

Welcome to Highland Lakes

Getting the Most out of Highland Lakes Condominium Living

Highland Lakes Condominium Association (HLCA)

Contact Information:

20301 Silver Spring Drive
Northville, MI 48167

Tel: 248-349-4006

Fax: 248-349-8821

Email: clubhouse@hlca.us

AFTER HOURS EMERGENCY:

248-349-4006

Other Important Phone Numbers:

Emergency	911
Northville Township Police – Non-emergency	248-349-9400
Northville Township Fire – Non-emergency	248-348-5807
Township Water Department	248-348-5820
Consumer Energy Gas	1-800-477-5050
DTE Electric (Power Outage)	1-800-477-4747
Comcast Cable	1-734-459-7300
AT&T	1-866-636-6683

Issued To: _____

Issue Date: October 11, 2019

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WELCOME TO HIGHLAND LAKES CONDOMINIUM ASSOCIATION (HLCA)

We would like to welcome you to our beautiful Highland Lakes. Condominium living may be a new experience for you. No mowing lawns, shoveling snow, or repairing roofs. Instead, you can enjoy the beautiful lakes, fishing, swimming and boating in the lakes, exercising in the Clubhouse Exercise Room, swimming in the pool in the summer, sunbathing on the pool deck, playing tennis, or hiking around HLCA trails; these are some of the amenities Highland Lakes offers for your pleasure. Just as you can enjoy the amenities at Highland Lakes, there are responsibilities that come along with being a Co-Owner and a good neighbor.

Highland Lakes is a self-managed Association, so everyone living in Highland Lakes has a vested interest in the operations, improvements, and maintenance of the Association. By-Laws and the Master Deed determine the operations of the Association. The By-Laws were developed to protect the interests, values, and aesthetics of our community. By living in your new HLCA condo, you agree to abide by the procedures, policies, and rules set forth in the By-Laws, Master Deed, and directives of the Board of Directors. Management and the Board of Directors are here to help make owning a condominium in Highland Lakes a great experience as well as enforce the rules to protect everyone's interests.

It is the responsibility of all residents to read, understand, and follow the By-Laws, Master Deed, Co-Owners Manual, and Board Directives published in the monthly newsletter, the *Herald*.

A special thanks goes to Marianne Brandt who developed this Welcome Manual for your convenience which is based on the By-Laws and announcement in the *Herald*. In addition we would like to acknowledge Barbara Adams, Kathleen Connor, Barbara Evans, and Michele Sutterfield for their time and effort in reviewing the final document.

If you are not sure about certain aspects and interpreting any of the rules of the Association, please contact the Clubhouse office at 248-349-4006 for clarification.

Kathleen Connor

Kathleen Connor
President, Board of Directors

Joe Poma

Joe Poma
Property Manager

Highland Lakes Condo Association

MANAGING THE HIGHLAND LAKES COMMUNITY

Board of Directors

Composition of Board

- ◆ President, Vice President, Treasurer, Secretary, and three Directors
- ◆ Members are Co-Owners and are elected yearly on a rotating basis
- ◆ Directors serve two-year terms

Function of the Board

- ◆ Sets policy and procedure for the Association in compliance with the Master Deed and By-Laws

Association Meetings

- ◆ Meetings are held at 7:00 p.m., on the 3rd Monday of each month
- ◆ Meetings are open to all members of the Association
- ◆ Purpose of the Meeting
 - To review policies and procedures
 - To address concerns raised by Co-Owners
 - To report the findings and progress of committees

Committees

In order to have Highland Lakes function harmoniously and efficiently, the input and involvement of Co-Owners is paramount. The following Committees are always eager to accept new members:

- ◆ Clubhouse
- ◆ Court Captains and Neighborhood Watch
- ◆ Engineering
- ◆ Family Social
- ◆ Finance
- ◆ Grounds
- ◆ Herald
- ◆ Insurance
- ◆ Lakes Ecology
- ◆ Pool RV
- ◆ Tennis
- ◆ Vision

Association Fees

The Association fees are set by the Board of Directors each year based upon recommendations from Management and the Finance Committee; the condo fee includes property insurance, heat, water, garbage removal and items listed below under Responsibility of Condo .

- ◆ Fees are due by the first of the month
- ◆ Late charges **will** apply after the 10th of the month
- ◆ Delinquent accounts will be aggressively pursued

Note: *If you have a gas dryer, gas fireplace and/or gas grill please notify the Clubhouse for adjustment of your fees*

Day to Day Management of Highland Lakes Condominium Association

The property is self-managed by a Property Manager, Administrative Staff, and Maintenance Staff, as directed by the Board of Directors.

- ◆ The Property Manager supervises the Maintenance Department, Administrative Staff, and Lifeguard Staff
- ◆ The function of the staff is to carry out the duties pursuant to the By-Laws, Master Deed, policies, procedures, rules, Board Directives, and community relations protecting the interest of the Co-Owners
- ◆ The Co-Owner Manual contains important Highland Lakes Community information as well as rules and procedures for Co-Owners to follow

Responsibility of the Association

The Association is responsible for the maintenance of all *outside* areas; also called “Common Ground”, such as:

- ◆ Roofing and siding
- ◆ Fencing around patios – excluding gates
- ◆ Mowing lawns - common grounds
- ◆ Watering lawns – common grounds
- ◆ Snow removal
- ◆ Maintenance of sidewalks
- ◆ Removing leaves from gutters
- ◆ Painting the outside of entry doors and shutters – colors must be on the approved list
- ◆ Trimming bushes except in individual patio areas
- ◆ Most outside repairs except your front porch and patio area
- ◆ Vegetation of the common areas (Common Ground)
- ◆ Watering of lawn areas
- ◆ Repairing of basement leakage caused by rods in construction only
- ◆ Removal of all leaves from trees on common grounds
- ◆ Payment of insurance coverage for the outside of the units

Responsibility of the Co-Owner

- ◆ Each co-owner should be in possession of a copy of the 1. By-laws, 2. Master Deed, 3. Co-owner Manual. If previous owner did not leave a copy, please request a copy from the previous owner or from the clubhouse (for a fee)
- ◆ Complete Census form and submit to Clubhouse as soon as possible after moving in
- ◆ Secure HLCA Identification and update every year by May 1 to use HLCA facilities
- ◆ Insurance for personal property and any additions made to the inside property
- ◆ The Co-Owner is responsible for all *inside* maintenance of their unit, such as windows, doors, porches, door walls, patios, and patio maintenance
- ◆ All other maintenance related to the upkeep of the unit, except for basement leakage caused by rods in construction.
- ◆ Lawns without automatic sprinklers or the part of the lawn where sprinklers don't reach should be watered by nearby Co- Owners
- ◆ Leaves on patios must be removed and put into PAPER compost bags and placed OUTSIDE trash bins

THE HIGHLAND LAKES COMMUNITY

Logistics

- Located in Northville Township between 7 and 8 Mile Roads
- Silver Spring Drive is a County road that connects 7 Mile Road and 8 Mile Road and is maintained by WAYNE COUNTY. As a courtesy to the residents, the HLCA Maintenance Department does much of the snow removal on Silver Spring Drive.
- All other roads in the Community are maintained by HLCA
- Three (3) lakes are part of Highland Lakes, they are: Crystal Lake, Silver Spring Lake, and Swan Harbor Lake

Building Statistics

- Built from 1971 through 1976
- There are 95 buildings and 691 condominium units
- Each *building* is assigned a number 1 – 95 and contains a cluster of 6-8 units
- Each *unit* is assigned a number that is different from the street address – units are numbered 1 through 691
- There are several different models in the Community, they are:
 - Belfast
 - Brigadoon
 - Canterbury
 - Dundee
 - Edinburgh
 - Glasgow
 - Falstaff
 - Highland
 - Loch Lomond

Information for Renters

- Co-Owners are responsible for educating and informing renters of the Association's policies and procedures and passing on a copy of the By-Laws and Co-Owners Manual
- Co-Owners are responsible for any action by their renters and guests
- If renters want to use the Highland Lakes facilities, the co-owner must relinquish their rights and submit this in writing to the clubhouse

Parking

- Each building is assigned to a Court
- Each unit is deeded one parking space, however additional parking is available in un-numbered spaces
 - ◆ Some courts may have two numbered parking spaces, some courts have one numbered space and one non-numbered space, and some courts are not numbered at all
 - ◆ Parking in another's assigned space is allowed only with that Co-Owner's written permission
 - ◆ Anyone can park in non-numbered spaces; however, Co-Owner parking takes precedence over guest parking
 - ◆ Parking on one side of the street is allowed except on Silver Spring Drive where there is no parking allowed

Guest Parking

- ◆ Allowed only in available non-numbered spaces
- ◆ Additional parking is available in the Clubhouse parking lot
- ◆ Long term parking is available in the Clubhouse parking lot, you must register your vehicle in the Clubhouse office for long term parking

Cars that are illegally parked will be ticketed and/or towed at the owner's expense

FEATURES AND AMENITIES

What Makes Living in Highland Lakes Ideal

Important: Co-owners and renters who want to use any of the Highland Lakes facilities must be in possession of a valid **HLCA identification card** – Show proof of residence (with picture) so that an HCLA identification card can be issued (to be updated yearly by May 1).

Renters: Please make sure that the Co-owner who is renting to you transfers the right of use of HLCA facilities to you.

Clubhouse

See the *Herald* for latest hours of operation, as of January 1, 2010:

Open seven days a week

Summer hours of operation begin May 1st and run through September 30th

Monday – Friday: 9:00 a.m. – 9:00 p.m.

Sunday: Noon – 9:00 p.m.

Winter hours of operation Oct. 1 - April 30th

Monday – Friday: 9:00 a.m. – 9:00 p.m.

Saturday: Noon – 9:00 p.m.

Sunday: Noon – 5:00 p.m.

Rental of the whole Clubhouse or specific rooms

Renting the whole Clubhouse, The Highland room with or without kitchen must be approved:

Please do the following:

- Secure an application from the Clubhouse
- Check availability of desired dates
- Submit the application with a *refundable deposit*
- After clean up and satisfactory inspection of the rental room the deposit will be returned

Note: Only Co-Owners are authorized to sign the Rental Agreement and must be present during the entire event. Renters may also rent facilities, however the co-owner must have relinquished their rights of use of facilities to the renter.

Exercise Room

The exercise room with treadmill, bicycle and other equipment is available for your use

- Show your HCLA ID card to the receptionist
- Sign in at front desk
- Receptionist will give you the key for the exercise room
- Residents must be 16 years of age to use the fitness room. If under the age of 18 must have a parent or guardian present in the room.

Billiard Room

- During Clubhouse operating hours, the use of the billiard room is allowed for co-owners over 14 years of age, unless otherwise accompanied by an adult.

Library

- The Library is located on the upper level of the Clubhouse. Residents that are 14 or older may use the library with up to four guests. Residents younger than 14 must be accompanied by an adult. Books may be checked out using the honor system. You may donate your used books provided they fall within the guidelines for donated books. Games and playing are also available for use in library.

Swimming Pools

- Open between Memorial Day weekend and Labor Day weekend
 - Monday - Friday 12:00 noon – 8:00 p.m.
 - Saturday and Sunday 11:00 noon – 8:00 p.m.
- General rules for attendance and upcoming pool events are published in the *Herald*
- Only those Co-Owners in *good standing* are allowed to use the facilities
 - Co-owner must present a current HLCA Identification Card
 - HLCA Identification Card must be updated yearly in the Clubhouse office (by May 1)
- *Swimming lessons* are usually offered for children, before the pool opens, donations are accepted
- *Water aerobics* are usually offered, before the pool opens, donations are accepted
- Men's and Women's *Locker Rooms* with restrooms are open during swimming pool hours

Sauna

- The saunas are open throughout the year and are located inside the Women's Locker and inside the Men's Locker Room
- You must register with the front desk and obtain the key

Tennis Courts (2 tennis court, 1 multipurpose and 1 for other purposes)

- Open to all Co-Owners in good standing
- One of the courts is a multi-use court reserved for basketball, tennis backboard, etc.
- One of the courts is reserved for hockey, roller blades, etc.

Lakes - Beach Area and swimming

- Silver Spring Lake (behind the Clubhouse) and Swan Harbor Lake (east of Crystal Lake Drive) have a beach areas. Swimming is at your own risk.

Boats

- Non-motor boats are allowed on all lakes
- Small electric-powered motor boats are allowed (maximum thrust of 50 lbs)
- Each boat must be *registered* with the Clubhouse *annually* and must clearly display the current year sticker (\$5.00)
- Specific areas are designated for boat storage: one location on Silver Spring Lake and other locations on Swan Harbor Lake

Hiking Trails

- There are hiking trails around Silver Spring Lake and Crystal Lake as well as sidewalks throughout the Community

RV Parking

- RV Parking is available to co-owners in a special lot, if space is available. Check clubhouse for space availability. (There is a slight charge for storage)

Tool Room

- Tools, such as hedge trimmers, electric lawn mowers etc (basic garden tools) can be borrowed for 48 hours and must be checked out and back in at the receptionist.

Highland Lakes *Herald*

- The monthly newsletter, the *Herald*, is an award-winning monthly publication and the official communication between the Association and Co-Owners.
- The *Herald* is delivered to every unit, usually during the first week of each month

PLEASE READ THE MONTHLY *HERALD*, AS IT WILL KEEP YOU UP TO DATE ON HIGHLAND LAKES ACTIVITIES, BOARD ACTIONS, CHANGES IN POLICY OR PROCEDURE, ETC. as well as paid local advertisements

HIGHLAND LAKES COMMUNITY RELATIONS

Being a Good Neighbor

Respect and show consideration for your neighbor

- ◆ Introduce yourself to a new neighbor when they are moving in
- ◆ Quiet hours are between 10:00 p.m. and 8:00 a.m. Please refrain from making excessive noise. If you have a party outside, please take it inside at an appropriate time

How to Help Keep Association Fees at a minimum

Heating

- ◆ If not already installed, install a programmable thermostat that automatically adjusts the temperature when you are leaving the house for an extended period of time or at night
- ◆ Recommended temperature is 70 degrees
- ◆ Keep windows and doors closed in cold weather
- ◆ Replace worn insulation around your front door. This is a very simple procedure and inexpensive with material from local vendors
- ◆ Caulk or replace any leaking windows and doorwalls

Trash/Garbage Disposal

The trash is picked up on *Tuesday and Friday*, usually in the morning. There is a trash bin enclosure in every court. Check Trash Placement & Pickup Policy on outside of each trash bin for proper disposal

Inside Bin

DO

- ◆ Place trash and household garbage inside *heavy duty* PLASTIC GARBAGE BAGS and tie securely
- ◆ Put *dog droppings* in a small plastic bag when picking it up and then place the bag in a larger securely tied trash bag
- ◆ Place empty *planters* after soil and plants have been removed, into garbage bags.
- ◆ The soil and plants must be placed in PAPER compost bags and set outside the garbage bin

DO NOT

- ◆ Throw loose trash in the garbage bins

Outside Bin

- ◆ Large items including large boxes can be placed outside the bin the night before trash pick-up, check with the Clubhouse office for additional information
- ◆ Compost such as plant debris, shrubs, leaves, flowers, and soil from pots, must be placed in compost bags or sturdy brown paper bags.

COMPOST PLACED IN PLASTIC BAGS WILL NOT BE REMOVED BY OUR TRASH HAULER it must be placed in PAPER bags.. Compost pick-up ends November 30th each year and will not be removed after that date

Disposal of Appliances, Carpeting, and Construction Debris

- When possible, have the delivery person delivering new appliances remove the old appliance
 - ◆ If left outside the trash bin, doors must be removed from refrigerators and the Freon removed by a licensed technician
 - ◆ The refrigerator must display a Certificate of Freon Removal
- Carpeting should be removed by the contractor when possible. If not, the carpeting must be cut and tied into 4' rolls
- Construction debris MUST be removed and taken off site by the contractor

No Pick Up

Hazardous waste items such as batteries, antifreeze, paint, paint thinner, etc., will not be picked up. Contact Wayne County Department of Environment at 1- 734-326-3936 for correct disposal procedures and locations. PLEASE CONSULT THE TRASH PLACARD LOCATED ON THE OUTSIDE OF EACH TRASH BIN ENCLOSURE FOR DETAILED INFORMATION REGARDING TRASH DISPOSAL. **The Association pays fines to the trash hauling company if these rules are not followed.**

Recycling – Paper only

At this point the only recycling that is supported by HLCA is cardboard recycling. There are recycling bin dumpsters where newspapers and magazines may be recycled at the Silver Springs Elementary School on Silver Springs Drive, on the North side of the building.

Snow Removal

- The Snow Removal Policy and Procedures are published in the *Herald* during winter months
- Snow removal from sidewalks will begin when snow accumulation exceeds 1½ inches during normal working hours.
- Snow removal in courts is on a rotating basis
 - ◆ First the center of the parking lot is cleared
 - ◆ Parking spaces are cleared when all vehicles have been moved
 - ◆ Co-Owners are notified by the Court Captain when immediate car removal is necessary
 - ◆ *Ice Melter* is available at the Clubhouse and is provided free of charge to all residents; bring a sturdy container, paper bags are not advisable. Frequently, empty coffee cans are available at the front desk, ask the Receptionist if any are available for your use

Grass Seed

- ◆ Grass seed is available in the summer time in containers. Check with the Clubhouse.

INSTALLATIONS AND MODIFICATIONS

Cable TV

- ◆ Comcast and AT&T provide cable service in the Community (see front page for contact info.)
- ◆ Exterior cable routing is *prohibited*, be sure that contractors follow the guidelines as set forth by the Association

Satellite TV

- ◆ Prior to installation, a Satellite Dish Installation Request form must be obtained and submitted to the Clubhouse Office, a refundable \$50 deposit is required
- ◆ The request will be submitted to the Engineering Committee for review and their recommendation will be submitted to the Board of Directors for final approval
- ◆ Co-Owner will be notified via US Mail regarding the status of the request (approved/denied)
- ◆ After installation, contact the Clubhouse and request an inspection work order, your deposit will be refunded upon approval of the installation

Exterior Modifications – Patio, Porch, Windows, Doors, Doorwall, etc.

- ◆ Co-Owner is responsible for the replacement of windows, entry doors, doorwalls, patio gates, handrails on porches, etc.
- ◆ Prior to making any exterior modification, a Major Alteration Request form must be obtained and submitted to the Clubhouse office for approval. A refundable deposit is required
- ◆ The request will be submitted to the Engineering Committee for review and their recommendation will be submitted to the Board of Directors for final approval/disapproval
- ◆ Be sure that contractors follow the guidelines as set forth by the Association, these guidelines are outlined in the Modification Request Package
- ◆ After the modification is complete, contact the Clubhouse and request an inspection work order, your deposit will be refunded upon approval of the modification

Exterior Landscape Modifications

- ◆ Exterior landscape modifications must be submitted to the Grounds Committee for review. A Grounds Request form must be obtained and submitted to the Clubhouse office for approval by the Grounds Committee/Board of Directors.

MISCELLANEOUS INFORMATION

Safety Precautions

- The Police Department recommends to leave your porch and patio lights ON after dark during the evening/night.
- If you are walking at night, please wear a reflective vest or stripes so that you can be seen
- When walking, please walk against traffic so that you can see oncoming traffic
- In compliance with the requirements in our original by-laws a *front door key* must be submitted to the Clubhouse for safe keeping in case of emergency.

Flags

- The only flag/banners allowed to be flown is the American Flag on a standard flag pole with a Michigan flag below if desired

Pets, Critters/Wildlife/Rodent Control, Etc.

Pets

- Only domestic animals (dogs, cats, gerbils) are allowed, farm animals are not allowed
- Dogs and cats must be on a leash and under control at all times while outside
- Co-Owners are responsible for clean up and proper disposal of dog droppings
 - ◆ Put dog droppings in plastic bags and place in larger garbage bag in trash bins

Skunks & Raccoons etc.

- If you see a skunk, possum or raccoon, call the Clubhouse
 - Our animal control service will set up a humane trap
- If you have food products in your garbage, please dispose of garbage on the morning of trash pick-up (Monday and Thursdays)
- Keep the area around the trash bins clean

Canada Geese

- Contact the Clubhouse when you see large flocks of geese
- *Gooseworks*, a goose removal company, will be contacted to remove the geese

Ants, Bees, & Mice

- If you have ants, bees, wasps, or other rodent problems, contact the Clubhouse
- The exterminator comes out on a weekly basis, generally Wednesday mornings

PLEASE DO NOT FEED THE WILDLIFE (GEESE, SWANS, DUCKS, SQUIRRELS, RACOONS, CHIPMUNKS, ETC.) However well meaning you are, you are actually lessening their ability to survive in the Wild.