlandhills.ws for the form or contact PMC) and sending it to the address below. No checks, no envelopes and no stamps required! Homeowners who have not signed up for automatic draft will receive a coupon book for dues payments. The cost of the coupon book will be charged to the homeowner.

There are three (3) options for paying dues: 1) use the coupons and envelopes provided, 2) mail your check to the address below or 3) drop it in the WHHA dues box.

WOODLAND HILLS
HOMEOWNERS ASSOCIATION
P.O. BOX 9479
GREENSBORO, NC 27429

The homeowners’ dues are used for, but not limited to, the following:

- Maintenance and repair of the common grounds, streets and signage.
- Maintenance and repair of the tennis courts, basketball court and playground.
- General Liability insurance covering the common grounds and the Homeowners Association
- Lighting of the streets and common areas.
- Mailings to homeowners for annual meetings, special meetings, newsletters, etc. including printing, postage, envelopes, etc.
- Legal services and fees, collections expenses

LATE DUES POLICY

A late fee of \$20 will be assessed once the account is 30 days past due. A past due notice will be mailed after 60 days past due. After 90 days past due,

a collection notice will be mailed. If dues and late charges are not paid at that time, the account will be turned over to our attorney for collection unless the homeowner contacts the management company to make payment arrangements. All attorney fees will be assessed the delinquent homeowner. A lien may be placed against the property at the Courthouse, and foreclosure could result. Homeowners are encouraged to **keep their dues current** in order to avoid late fees and legal expenses.

RENTERS/LESSEES

Woodland Hills is a community of “single-family homes.” Renters are expected to comply with the same rules and regulations as homeowners, including parking rules, upkeep of yard including raking/blowing leaves for the scheduled leaf pick-ups, etc. except that the Property Owner/Lessor is responsible for keeping the exterior of the house painted and in good repair. Any questions which Renters might have should be presented to their Landlord.

WEBSITE

Woodland Hills has a website for our convenience at **www.woodlandhills.ws**. A wealth of information has been covered, including the Declaration of Covenants, By-Laws, Articles of Incorporation, Pool Rules, as well as other useful information. The private area “Homeowners Only” of the site is “password protected”. You may contact any Board Member or the management company for the current password.

Additional information includes:

- Community Alerts! Vital information for homeowners and renters.
- Current Board of Directors, Useful Phone Numbers, How and Where to Pay Dues,
- Contractor Recommendations of Homeowners, Owner Information Form,
- Hints on Selling a Home and a Link to Plot Maps.

TRAFFIC RULES

The speed limit in Woodland Hills is 12 MPH, and everyone is asked to respect it. Always come to a complete stop at Stop Signs and watch for children, walkers, joggers, or bicyclists every time you enter or exit the neighborhood. Because our streets have curves and blind spots, please always drive on the RIGHT side, and watch for oncoming traffic or people backing out of their driveways. And remember, although we are a Private Community, residents

are encouraged to get the license number and description of vehicle and report speeders to the police on their non-emergency number. If several reports are made about the same resident, the police will meet with the offender.

PETS

Woodland Hills fully supports and enforces the City Leash Law. A letter is on file with Animal Control giving permission for animal control officers to be on the common ground property of Woodland Hills to investigate any complaints. If you have complaints about any pet, please contact the Animal Control Office, or for a vicious animal complaint, call the Police Department.

City Code 6-12 (b) **makes it illegal to leave dog feces on the property of others** or on City right of ways, roadsides, etc. This applies to all the common grounds (park, jogging trail, flower beds, etc.) and the private yards of residents. Violation of such law subjects the owner to a fine of up to \$500 and/or up to 30 days in jail, at the discretion of the Court. It is the responsibility of each resident to pick up behind his/her pet(s) and make sure they do not disturb other people by barking. Dogs should not be left out on decks for lengthy periods or tied outdoors. Please call Animal Control to report not cleaning up after their pet or for barking dogs (15 minutes or more).

COMMON AND PRIVATE AREAS

The common grounds of Woodland Hills belong to all homeowners equally. You are encouraged to enjoy these areas and assist with keeping these areas free of trash and debris. If you enjoy gardening and would like to take on a project to beautify one of the common area flower beds or mulched areas, please present your ideas to the Board. Anyone interested in forming a Garden Club is encouraged to do so. Any contribution you can make to the community would be most appreciated.

Most of the area around individual homes in Woodland Hills is the private property of the respective homeowner. Please respect people's private property and space. Please ensure that children do not play in areas considered private property without the permission of the owners.

FIREWOOD

Residents should store only enough wood to burn for one season. Firewood should not be stored near any wooden part of your home or in carports/garages. Termite infestation is a threat to wood homes. Termites do not normally come

out in the light, but tunnel their way through from the ground to the wooden parts of our homes. When wood is stored against the walls, it makes a bridge around the termite barriers which were put in during construction of the house. Of course, it stands to reason that wood stored in basements can be just as bad since most wood has insects and eggs in the bark and pulp. Any woodpile on your property over 2 years old should be removed.

CHANGES IN OCCUPANCY OR OWNERSHIP

The homeowner of record should notify the property manager or Treasurer of WHHA immediately of any changes in occupancy/lessees of that address, with names and phone numbers of new occupants. If you are selling your home, please report the buyer's name and number as soon as it is available. This information is needed so that WHHA records are kept current and in case of an emergency.

NOISE

We ask that all residents be considerate of their neighbors when using power tools, leaf blowers, etc., or hosting a party or get-together. Time of the event is just as important as the amount of noise. Residents are encouraged to keep noise and music down before 9 AM and after 9 PM. Due to the close proximity of our houses, loud, late-night parties are discouraged. It is the right of every resident to call the Police if there are noise violations or disturbances. **DO NOT CALL** a Board Member.

TRASH

The city picks up our trash and recyclables on Wednesday of every week. Trash carts and recycling bins should be put on the street no sooner than the evening before the scheduled pickup. After being emptied, they should be stowed away the same day pickup is complete. To find Winston Salem schedules on the internet, go to www.ci.winston-salem.nc.us/, select **Departments**, select **Sanitation**. Here you will find the schedules for all City services: Collection Day Map & Holiday Schedule, Leaf Pick-Up Routes, Bulky Item Pick-Up, Waste & Recycling, Ordering Yard Waste Carts, etc.

Please do not leave trash or discarded items at the entrance to the neighborhood. This will cause needless aggravation and expense since the Board will have to hire someone to remove it. The Board will then have to bill the person who deposited the trash if it can be determined.

If you have larger usable items you want to discard, remember you can call **Goodwill Industries**, the **Rescue Mission**, the **Salvation Army**, or **Vietnam Veterans of America**, all of whom are grateful for donations to resell in their retail stores. The Rescue Mission repairs washers, dryers, refrigerators and TVs, so if you replace an appliance which is on the blink, call them to pick up the *old one*. It will go to a good cause. All, except Goodwill, will send a truck to pick up donated items. So keep this in mind before throwing something away that might be reused. And remember, the City schedules a “Bulky Items” pick-up once or twice yearly, where homeowners can clean out their garage, attics, basements, etc. and throw stuff away. The notice will come with your Water bill announcing the scheduled dates.

YARD WASTE

Yard waste carts (96 gallon size) may be purchased from the City at the city warehouse at 1550 Martin Luther King, Jr. Drive. Or they will deliver one for a nominal charge. These are emptied weekly (usually on Tuesday). Changes in pick-up occur depending on holidays. These carts are for disposing of any shrubbery or limb clippings, dead flowers, weeds, leaves, etc. from your yard which cannot be placed in regular garbage. To order one, call the City Garbage Collection Department. There is an annual sticker fee, which covers the weekly pickup. Bins should be placed at the curb outside your home early to ensure emptying by the City and rolled back to the house after they are emptied.

LEAF PICKUPS

The City of Winston-Salem picks up our leaves three times per year in the Fall/Winter. The City mails a flier in the fall to announce the leaf pick-up schedule. These are the only times when it is **acceptable** to blow, rake or carry your leaves to the street in front of your house for pickup. During other times of the year, you must use a personal Yard Waste bin or bag and carry them off yourself. (See “Yard Waste” above). Please **DO NOT** blow leaves from your driveway into the street and leave them during the year. While our landscapers blow off our streets periodically, residents should not rely on them to remove the leaves every time they blow off their driveways. It is the homeowner’s responsibility to remove his leaves and/or place them in his yard waste bin.

VIOLATIONS AND FINING PROCEDURES

The Board of Directors of the Woodland Hills Homeowners Association, Inc. is concerned, along with the rest of the homeowners, with keeping our community a pleasant place to live along with protecting each homeowner’s property value.

By working together and enforcing the Association's Declaration of Covenants, Conditions, Restrictions, Bylaws, Articles of Incorporation, Rules, and Regulations (the "Governing Documents"), we can help protect your property values and reduce operating costs by preventing costly legal actions against those few that do not wish to comply with the Governing Documents.

To that end, the Board of Directors, under the authority of the North Carolina Planned Community Act, has adopted a fine system to address violations of the Governing Documents.

The procedural steps for the fining system are as follows:

A. NOTICE OF VIOLATION:

A letter describing the violation and citing the appropriate Governing Document language will be sent by mail to the homeowner. The letter will explain that the homeowner has ten (10) days to correct the violation or to contact the property management company to arrange for an extension. If the violation is not remedied within the ten (10) days, or if a single-event violation (such as parking on the street overnight) is repeated, a letter will be mailed giving notice of the date, time, and location of a hearing scheduled for the matter.

B. HEARING:

The Board of Directors, or a panel appointed by the Board of Directors, will conduct a hearing to give the homeowner an opportunity to present his/her case. The homeowner will have a full opportunity to explain why they are not in violation of the Governing Documents and/or an opportunity to request a waiver. After the hearing, the Board, or appointed panel, will deliberate and render a decision. Written notification of the decision will be sent to the homeowner within five (5) business days of the hearing.

C. FINES:

Any fine assessed will be charged or begin to accrue seven (7) business days after the hearing is held. The standard fine amounts are as follows:

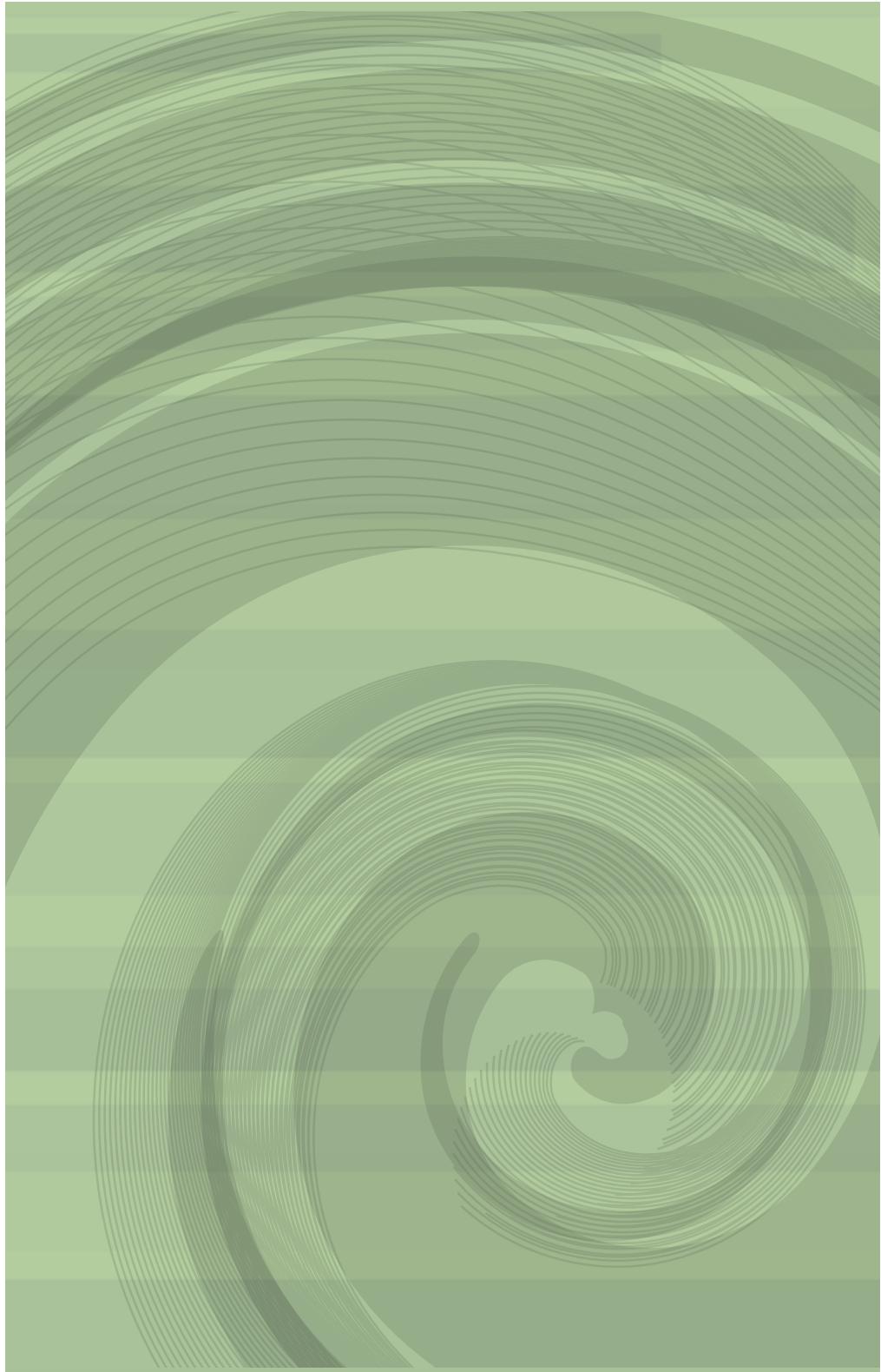
1. \$25.00 for the first occurrence or per day for the first thirty (30) days; (this may be increased depending on the severity of the violation up to a maximum of \$100.00 per day); and
2. After the second occurrence or initial thirty (30) day period set forth

immediately above, the fine will be increased to a maximum of \$100.00 per occurrence or per day.

Once the fine amount reaches \$200.00, a lien may be placed upon the homeowner's property to secure the amounts owed. Please note that the Governing Documents grant power to the Association to foreclose upon a homeowner's property for any amounts owed to the Association.

The Board understands that this may seem like a harsh policy to many of our homeowners. However, this policy only affects those people who do not fulfill their obligations to the community.

IN SUMMARY, we want your experience in this community to be pleasant and enjoyable. We value your comments and opinions. Please get involved and help us make this a community we are all proud to live in. In 2008-2009, almost 40 people volunteered to serve on the Board and/or a committee, many serving in multiple capacities. We do our very best to give you the kind of living experience you expect to find here. Let us know how we can make that happen for you!



The background of the entire page is a vibrant green color. It features a complex, abstract pattern of thin, dark green lines that swirl and curve across the space. In the lower-left quadrant, there is a prominent, larger-scale spiral that winds inward, creating a sense of depth and movement. The overall effect is organic and dynamic, reminiscent of natural patterns like wood grain or a shell's cross-section.

WOODLAND HILLS
HOMEOWNERS ASSOCIATION
2009