

**HIGH VISTA ESTATES: HOME OWNER ASSOCIATION (HOA)
HELPFUL INFORMATION & SERVICES FOR RESIDENTS**



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Addresses

- The Main Gate address 22 Vista Falls Road, Mills River, NC 28759
- The South Gate address is 1 High Vista Drive, Mills River, NC 28759
- The Back Gate address is 3 Beech View Road, Mills River, NC 28759
- The HOA mailbox is Box 1467, Skyland, NC 28776
- The POA address is 88 Country Club Road, UNIT A, Mills River, NC 28759
- Chestnut Mountain Club address is 88 Country Club Road, Mills River, NC 28759

*NOTE: Chestnut Mountain Golf Course/Club is privately owned and a separate entity, as is the POA/High Vista Amenities Association, from the High Vista Homeowners Association.

Community Facebook Group

High Vista Official HOA

*NOTE: Go to the Facebook page and ask to be added to the group after answering questions. The administrator reviews and approves requests.

Telephone Numbers & Emails

HOA High Vista Board Member please call 828 989-9483 or email APHighVistaHOA@gmail.com.

POA Business Administrator, Graham Hays, please call 828 595-2888 or email at grahamhighvistatpoa@outlook.com

Chestnut Mountain Golf Course/Club, please call the Pro Shop at 828 393-4531 or email info@chestnutmountaingolf.com

Owners Responsibilities

Log in and set up personal account in PayHOA

Notify HOA through payHOA or APHighVistaHOA@Gmail.Com for key fobs and/or need names added to the entry system/call box at Main Gate

Maintain property

Maintain condition of home

Maintain landscape, mow lawn

Leaf removal from lot

Maintain driveway culverts and ditches

Address trees that could pose a hazard to roads, neighbors properties, remove fall trees/debris and remove any trees that have fallen on personal property

Follow covenants and policies - note that if HOA doesn't say something, it doesn't mean it's okay.

Attend annual HOA meeting and vote either in person or via proxy

For more information, see Lot/HomeOwners Responsibilities in Covenants 6 and 18

HOA Services Provided to Residents in High Vista

Common area maintenance

Community improvement such as common areas flowers, lawn mowing, seasonal flower planting

Ditch & Culvert maintenance (Covenant 18)

- Unclogging of culverts under the road; not driveways

- Replacement of failed road culverts

- Maintaining check dams in road ditches

- Building and maintaining plunge pools as needed

- Maintaining reflective markers at culverts

Maintaining Roads including repairing road potholes

Removal of fallen trees and debris off roads (charged back to owner)

Painting and maintenance of road fog lines

Installation and maintenance of road signs

Snow removal (see policy for criteria)

Gate maintenance at 3 locations - Main, South and Back Gates

Access controlled attendant at the main gate from 7:00 AM - 7:00 PM Monday - Friday, 8 AM - 5 PM Saturday and Sunday

Maintaining building standards for new homes within the architectural guidelines established by the housing committee

Financial Mgt: AP/AR, Financial Reporting, Taxes, Billing, Collections, Asset Management.

Communications

Document Management

Governance; Policies and enforcement of the Covenants.

Process Management

PayHOA

What is PayHOA?

This is the HOA management software. Every resident in High Vista should login and set up their own individual account portal. Once the portal is created, an account activation email will be sent via the PayHOA system to the email provided. The HOA board sends email and text message communications via PayHOA. Please make sure home address, telephone number, and email addresses are correct in the portal.

Reasons to use PayHOA. You can.....

See HOA billing statements and make payments directly through account portal

See broadcasts and texts sent from the HOA board

Review past HOA documents

Directly email an HOA board member

The following requests must be made by all homeowners and can easily be done via PayHOA:

- Tree Removal Permits
- New Home Build Permits
- Exterior Painting Requests
- Fire Pit Requests
- Exterior Modifications Request Forms(see Housing Committee specification requirements
- General Inquiries
- Billing or Payment Inquiries

HOA Billing Statements and Dues Payments

Dues Payment Options:

Annually:

Dues paid annually are due April 1st of each calendar year. They are considered late if payment is not received by May 1.

Quarterly

Dues are paid in 4 payments. Payment due dates are 4/1, 7/1, 10/1 and 1/1. Their respective late dates are 30 days after due, 5/1, 8/1, 11/1 and 2/1.

Dues are currently \$1,125 per fiscal year.

HOA members have 2 options to make HOA payments:

1. Sign into [PAYHOA.com](https://payhoa.com)
Log into your member account
Click on billing statements > payments > payment link
2. Mail a check payable to High Vista Estates HOA to

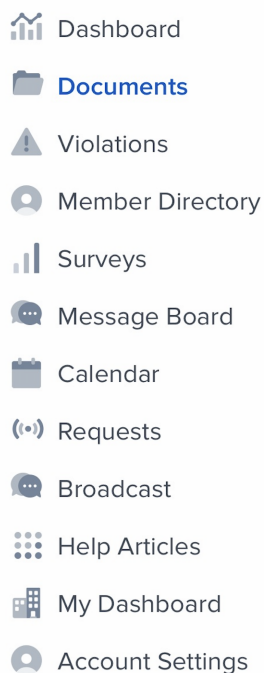
High Vista Estates HOA, Box 1467 Skyland, NC 28776

3. Write a check made out to High Vista Home Owners Association; make sure to include the applicable property address in the Memo line. Drop it off to the South Gate HOA box located on the door.

***Please note:** If you pay via credit card, standard fees apply.

Member Directory within PayHOA

There is a feature called "Member Directory" in PayHOA in account portals. The "owner's portal" allows choice for which pieces of contact information to share with the other owners in the High Vista Community. Sharing information is completely by choice; by default, no personal contact information is shared. As indicated in the screenshot below, every member has the option of selecting what contact information to share. Regardless of what individual information is shared, members can view what others in the community have shared.



If members aren't comfortable with signing on and making the changes, but would like to be in the directory, please reach out with a General Inquiry request through payHOA, and one of the board members will get in touch to help.

HOA Annual Meeting

HV HOA operates on a fiscal calendar year 4/1 - 3/31.

HOA annual meetings will be held in March. The HOA gives notice via facebook and PayHOA at least 20 days in advance. As per HOA governing documents, Annual Meeting information is sent out via USPS, with 20 days notice.

The annual meeting includes a "Year in Review" presentation, board elections, any proposed covenant changes and/or special assessments. A quorum of 10% is needed at the annual meeting. Any covenant changes voted on at that time require a $\frac{2}{3}$ majority of votes casted within our community. Proxies are accepted up to and at the meeting. Only accounts in good standing (not in legal and not past due) are eligible for voting.

Voting and Election of Board Members

There are 9 positions on our HOA board, 8 elected, 1 appointed. Community members can serve 2 consecutive terms before a one year break is required.

When there are open board positions, the community is notified via PayHOA. Everyone is encouraged to serve on the board at least once and to be involved in a leadership role within our community.

Electricity

Duke Energy - 800 777-9898 (both Buncombe & Henderson counties)

Gas

Currently 2 options:

1. Propane - Blossman Propane Gas
 - a. Telephone: 828 667-0437
 - b. Email: <https://www.blossmangas.com/>
2. Natural - Dominion
 - a. Telephone: 866 366-4357
 - b. Email: <https://www.dominionenergy.com/north-carolina-electric>

Water & Sewer

In the Falls section, Hendersonville Water for water and Carolina Water for sewer.

Hendersonville Water Telephone - 828 697-3052, 24/7 emergency number is 828 697-3073

Email - <https://www.hendersonvillenc.gov/water-and-sewer>

Carolina Water Service Telephone - 828 667-5700, 24/7 emergency number is 800 525-7990

Email - <https://www.myutility.us/carolinawater>

In the Estates section, Carolina Water Service for water and individual septic systems for sewer.

Carolina Water Service Telephone - 828 667-5700, 24/7 emergency number is 800 525-7990

Email - <https://www.myutility.us/carolinawater>

Telephone Service

AT&T

Telephone - 888 527-2928

Cable & Internet

Optimum

- Telephone - 877 384-8743
- Email - www.optimum.com

Direct TV

- Telephone - 877 942-4810
- Email - www.directv.com

AT+T + Fiber Optics through AT+T is available within the Falls

- Telephone - 855 410-4254
- Email - <https://fiber.att.com>

Starlink

- Telephone - 888 864-1321
- Email - www.starlink.com

Mailboxes

In the Falls section, cluster mailboxes are provided by the HOA. If the previous owners didn't leave keys to the mailbox, go to the Fletcher Post Office to obtain keys.

- Fletcher Post Office address:
3616 Hendersonville Road, Fletcher, 28732

If you live in the Estates individual roadside mailboxes are owned and provided for by the property owner.

Post Offices

Etowah Post Office

- 124 Etowah Center Drive, Etowah, 28729

Fletcher Post Office

- 3616 Hendersonville Road, Fletcher, 28732

Arden Post Office

- 2385 Hendersonville Road, Arden, 28704

Skyland Post Office

- 1950 Hendersonville Road, Skyland, 28776

Garbage Pickup

Buncombe County

FCC Environmental Services. Pick up day is Tuesday and recycling is picked up every other week.

- Telephone - 877 913-1450
- Email - fccenvironmental.com

Henderson County

McMinn Waste Removal

- Telephone - 828 890-8151
- Email - mcminnwaste.com

Maybin's Garbage Services

- Telephone - 828 692-9872
- Email - maybinsgarbage.com

Waste Management

- Telephone - 828 6970-3084
- Email - wm.com

Republic Services

- Telephone - 828 253-3929
- Email - republicservices.com

Garbage and Recycling Locations near High Vista

Buncombe County

190 Hominy Creek Road

Asheville, NC 28806

Henderson County Recycling Station/Convenience Center
265 Convenience Center Drive
Hendersonville, NC 28791

Libraries

Buncombe County Skyland Library
260 Overlook Road, Asheville 28776

Henderson County (Library is located in the Mills River Park)
124 Town Center Drive, Mills River 28704

Electronic Key Fobs for the 3 Gates to High Vista

Key fobs should transfer with home/lot ownership. If the previous owners of your home didn't leave behind their key fob(s), they can be purchased from the HOA. Please email APHighVistaHOA@gmail.com to request a fob(s). The current cost is \$60 per fob. Limit 4 key fobs per address.

Electronic key fobs are the primary method for gaining access to the neighborhood. The signal from the key fob operates with the call box, not the gate. Press the key fob button the closest to the callbox as possible.

Visitors & Main Gate Callbox

The callboxes are located on the left hand side of gate entrances

It is each homeowner's responsibility to communicate with PayHOA or via email at APHighVistaHOA@gmail.com to notify them of every member of your household that requires a 4 digit code. The name of all household members will be programmed into the telephone directory system with a specific 4 digit code. This is designed to protect privacy by keeping the telephone number hidden. The telephone number will not be displayed on the entry system. Visitors use the four digit code to call the correct telephone number upon arrival at the call box. The 4 digit code that can either be looked up in the callbox or given out in advance to visitors.

The telephone entry system or call box utilizes A and Z scroll buttons to help a visitor locate the desired resident name. Pushing the A button will cause the resident list to

scroll up; pushing the Z button will cause the list to scroll down. Holding down either A or Z will scroll rapidly through the directory. The up and down arrows on the callbox allow visitors to scroll the alphabet to find the correct name. Names are listed in alphabetical order by last name and the currently selected name is marked by an ">" arrow. Example: Arthaus, J >.

Once the visitor has found the correct name on the screen, the visitor simply presses the **CALL** button to be connected to the desired resident's telephone. The number provided to the HOA will ring. The visitor then drives to the right lane, so that when you press 6 on your phone, the guest will be in position to go through the gate. Hopefully no one will pass them, resulting in having to back up and do it all over again. Please pass this information to guests. It's understood this process is challenging sometimes. If a visitor has already been given the 4 digit code, pull up to the callbox, enter the 4 digit code on the keypad, and then press call. This will call the telephone linked to the code.

When the number 6 is pressed on a call from the call box, the entry system will respond with a confirmation tone indicating that the gate is opening, and then will automatically disconnect the call. The gate will open for the visitor. Simply hang up to deny access.

If the HOA member's line is busy, the visitor can press the #key or the CALL button to hang up, then try again.

IMPORTANT NOTE:

The gate will stay upon for approx 15 seconds. Visitors need to proceed with caution through the gated area, without stopping or loitering. Failure to comply with these instructions may result in damage to the visitor's vehicle. Broken gate incidents will be charged to the HOA member or business responsible.

Trees & Fallen Trees

Homeowners are responsible for maintaining the trees on personal property/lot(s). If trees are overhanging any road in the neighborhood, it is the member's responsibility to keep trees/shrubs/landscaping out of road right of ways.

Homeowners are responsible for removing any fallen trees and the debris from their lot(s). See covenant 6. Homeowners will be charged for trees/or debris from road right of ways that came from personal property.

Community communication is strongly encouraged between neighbors. Issues between properties (i.e. a tree that is about to fall or has fallen onto a neighbor's property) please do the following:

Again, always start with talking to neighbor

Follow up with a certified letter to the neighbor and a copy to their insurance company

If a tree falls on the road, the HOA may try to reach you before hiring someone to remove it from the road. It is the property owner's responsibility to cover the cost of removal from the road and from their property.

Tree permits are required for removal of any tree from a HOA member's lot. The permit must be sent to the HOA board through PayHOA.

Please note:

The HOA does not get involved in disputes with neighbors.

Housing

All requests related to Housing: Exterior changes including painting, roofing, extensions etc., fences, tree removal, fire pit installation are all submitted through the PayHOA system. Various fees may apply and are available in the **PayHOA** documents.

The hours allowed for construction contractors to be working on site are from 7:00 AM to 7:00 PM Monday through Friday and 8:00 AM to 5:00 PM on Saturday and Sunday. If a member has a special event that requires extended gate hours, make a request through PayHOA. No exterior residential construction work will be performed on Sundays or the following national holidays: New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day.

Selling Your Home/Lot & Realtors

For The Falls and Estates, please contact the HOA board through PayHOA or via email at APHighVistaHOA@gmail.com to learn about the "High Vista Signage Policy."

The contact for La Vista Condominiums is Paula DeLorenzo
delorenzop@gmail.com.

Home showings ideally take place when a guard is in attendance at the main gate.

Home Rental Policy

Home rentals require a 90 minimum term lease, and homes cannot be rented more than 2 times per year. Copy of Rental/Lease agreement must be sent to APHighVistaHOA@gmail.com for HOA records. See covenant 28 adopted 5/13/2019.

Moving Vans

Please notify the HOA **in advance** at APHighVistaHOA@gmail.com with information such as the dates, size of vehicle(s), and times that moving vans are expected to arrive and how long they will stay. Please be considerate of your neighbors to ensure that cars can pass, and that moving vans, trucks do not block the roads or obstruct traffic flow. Neighbors often talk to each other about this and/or post messages on the HV HOA Official Facebook page.

Permitted Moving Times

Moving vans/trucks must enter and exit the neighborhood through the Main Gate whenever possible during the hours the main gate is manned.

Van/Truck Size

Please notify High Vista Security at 828 891-8418 or email them at highvistaguardhouse@gmail.com in advance of the scheduled move.

It is **HIGHLY RECOMMENDED** that the moving company/or driver go to the property in advance of the scheduled move. Homes in higher elevation or on the mountain cannot be reached by large trucks and will need smaller trucks/vans. Generally, large moving trucks can get in the Falls, but large trucks must offload for homes in the Estates. One offloading area is located at the corner of Vista Falls Road and Elkhorn Court.

Again, it is strongly encouraged to communicate and coordinate this with High Vista Security in advance, in addition to HOA notification.

Garage/Estates Sales

As per HOA Governing documents, garage sales are not permitted. Estate sales have been approved on a case by case basis. Please make your request through PayHOA or APHighVistaHOA@gmail.com.

Emergency Numbers

Buncombe County:

Fire (call 911) - Skyland Fire Department 828 684-6421

EMS (call 911) - 828 250-6650

Non Emergency - 828 250-6670

Sheriff - 828 250-4503 24/7 or 911

Henderson County:

Fire (call 911) Mills River Fire & Rescue 828 891-7959

EMS (call 911) 828 697-4827

Non Emergency - 828 697-4911

Sheriff - 828 697-4596 (closes at 5pm)

****All Emergency departments have their own access to High Vista and can gain access to our community 24/7.**

NC State Patrol:

State Highway Patrol Main Number - 919 733-7952

Miscellaneous:

NC Wildlife Commission 1 800 662-7137

Road Conditions 511

Duke Power 800 769-3766 (800 POWER ON)

Department of Transportation 828 693-9533

Drivers License Office 828 692-6915

District Attorney's Office 828 694-4200

Animal Shelter 828 697-4723