



# Heritage Hills Frequently Asked Questions



## What is the difference between the **Heritage Hills Homeowners Association (HOA)** and the **Heritage Hills Metro District**?

- The **Heritage Hills HOA** is responsible for Community covenant enforcement, the HOA/Community website, and Community social events. HOA Committees include the Design Review Committee and the Safety and Security Committee.
- The **Heritage Hills Metro District** is responsible for facilities including road repairs, snow removal, common space landscaping, security, pools, tennis courts, common areas, gate maintenance, community holiday lights, the Community Clubhouse and the detention ponds.

## **Who should I contact** with Heritage Hills questions and concerns? Either the:

- Heritage Hills HOA: Contact information provided on [www.heritagehillshoa.org](http://www.heritagehillshoa.org) or
- Heritage Hills Metropolitan District Management: Contact information provided on [www.heritagehillsmetro.org](http://www.heritagehillsmetro.org)

## Is **Heritage Hills on the web**?

- Yes
  - HOA/Community website: [www.heritagehillshoa.org](http://www.heritagehillshoa.org)
  - Metro District website: [www.heritagehillsmetro.org](http://www.heritagehillsmetro.org)

## How do I get **Transponders and Fobs** that are used to access the Community?

- Transponders provide auto access to the 2 main street entrances of the Community. Fobs provide access to the pools, tennis courts and the pedestrian gates. Forms are available on [www.heritagehillsmetro.org](http://www.heritagehillsmetro.org)

## What are our **annual HOA assessments** used for and when are they due?

- The Annual HOA assessments are used to pay for the processing of design review requests, covenant enforcement, HOA dues collection/recording, social events, HOA management, etc.
- Homeowners are billed in Dec and the dues should be paid in January.

## Are there Community **Social Events**?

- Yes, the HOA Board and HOA Management work to organize social events for the community.

## What is the **Design Review Process**?

- All exterior changes and improvements must be submitted to the Heritage Hills Design Review Committee for review and must be approved before the work is started.
- The Design Review Request (DRR) form and details regarding the process are available on the Community website: [www.heritagehillshoa.org](http://www.heritagehillshoa.org).

## What do I do if I get a **violation letter**?

- If you receive a violation letter, please respond accordingly.

## What **communication tools** does Heritage Hills use?

- **E-blasts & News Flashes** - to all residents who provide HOA management with their email address
- **Alerts** - time sensitive e-mails to all residents who provide HOA management with their email address
- **USPS Mailings** to all Heritage Hills Homeowners-Annual HOA meeting notices and other specific mailings that require all Homeowners be notified.
- **Websites:** HOA website and Metro District website