

LAVON GRAND HERITAGE

HOMEOWNER'S WELCOME PACKET



Grand Heritage Amenity Center

200 Grand Heritage Blvd. Lavon, Tx 75166

Office: 972.843.4222

www.lavongrandheritage.com



Welcome To Lavon Grand Heritage!

The Lavon Grand Heritage Homeowners Association would like to welcome you to the community! We are very pleased you chose to join our community where you can "Enjoy more, at home!" We have developed this informational welcome packet to summarize a few important policies and guidelines to help you become acclimated to the city, neighborhood and community.

This introductory packet addresses many of the common and frequently asked questions, and summarizes information contained in the original governing documents. It is simply a summary and we strongly encourage you to read the HOA Bylaws and the Declaration of Covenants, Conditions and Restrictions to ensure a complete understanding of the Association's rules and regulations. In the event of any conflict between this packet and the official documents, please check with the HOA for clarification.

If you have any questions regarding information contained in this document, please contact the Clubhouse at 972-843-4222 or connect with the Board of Directors or the Clubhouse Staff, contact information for all of whom is included in this packet.

We hope you find the enclosed information useful. We appreciate your time to come out and meet us!

Again, Welcome to Grand Heritage.
We are happy to have you as a neighbor!

Sincerely,

Lavon Grand Heritage Homeowners Association

A Look Inside....

- Contact Information sheet
- Hours of Operation/Clubhouse rental information
- What is an HOA?
- HOA Assessment Fees
- What do our HOA Assessments pay for other than access to the Amenities?
- How to gain access to Amenities
- Architectural Review Process
- How to avoid a fine from the HOA
- Trash Day schedule
- Association Meetings
- City Services
- General HOA Information
- Events and Activities
- Volunteering in the community
- Pool reminders
- Frequently asked questions



Grand Heritage Club House

200 Grand Heritage Blvd.

Lavon, TX 75166

972.843.4222

www.lavongrandheritage.com

Bear Creek Amenity Center

440 Hoover Ave.

Lavon, TX 75166

President / Bear Creek Director

Walt Parker

president@lavongrandheritage.com

Treasurer / Bear Creek South Director

Joe Matheis

bcsouthdirector@lavongrandheritage.com

Secretary / Traditions Director

Dragan Baresic

traditionsdirector@lavongrandheritage.com

Main Director

Dustin Cowin

maindirector@lavongrandheritage.com

To email all board members at one time you may email board@lavongrandheritage.com

Onsite Manager

Julie Serpette

hoamanager@lavongrandheritage.com

972-843-4222

HOURS OF OPERATION*

Clubhouse

Monday-Friday 10am-4pm

Fitness Center

24/7

Pool

6am - 9pm Daily
(Memorial Day - Halloween)

*Subject to Change

What is an HOA?

A Homeowners' Association (HOA) is a legal entity created by a real estate developer for the purpose of developing and managing a community of homes. It is given the authority to enforce the covenants, conditions & restrictions (CC&Rs) and to manage the common amenities of the development. It allows a developer to end their responsibility over the community typically by transferring ownership of the association to the homeowners after selling. Associations of homeowners gather to protect their property values and to improve the neighborhood. Most homeowners' associations are non-profit organizations and are subject to state statutes that govern non-profit corporations and homeowners' associations.

HOA Assessments

HOA assessments are \$288 quarterly and are due on January 1st, April 1st, July 1st, & October 1st. Payments must arrive no later than the 4th to avoid late fees. You may pay your assessment online on the owner's portal or you may pay by check or money order at the clubhouse. A secure drop box is located at the front doors of the clubhouse for your afterhours convenience. Checks should be made payable to **Lavon Grand Heritage HOA** and should include your address on the check. If you are mailing your payment, it must be mailed early enough to arrive prior to the first day of the quarter. ***Please note, late fees will apply if not paid by the due date.**

What do HOA Dues pay for other than access to the Amenities?

HOA assessments are utilized to pay for many things in addition to resident access to the amenities; including the general maintenance of 40+ acres of community amenities and common areas, such as landscaping, irrigation, and upkeep to parks and ponds; the cost for utility and trash services for all community amenities and common areas; the cost for property taxes for all community amenities and common areas; and many other additional costs associated with typical business operations such as corporate and federal tax obligations; accounting costs; legal costs; property and liability insurance premium costs; security monitoring and access control costs; payroll wages, employer paid taxes and costs for payroll processing services; IT and software system costs; costs associated with office supplies and cleaning supplies, etc.

How to gain access to the Amenities?

Please email hoamanager@lavongrandheritage.com if you have not already received your access card(s). Your access card lets you enter the Clubhouse for usage of the Fitness Center and both the Main and Bear Creek Pools. Any resident 16 and older is eligible to be issued an access card. For more information about access cards, please email the address above.



Architectural Review Process

Residents planning to make any exterior alterations to their homes are required to submit a formal application to the HOA for approval, *prior* to making any changes. The applications are acted upon by the Architectural Control Committee to ensure compliance with the deed restrictions and design standards of Lavon Grand Heritage Homeowners Association, Inc. If you would like more information on architectural control, please email hoamanager@lavongrandheritage.com.

***Please note: The Architectural Control Committee may take up to (30) days to approve or disapprove any submission.**

How to avoid a violation warning or fine from the HOA

Nobody likes to get violation warnings from the HOA and the HOA doesn't enjoy sending them. A Grand Heritage Board or Staff Member will drive through Grand Heritage on a routine basis to check for violations.

What are some very common violations?

- Trash cans and recycle bins not hidden from view of the street
- Fence maintenance (example: missing pickets, fence staining, and leaning fence)
- Yard not mowed or needs manicured
- Improperly parked boats, trailers, RVs, etc.

Please do not hesitate to contact the HOA if you have any questions or concerns or if you feel you cannot correct your violation in a timely manner.

Trash Schedule

Trash pickups are weekly on **Wednesdays**. The HOA guidelines allow for trash and recycle bins to be placed on the curb up to twelve (12) hours prior to collection, and bins must be removed from curb within twelve (12) hours after collection. Please contact the City of Lavon for more information on trash collection.

Association Meetings

Association Meetings are decided upon at the discretion of the Board of Directors. Meeting protocol consists of a timely notice through email distribution, social media, or clubhouse walk-ins. We are always happy to take questions, concerns, suggestions, or compliments on any topic. However, we ask that you submit them ahead of time so that we can use our meeting time more efficiently. Please send any request for a discussion item or topic to the Board at board@lavongrandheritage.com no later than two (2) days prior to the Meeting for presentation to the Board. Due to limited seating, we ask that only adults attend meetings. Meeting Minutes are posted to the Documents library of our resident portal and may be accessed by signing into the portal.

Important City Services

We hope the information below provides clarification as to the best contact for your most frequently asked questions.



Grand Heritage Clubhouse	972-843-4222	HOA Questions and Concerns
Lavon City Hall	972-843-4220	Permits / Street Issues / Sewer & Trash Questions
Bear Creek SUD	972-843-2101	Missing Water Covers in Ground / Water Leaks / Household Water
Lavon Police Department	972-547-5350	Non-HOA Complaints or Violations
Lavon Post Office	972-853-3871	For All Your Postal Needs
Farmers Electric Cooperative	903-455-1715	Streetlights / Household Electricity
Lavon Volunteer Fire Dept.	972-843-4220	Fire / Medical Services
Community Independent School District	972-843-6000	All School Related Questions/Concerns
Collin County Animal Control	972-547-7292	Animal Issues

General HOA Information

Boats & Trailers in driveways or streets

Boats and trailers may park in driveways on a temporary basis. If you need to wash or repair your boat, please notify the HOA, and communicate the time your boat will be in the community. For more information, please see the CC&R's.

Speeding traffic through the community

Please observe city traffic laws and all residential speeds zones. If you observe speeding traffic, please keep track of the following: type of vehicle, time of day and area of driving. After you have gathered the above information, notify the Lavon Police Department.

Animal Control

Please keep your dogs on a leash during walks and contained in your own yard at all other times. Loose dogs create safety issues for residents as well as other pets that live in the neighborhood, as well as liability issues for the owner(s) of the loose dog. You are also required to pick up your pet's waste.

Reporting Crime

If you experience any crime related situations, please call the Lavon Police Department (emergency 911, non-emergency 972-547-5350) immediately rather than the Clubhouse, as we can only recommend you contact the police.

Neighborhood Awareness

Be aware that most burglaries happen during the day, not in the middle of the night. Keep your doors locked, utilize exterior lighting, use safety latches for windows and keep your garage doors closed.

HOA Accountability

Any homeowner is always welcome to schedule an appointment with us to discuss HOA matters. For example, to view their HOA balances or discuss community concerns.

Parking

If you cannot park in your driveway, please park considerately, not blocking driveways or mailboxes. If you have issues with parking, talk to your neighbors about it. Most people are reasonable, and it is much better to talk through problems with your neighbors than to get the HOA or the Police involved.

Reporting Violations

To report a violation in Grand Heritage, please email compliance@lavongrandheritage. We will respond accordingly. If you recognize the violation falls under the city code, call Lavon City Hall at 972-843-4220.

Events and Activities

Many events and activities are planned by our HOA. We make every effort to ensure everyone is included in all the fun and can plan accordingly. Please log on to our website to learn more about events and activities happening at the clubhouse.

Don't miss out on all the FUN!

Volunteer to Help the Community



Living in an HOA is unique because we all care enough about our home to take pride in how our properties and amenities are maintained. If you would like to be a volunteer or serve on a committee, please send an email to hoamanager@lavongrandheritage.com or events@lavongrandheritage.com with your thoughts and ideas. The community would greatly appreciate it. Below is a list of ways you can get involved:

- ✓ *Assist in planning and promoting HOA functions in our neighborhoods.*
- ✓ *Bring ideas and thoughts to the HOA for consideration.*
- ✓ *Help keep the community clean by picking up loose trash and debris within the neighborhood.*
- ✓ *Help monitor the community by keeping our children accountable for their actions and behavior while using the amenities.*

These are just a few ideas. Please feel free to add more!

Pool Reminders

- **Users Swim at Own Risk**
- **There is a ZERO TOLERANCE policy for opening the pool gates for people who do not live here. Your access card will be deactivated.**
- **Alcohol and smoking are not allowed in the pool area.**
- **All swimmers MUST wear appropriate swim attire when swimming.**
- **Make sure you always have your access card with you while in the pool area as you may be asked to present it.**

HOA Frequently Asked Questions

- **Can my guest use the amenities?** Yes, all guests must be accompanied by a Grand Heritage resident. Grand Heritage residents are responsible for the actions of their guests. You may bring one guest to the gym and four guests to the pool. If you plan to bring more than four guests to the pool you must email hoamanager@lavongrandheritage.com
- **Can I send my child to the clubhouse with his or her guest?** If your child is 16 and has their own card, YES!
- **Can anyone outside the community use the amenities?** No, unless they are a guest of a resident, and they must be with the resident.
- **What options do I have to pay my dues?** You may pay by check or money order directly in the clubhouse. You may also pay online by credit card through the owner's portal; however, there is a convenience fee to do so.
- **I share my fence with three neighbors. Are the fences in Grand Heritage considered a shared cost or does the responsibility belong to whoever has the 2x4's in their yard?** The fences in Grand Heritage are indeed a 50/50 shared cost. The 2x4's are placed on particular sides due to the sequence in which the homes were built. Because most fences in Grand Heritage are shared, we ask that you be courteous neighbors and work together in helping to keep Grand Heritage a beautiful community.
- **I am a renter and I have never been given a copy of the CC&R's, Guidelines or Restrictions. How can I obtain them?** All the Grand Heritage Governing Documents are available on our website. Please feel free to contact the Clubhouse for detailed instructions on how to view the documents. The CC&R's and Guidelines are great tools to help avoid warnings and violations.
- **How often are inspections done?** They are done on a routine basis. Please feel free to contact the Clubhouse and make us aware of an issue if you feel it is not being addressed.
- **What is the stain code/color for fences?** Ready Seal Products Pecan