

WOOD CREEK HOMEOWNERS'

ASSOCIATION

A DESIRABLE & WELCOMING RESIDENTIAL COMMUNITY



HANDBOOK OF

USEFUL INFORMATION

FOR NEW RESIDENTS

January 2019

PROPERTY MANAGEMENT INFORMATION

To pay monthly association fees,
To request maintenance or a variance, and
To obtain general information, call or write the property management company:

CROFTON ASSOCIATES, INC.
111 MARSH ROAD, SUITE 1
PITTSFORD, NY 14534
585-248-3840

Office hours are 8:30 am to 5:00 pm weekdays.
When the office is closed, the phone is forwarded to an answering service.

BOARD OF DIRECTORS

The Board of Directors is a 7-member, volunteer board. The Board meets monthly. Residents are encouraged to attend board meetings.

Board of Directors	Office	Term Expiration
Tom Shay	President	2021
Joyce Pluta Haag	Vice President	2021
Chuck Minster	Treasurer	2021
Ginny Quinn	Secretary/Communications	2019
Will Ruby	Operations	2020
Howard Cone	Asst. Treasurer/Asst. Operations	2020
Bob Gerace	Director	2019

I. INTRODUCTION

Wood Creek is a 126-unit townhouse development. Units are privately owned, and each owner is a member of the Wood Creek Homeowners' Association. Adjacent to the townhomes, and not affiliated, are Wood Creek Condominiums and Wood Creek Apartments.

The Association is responsible for the maintenance and appearance of the exterior of the buildings and the surrounding property. To preserve the uniformity of these areas, there are rules and regulations that govern their use. However, in order to meet the needs of individual homeowners, variances can be submitted for the approval of the Board of Directors. More information about variances is in Section V of this Handbook. When a homeowner has an approved variance, it may require the homeowner to accept responsibility for future maintenance of requested change.

The Association is directed by the Board of Directors that is made up of Wood Creek residents who volunteer to run for the Board and are elected by the homeowners. The Board delegates responsibility for managing services such as grounds keeping, trash collection, snowplowing and so on to the Property Manager. Monthly Association fees cover the costs of these services.

In this Handbook we have included many of the rules and regulations that help protect the integrity of Wood Creek's architectural design and landscaping. Also included is a list of the official Association Documents, which contain all of the rights and responsibilities of homeowners and the Board of Directors. It is important that you read and understand these documents so that you will know how your Association works and what you can and cannot do with regard to your home and the common areas.

The Wood Creek website at www.woodcreekhoa.org has much information and news about Wood Creek and the surrounding community, including upcoming events and important notices for homeowners. It is frequently updated - visit it often. The Wood Creek Newsletter is distributed to all residents, usually on a quarterly basis. The Newsletter is available by home delivery, by email, and is posted on the website.

The Board of Directors and residents of Wood Creek are committed to protecting the investment we have all made in our homes and work to ensure that Wood Creek will continue to be a community where people like to live.

II. GOVERNING DOCUMENTS

Wood Creek is incorporated as a Community Association under the New York State Not-for-Profit Corporation Law. The rights and responsibilities of the Homeowners and the Association are spelled out in a hierarchy of documents. Each document takes precedence over the documents that are below it. This hierarchy consists of:

The Certificate of Incorporation - describes the basic things the Association can and cannot do and how it is to be organized. To change the Certificate, the Association must petition the NYS Department of State.

The Wood Creek Declaration, dated August 9, 2004 - is a comprehensive description of the rights and responsibilities of the Homeowners and the Association, as well as how the Association is organized. Every Homeowner signs an agreement to abide by the Declaration as part of the closing process on the property. The Declaration is on file with the County Clerk along with the Deeds for the property. An amendment to the Declaration requires a hearing and written approval of 75% of the Homeowners.

The Wood Creek By-laws, dated June 19, 2014 – describes how the provisions of the Declaration will be implemented. An amendment to the By-laws requires the approval of 67% of the Homeowners present in person or by proxy at an official meeting of the Association.

The Wood Creek Policies, dated January 21, 2013 -is a collection of rules, regulations and procedures that apply to Wood Creek. They are established and changed by the Board of Directors. (see Section IV of this Handbook.)

You should become familiar with these documents and what they contain. If you have any questions concerning the Association or your rights and responsibilities as a homeowner, you can always call the Property Management Office for information.

The current Declaration and By-laws are on the Wood Creek website at <http://www.woodcreekhoa.org/> and other documents will be added in the future.

When you closed on the purchase of your home, you should have received a copy of the *Offering Plan*, which includes the original Certificate of Incorporation, Declaration and By-laws as well as a copy of the current amended Declaration and By-laws. These documents are required when you sell your home. If you don't have a copy, please call the Property Management Office and request one. (There may be a fee for this service.)

III. HOMEOWNERS' RESPONSIBILITIES

- Abide by the Wood Creek Declaration, By-laws and Amendments, and Policies of the Wood Creek Homeowners' Association.
- Work cooperatively to improve the quality of life within the Wood Creek community.
- Direct all requests for information, services, and variances as well as questions and concerns to the Property Management Office.
- Promptly report all leaks, structural problems and safety concerns to the Property Management Office.
- Pay monthly association fees on time. Fees are due the first of every month. Association fees cover operational expenses such as landscaping, snow removal, general insurance for the Association, trash collection, water usage, and so on. A percentage of your association fees also funds the capital reserve fund.
- Ensure that those who reside on your property, e.g. tenants, friends or relatives, adhere to all rules and regulations.

IV. POLICIES

The purpose of this handbook is to offer new homeowners some useful emergency and general information and to introduce the homeowner to some of the Association policies. A complete and current copy of the Wood Creek Homeowners' Association's Policies is available on-line (www.woodcreekhoa.org) for homeowner's review. Other rules are contained in *The Wood Creek Documents* and in the *By-laws and Amendments*. The Association Board of Directors is responsible for ensuring compliance with all of the Policies, By-laws and Rules of the Association. It is important to check with the Property Management Office if you are uncertain what rules apply to any particular situation.

Policy #04 Combination Screen and Storm Doors, Storm Windows and Screens

- A variance request must be submitted to the Wood Creek Board and approved prior to the installation of any combination screen/storm door, storm window or screen. (See policy for detailed information on restrictions and limitations.)

Policy #36 Parking Regulations

- Owners must park only in their own driveway or garage.
- Overnight parking by Owners in driveways is permitted but discouraged.
- The Association will not plow driveways that have cars parked in them.
- Owners are encouraged to request the use of neighbors' driveways for visitors when needed.
- Visitors may park on one side of the street only. They should park on the side of the street opposite the mail boxes. Areas of "No Parking" are marked and must be obeyed.
- No overnight parking is permitted on the street by anyone at any time. Overnight guests can park in their host's driveway or at the Guest Parking Lot on lower Creek Ridge. Alternate overnight parking may be along the berm on Wood Creek except during winter months.
- Large or unsightly vehicles such as commercial vehicles, vans, campers, etc. cannot be parked anywhere at any time (except for pick-up and delivery) unless permission is granted by the Board of Directors. (See Article X, Section 10.11 of the Wood Creek Declaration.)
- Garage doors shall be kept shut except when in use for entering or leaving the garage (See Article X, Section 10.15 of the Wood Creek Declaration).

Policy #45 Coverings on Decks

- No coverings (carpeting, paint, etc.) will be allowed on decks except for fireproof mats designated for use under grills. The Owner is responsible for removal of any unauthorized covering and the repair of any damage that occurred as a result of the covering.

Policy #73 Window Boxes

- A Variance Request is required for any new or replacement box.
- Installation, maintenance, and removal of window flowerboxes shall be the responsibility of the Homeowner.
- Any plantings in the box(es) are to be maintained by the Homeowner.
- The box must harmonize with the exterior of the Unit. (See policy for detailed information on restrictions and limitations.)

Policy #78 Penalty for Late Payments

- Payment of Association fees is due the 1st of each month. Payments received after the 15th of the month are subject to a late charge of \$25.

Policy #991 Installation of High Efficiency Furnaces

- A Variance Request must be submitted to the Wood Creek Board for architectural review and guidelines.
- The high efficiency furnace should be UL listed and installed following the manufacturers recommendations. PVC exhaust and intake duct work should be vented either to the rear or side of the townhouse provided this complies with the manufacturer's instructions. Should it be necessary that the PVC exhaust and intake ducts be vented at the front of the townhouse, an on sight inspection by the Architecture Review Board is required prior to the installation. In all cases the PVC exhaust and intake ducts must be painted to match the color of the dwelling. Cost of painting is to be covered by owner.

Policy #103 Replacement Window Policy

- Exterior windows may be replaced by the Homeowner provided certain conditions are followed, and requires a variance. Contact the Property Management Office before contracting for any window replacement work.

Policy #105 Bird Feeders or Bird Houses

- In order to put up a bird feeder or a bird house, the homeowner must request a variance. The variance form must include a drawing with dimensions. The material and construction should harmonize with the setting. Any support should be as inconspicuous as possible.
- The variance form must state where the bird feeder or bird house will be located. They must be placed in an area that will not interfere with landscape maintenance. They may not be attached to a deck. Excluding decks and patios, all bird feeders must be at least twenty (20) feet from a townhouse. The distance limitation does not apply to hummingbird feeders.

- Bird feeders may be used only between October 1st and April 3rd. During the rest of the year, either the bird feeders or the food must be removed.
- Any bird feeders or bird houses which become an attractive nuisance, causing discomfort or annoyance to neighbors or which attract undesirable animals or insects, must be removed when requested by the Property Manager.

Policy #106 Pets

- Pets are permitted. Please keep them on a leash.
- No more than two pets (dogs, cats or other domesticated household pets) are permitted in each unit. No reptiles or insects are permitted. (For complete information on rules pertaining to pets, see Article X, Section 10.02 of the *Wood Creek Declaration*.)
- Pet droppings must be picked up and disposed of by the homeowner. Owners will be responsible for the actions of their pets.
- Report pets running loose to the Pittsford Dog Warden.
- Dogs must be licensed by the Town of Pittsford.

V. GENERAL INFORMATION

Procedure for Handling Requests for Variances:

- Any change to the exterior of your unit or property requires variance approval before any work is begun. For example, a variance is required for changes to exterior doors and windows, including garage doors; any landscaping changes; and hanging or adding anything to the exterior of your unit.
- Requests for variances must be submitted to the Property Management Office at least 10 calendar days before the next scheduled BOD monthly meeting. There is a 2-page Variance Request Form to make application easier. A copy of the Variance Request Form, is provided with this handbook. Contact the Property Management Office for more information and variance forms.
- Any approved variance requires the current homeowner to assume all costs associated with it, per variance request. New homeowners should contact the Property Management Office for more information on previously approved variances pertaining to their unit.
- When an owner makes a change without following the variance procedures, the owner is responsible for all costs associated with returning the unit to its original state/condition, as requested by the Association. See Policies #28 and #43 for more information.

Trash and Recycling Collection:

- Trash and recycling pick-up days are Thursdays, beginning at 6:00AM. If a holiday falls prior to Thursday, pick-up is on Friday. For example, Memorial Day is commemorated on a Monday, so the trash collection for that week will be on Friday.
- Please retrieve trash cans and recycling bins as soon as possible after pick-up.
- Do not put trash out in plastic bags alone as birds and animals break into the bags and spread the trash around. Use a covered trash can.

Snow Plowing:

- A contractor supervised by the Property Manager plows driveways, private roads and sidewalks. Our contract calls for plowing whenever the snowfall is 3 inches or greater, and first run completed by approximately 7:00 am with an overnight snowfall. Sidewalks are typically shoveled later in the morning with an overnight snowfall.
- The Association will not plow driveways that have cars parked in them.
- The Town of Pittsford plows Wood Creek Drive, which is the only public street in Wood Creek.

Communications:

- The Wood Creek website at www.woodcreekhoa.org has information and news about Wood Creek and the surrounding community, including but not limited to: monthly Board minutes, the quarterly newsletter, upcoming events and important notices for homeowners. Please register as a resident to gain access to this content.
- Wood Creek has an informal communication system called the Pods. One individual from each of the 9 Pods takes responsibility to distribute the Newsletter, flyers of community events and/or special meeting notices.
- If you fail to get satisfaction from the Property Management Office for a work order submitted or for any other reason, you should contact a Board member.

Maintenance Responsibility Matrix:

Wood Creek Homeowners Association Responsibility Matrix clarifies what is a homeowner's responsibility versus what is a Property Management responsibility, or when the responsibility lies elsewhere. It is an important document that the homeowner needs to keep handy as these are things that we all need to know. Please check the Matrix before you call the Property Management Office to submit a work order. A copy of the Matrix is included with this handbook.

When the Homeowner is Away:

Before leaving for an extended period of time (more than one month):

- Every homeowner should have emergency contact information on file with Crofton Associates.
- Give someone you know a key and your contact information and ask them to check your home at least once a week.
- Tell the Property Management Office who has your key, when they will be checking your home, and what their phone number is.
- Secure your home to guard against water line breakage and burglary. Turn off water and drain interior plumbing system. Replace washer hoses older than 7 years.
- Keep an adequate amount of heat in the home. Setting the thermostat no lower than 55°F is recommended.
- Discontinue newspaper and mail delivery.

IN AN EMERGENCY

Dial 911 for all Police, Fire and Medical Emergencies

Rochester Gas & Electric (RG&E)

Power outage	1-800-743-1701
Natural gas emergency	1-800-743-1702

Other Important Phone Numbers

Fire Marshall	248-6265
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Monroe County Sheriff, Pittsford Office	753-4370
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Town of Pittsford	248-6200
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After hours, weekends and holiday emergencies, call	248-6212
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Sewers	248-6490
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Wood Creek has a sewer pump located in a clump of bushes on Wood Creek Drive near the Route 31 intersection. A light on the top of the unit turns on in case of pump failure. If you see the light, please call.

NOTES/OTHER INFORMATION