

MAPLE RIDGE HOMEOWNERS ASSOCIATION POLICIES AND PROCEDURES "AN OVERVIEW"

While it is not the intention of the Board of Directors to stifle the creativity of homeowners, it is necessary to have consistency at Maple Ridge. The purpose of these Policies and Procedures is to ensure everyone's safety and to promote the enjoyment and proper maintenance of the community, and to protect and enhance the value of each owner's investment.

Pursuant to the By-Laws, the Board of Directors has set appropriate Policies and Procedures to be followed by all homeowners and residents. Whereas homeowners are ultimately responsible for their property, renters must also follow these Policies and Procedures. Throughout this document when the term "Homeowner" is used, it also applies to renters.

These Policies and Procedures cover such areas as Architectural Control, Streets and Parking, Landscaping, Association Dues, Garbage and Trash Removal, Renting of Residences, Loitering, Nuisance and Maintenance Responsibility.

ABUSE AND HARASSMENT

Courteous and respectful behavior from residents and their guests is expected toward other homeowners, residents and guests; as well as to all management personnel or contractors and their employees hired by the Board of Directors on behalf of Maple Ridge Homeowners Association.

*For further information, please refer to the detailed **Abuse and Harassment Policy**.*

ARCHITECTURAL CONTROL

Any resident wishing to make any architectural change or addition to their home must first get approval from the management company and the Architectural Control Committee of the Board of Directors. The Committee will consider only written requests. The Committee will answer all requests within thirty (30) days.

1. Additions or changes must be compatible with the design character of the original building. Examples include, but are not limited to:
 - a. Decks
 - b. Patios
 - c. Carports
 - d. Garages
 - e. Driveways
 - f. Fences
 - g. External Attic Fans
 - h. Entry Doors/Windows/Storm Doors
 - i. Handicap Walk Ramps
 - j. Satellite dishes
 - k. Exterior lighting

2. The following are not permitted:
 - a. Outside radio or television antenna.
 - b. Hanging of laundry on outside clotheslines

3. The Association expects all single-family homeowners to keep their homes in good repair.

4. Before you make any changes to the exterior of your home, you are advised to read the ***Architectural Control Standards Policy***, and consult the management company before proceeding with your project.

*For further information, please refer to the detailed **Architectural Control Standards Policy and Architectural Control Submission Procedure Policy.***

ASSOCIATION DUES

Association dues are payable by the first (1st) of the month. If dues are not received by the last day of the month, a late fee of \$20 will be charged.

*For further information, please refer to the detailed **Association Dues Collection Policy.***

EXTERIOR MAINTENANCE RESPONSIBILITY OF THE ASSOCIATION

Complete information on the exterior maintenance responsibilities of the Association may be found in the Declaration of Covenants, Conditions and Restrictions, pages 5-6, Article VII, Exterior Maintenance.

The Association shall provide exterior maintenance for the townhome units to include paint, repair, replace and care for the roof, gutters, downspouts, trees, shrubs and walks. The Association shall provide one gutter cleaning at the end of the fall season.

Exterior maintenance does not include windows, garage doors, and entry doors and fences because they are not deemed a building surface.

The Association does not provide exterior maintenance or any other maintenance to the single-family residences or structures.

*For further information, please refer to the detailed **Maple Ridge – Maintenance Responsibility List for Townhome Owners.***

FOR SALE OR FOR RENT SIGNS

The Association provides “Home Available” signs placed at each entrance of Maple Ridge.

“For Sale” or “For Rent” signs of any type shall not be permitted on common areas. This includes entrance areas and common areas along Old Oak Ridge Road. “For Sale” or “For Rent” signs shall be allowed in front of a home, but only in a mulched area. Signs are not permitted in the grassy areas nor in any window of your unit.

*For further information, please refer to the detailed **Signage Policy.***

GARBAGE, BULK AND HAZARDOUS WASTE DISPOSAL AND RECYCLE

Compliance with the Policies and Procedures for garbage and large trash disposal is necessary to prevent unsanitary and unsightly conditions within the Maple Ridge Community. **Do Not place any items along Old Oak Ridge Road.**

Townhome Units

1. Garbage is to be put into closed trash bags and placed inside the dumpster. Dumpster locations are on Heathridge Terrace, Glen Raven Court, even Grantland Place and odd Grantland Place. Trash is collected twice weekly. **DO NOT** leave trash beside or in front of the dumpster.
2. All bulk trash items should be placed in the designated area located on Glen Raven Court. This service will be on a regular basis. There are restrictions as to what can be placed in this area, and signs are posted, so please be considerate of your neighbors and place only the accepted items in this area. **Do Not place any items along Old Oak Ridge Road.**

Single-Family Homes

1. Garbage is to be put into trash containers and placed at curb side in front of your home on the designated trash collection days. Place them on the street no earlier than the night before pickup and remove them by the end of the day of pick up.
2. Permissible bulk trash items are picked up every other week and must be placed at curb side on the designated days.

Hazardous Waste Disposal

Household hazardous waste shall not be disposed of in the trash dumpsters, trash cans, bulk items area or at curb side. Hazardous waste should be taken to the Household Hazardous Waste Collection Center (ECOFLO, Inc.) located at 2750 Patterson Street.

Recycle

The City of Greensboro has a newly established recycling program, and there are no longer any overflow recycling locations. Glass items, however, may be recycled at the drop-off location at the Kathleen Clay Edwards Library located at 1420 Price Park Drive. Detailed information on the new recycling program can be found at <https://www.greensboro-nc.gov/departments/field-operations/transfer-station>.

Single-family homes will continue with the recycling program with pick up from in front of your home every other week. To learn more about the recycling program and scheduled pickups for your area, visit <https://www.greensboro-nc.gov/departments/field-operations/gso-collects>.

Christmas Trees

Christmas trees are to be placed in a designated area within Maple Ridge no later than January 15th so the lawn crew can pick up all trees at one time. DO NOT place trees at the dumpster or bulk trash areas.

*For further information, please refer to the detailed **Garbage, Trash, Hazardous Waste and Recycle Policy**.*

LANDSCAPING

The Association contracts with a landscaping company to maintain all common areas of the Maple Ridge Community. "Common Area" is defined as any area in front of or on the side of units and beyond patios, decks or outside of fenced back yards. Assistance is needed from all owners to keep the Common Area clear to not impede the work of our landscaping company.

Townhome Units

1. All townhome owners and residents must obtain approval from the Landscaping Committee before any planting, decorating, or any other noticeable change to the exterior landscaping of the residence is begun.
2. Planting of flowers in existing mulched beds need not be approved by the Landscaping Committee but must comply with the guidelines for planting detailed in the ***Landscape Maintenance and Guidelines Policy***.
3. Homeowners and residents are responsible for the upkeep of trees, shrubs, or vines planted behind units – whether it is fenced in or not. This includes regular pruning or trimming.
4. Please consult the ***Landscape Maintenance and Guidelines Policy*** for more detailed restrictions and owner and association responsibilities concerning landscaping.

5. Any planting that does not meet these criteria when installed or ceases to meet these criteria, such as mulch beds in front of units that are overgrown or neglected, may be removed by the Association. The cost incurred will be billed to the homeowner and the Board reserves the right to impose fines.
6. General Guidelines are as follows:
 - a. Exterior ornaments and accessories are allowed in moderation, and, in the opinion of the Landscaping Committee, they complement the area and neighborhood.
 - b. Dumping any trash on common ground in front of or behind units is prohibited. All landscape materials including grass clippings, leaves, shrub trimmings, dead flowers, etc. must be put in the dumpsters.
 - c. The management company and the Board should be notified in writing of dead trees and dead limbs that could damage a unit. Any damage from unreported limbs or trees is the responsibility of the homeowner or resident.
 - d. The Chairman of the Landscaping Committee may give approval of most grounds' projects.

Single-Family Homes

Single family homeowners are responsible for their own lawn care, and the Association encourages homeowners and residents to keep their yards in good condition by proper aerating and over-seeding. If a yard becomes unmanageable, a notice will be sent to the homeowner requesting the yard be mowed and/or shrubbery trimmed. If the homeowner does not comply with the request within ten (10) days, the Association has the right to clean it up. The cost incurred will be billed to the homeowner and the Board reserves the right to impose fines.

Dumping yard waste on common ground is forbidden. Disposal of yard waste must follow the City of Greensboro collection rules:

Loose-leaf collection is **not** done by the City of Greensboro. You must bag it and leave it by the curb on the day of garbage collection for removal.

*For further information, please refer to the detailed **Landscape Maintenance and Guidelines Policy.***

LOITERING, NUISANCE AND ILLEGAL ACTIVITIES

Maple Ridge is a quiet, family neighborhood. We have an active "Community Watch" program.

No obnoxious or offensive activity shall be allowed within the community, nor shall anything be done that may become an annoyance or nuisance to the neighborhood. If you observe any suspicious vehicle or suspicious activities by residents or non-residents, call the Greensboro Police Department at the non-emergency phone number (336-373-2222).

Any and all illegal activities, such as drug dealings or drug usage, will not be tolerated. The board reserves the right to demand eviction and can take legal action against the resident for all such illegal activities. Observation of or suspicion of any illegal or criminal activity will be immediately reported to the police.

*For further information, please refer to the detailed **Loitering – Nuisance – Illegal Activities Policy***

Any reports to the Greensboro Police Department should also be reported to the Community Watch Chair, who will then contact members of the committee, and will systematically disseminate the information to all homeowners. *For further information on Community Watch, please refer to the **Reasons for Community Watch.***

MAILBOXES

Any problems regarding cluster mailboxes or keys should be referred to the Post Office. A form for this purpose is available at any U. S. Post Office.

MAINTENANCE RESPONSIBILITY

While some sellers of real estate might tell you that you are buying into a "maintenance free" home, that is not completely true. Both the Association and the individual homeowners have obligations described in our documents. Certain items are always the responsibility of the homeowner to repair or replace. Even though the homeowner is individually responsible for certain items, each owner must obtain written permission from the Board of Directors before making

modifications. Permission is rarely refused if the change is within the parameters of maintaining the architectural consistency and structural integrity of Maple Ridge.

*For further information, please refer to the detailed **Maintenance Responsibility List for Townhome Owners.***

PETS

Dogs must be leashed when outside. Pets may not be outdoors within the common areas or along the streets unless directly supervised. Owners are responsible for the actions of their pets.

When you walk your dog(s), please clean up behind your pet, and place the poop bags in the nearest dumpster. Please do not leave the bags alongside the street. The Board reserves the right to fine violators.

Stray or loose animals should be reported to the Animal Control Office at 336-641-5990.

*For further information, please refer to the detailed **Pet Policy.***

RENTING OF RESIDENCES

Homeowners must notify the Management Company when renting their unit. In such cases, the homeowner will be required to complete a Tenant Information Form and submit a copy of the lease agreement with your tenant. The lease must include a clause stating that tenants will comply with the Declaration, By-Laws and the Policies and Procedures of Maple Ridge. Homeowners will be responsible for the actions of their tenants and the failure of their tenants to comply with all rules of the Association. The Board reserves the right to impose fines for non-compliance of the Policies and Procedures and/or request eviction of tenants who habitually create problems for our homeowners.

*For further information, please refer to the detailed **Selling or Renting of Unit Policy.***

SAFETY

For safety reasons, children should not be allowed to play around or climb upon mailboxes, dumpsters or dumpster fences, timbers, roofs, or yard fences. The Association will not be held responsible for accidents resulting from these behaviors.

SNOW REMOVAL

It will be a Board decision for the Association to remove snow from the street when the depth exceeds three (3) inches, and temperatures are going to be below freezing for several days.

*For further information, please refer to the detailed **Snow Plowing and Removal Policy**.*

STREETS AND PARKING

1. Please watch your speed. The posted speed limit is 15 MPH throughout the community. Be considerate and keep the safety of all residents and guests in mind.
2. No unlicensed driver can operate a motor vehicle within the Maple Ridge community.
3. Each townhome owner is entitled to two parking spaces per residence. There are no assigned parking spaces so please be courteous to your neighbors.
4. Street parking is prohibited. Parking on the sidewalks, grassy areas or on lawns is always prohibited. All vehicles must be in designated parking spaces or in driveways.
5. Parking of non-licensed or expired inspection sticker vehicles is prohibited and will be towed at the owner's expense. Owners shall not store inoperative vehicles on their lots or in common parking areas except within completely enclosed garages. Homeowners will be given notice to remove vehicles or have them towed at the owner's expense. Recreational vehicles or trailers may not be parked within the townhome community. These recreational vehicles or trailers are allowed in single family, provided they are parked in the homeowner's driveway and not on the street.

6. No skateboards, bicycles, or vehicular traffic are allowed on grassy common areas.
7. No vehicle maintenance of any type is allowed in parking spaces nor on common property.
8. Streets will be plowed when hazardous conditions warrant.

*For further information, please refer to the detailed **Parking Policy, Towing Policy and Snow Plowing and Removal Policy.***

STORAGE OF FIREWOOD

Homeowners should store their firewood inside a fence, on a deck, or directly adjacent to a patio. Placement must be so that it will not cause the mowing crew any hardship. Any firewood stored anywhere else may be removed by the Association and the owner will be billed for the cleanup. To prevent termite infestation, wood rot, or rodent nesting, wood should not be stacked against buildings or fences and should be kept off the ground.

WINDOW TREATMENTS

To not detract from the exterior appearance of the buildings, interior window treatments must show as white from the front of the home. All drapes with white backing, white curtains, shades, blinds and shutters must be kept in good condition.

YARD ART (Decorative Accents or Hardscape)

Yard art can be displayed in moderation and must be in compliance with the Landscaping Maintenance Policy. Any yard art displayed that does not conform to these guidelines can be removed by the Board of Directors. In addition, the homeowner can be fined for each day the yard art is displayed without conforming to these guidelines.

*For further information, please refer to the detailed **Landscape Maintenance Policy.***