

## Frequently Asked Questions

The following list represents questions that have come to the attention of the HOA and answers to these questions. While these answers are intended to address the questions, the governing documents including but not limited to Federal, state and local laws and statutes, the covenants, declaration and Bylaws, the Public Offering Statement and all Rules and Regulations adopted by the Village Grande at English Mill Homeowners Association, Inc. provide the correct answers and a thorough review of these documents is the best way to fully address your questions.

### A. Changes to my Home

1. Can I install a Storm Door?

Yes, **AFTER** submitting a Storm Door Application form **AND RECEIVING APPROVAL, IN WRITING** from the HOA. Forms can be obtained near the Bulletin Board in the Clubhouse. See Section 9.01 J of By-Laws and Architectural Rules for additional information.

2. Can I install a Satellite Dish?

Yes, **AFTER** submitting an Application form **AND RECEIVING APPROVAL, IN WRITING** from the HOA. Forms can be obtained near the Bulletin Board in the Clubhouse. See Section 9.01 X of By-Laws and Architectural Rules for additional information. Please Note: Satellite dishes must be installed in the rear of the Home below the roof line and may not exceed the height of the roof peak unless installer provides written verification that such location interferes with reception.

3. Can I Install Solar Panels?

Yes, **AFTER** submitting an Application form **AND RECEIVING APPROVAL, IN WRITING** from the HOA. Forms can be obtained near the Bulletin Board in the Clubhouse. See Section 9.01 BB of By-Laws and Architectural Rules for additional information.

4. Can I install an emergency electric generator?

Yes, **AFTER** submitting an Application form **AND RECEIVING APPROVAL, IN WRITING** from the HOA. Forms can be obtained near the Bulletin Board in the Clubhouse. See Section 9.01 BB of By-Laws and Architectural Rules for additional information.

5. Can I install an awning?

Yes, **AFTER** submitting an Application form **AND RECEIVING APPROVAL, IN WRITING** from the HOA. Forms can be obtained near the Bulletin Board in the Clubhouse. See Section 9.01 K of By-Laws and Architectural Rules for additional information.

### B. Changes to my Landscaping

1. Can I modify my Landscaping?

Yes, **AFTER** submitting an ACC Application form **AND RECEIVING APPROVAL, IN WRITING** from the HOA. Forms can be obtained near the Bulletin Board in the Clubhouse. **Please review** the Covenants and Restrictions, By-Laws and ACC Rules to assure your application is in compliance with the Governing Documents.

2. How do I report an irrigation problem?  
Owners of New Homes should contact DR Horton Warranty Department for the first 12 months after closing and until the irrigation system is turned over from DR Horton to the HOA. After the Irrigation system is turned over to HOA, please complete a Grass/Watering/Landscape Problems Form (Green Form) and place it in mailbox outside the Office in the Clubhouse.
3. How do I report a lawn problem?  
During the first 12 months after a home is built and occupied, please contact D R Horton Warranty department. After this time period, please complete a Grass/Watering/Landscape Problems Form (Green Form) and place it in mailbox outside the Office in the Clubhouse.
4. What do I do about a dead tree?  
Please report all dead tree issues directly to D R Horton. Backyard trees are warranted by Horton for 12 months; Curb trees are monitored by the municipality and Horton is required to maintain until turnover.
5. What kind of mulch can I use in my beds?  
Only Black mulch may be used in beds and must be maintained by June 1, each year. River rock may be used in lieu of mulch in accordance with Architectural Rules (See Section 9.01 N).
6. Can I install a shed or storage unit on my property?  
No. Section 9.01 Z of the By-Laws restricts sheds.
7. Can I install a fence?  
No. Section 9.01 Z restricts fences.
8. Are outdoor fireplaces allowed?  
No. The Architectural Rules Section 9.01 G prohibit Chimineas, portable fire pits and any outdoor open fire sources.
9. Can I hang my wash in my yard?  
No. Section 9.01 K of the By-Laws and Architectural Rules prohibit any clothesline, poles or clothes trees, clothes, sheets, blankets, or laundry of any kind or other articles to be hung or displayed on the outside of windows or placed on the outside windowsills, walls, or patio of any Home or area of the Common Property.
10. Can I put up a sign (e.g. For Sale) on my property?  
No. Section 9.01 U of the By-Laws and Architectural Rules prohibit signs.
11. What kind of landscaping or outdoor décor Items are permitted on my property?  
Refer to Section 9.01 of the By-Laws and Architectural Rules for specific information. Owner shall submit an application for any proposed change to their lot or exterior of their dwelling unit. Homeowner will receive written notification of the application status from the Community Manager within 75 days of submission. Some of the most common items seen are:
  - a. Decorative Plaques cannot exceed 12 inches x 18 inches in the front yard and 36 inches x 36

inches in the rear yard.

- b. Hanging Flower Baskets may be hung only from overhead structures, under eaves of the house or porch, with a maximum of three. Dead plants in containers must be removed. Artificial flowers are prohibited.
- c. Ornaments and Shepherd Hooks are restricted to within the mulch beds and limited to a maximum of two within a single bed.
- d. Bird feeders and birdhouses are permitted only in the rear of the home. Ground feeding of any species of bird or animal is prohibited.
- e. Holiday decorations may be affixed to the Home, mailbox, trees and/or shrubbery. Activating holiday decorations may not take place sooner than one (1) month prior to the holiday and MUST be removed no later than three (3) weeks following the holiday.
- f. The planting of fruits and vegetables is prohibited
- g. Mulch must be black in color. Homeowners may replace mulch with stone (commonly called River Rock or Coventry Rock) only if an application is submitted to the ACC and approved. Stones must be contained by a border with a minimum height of six inches (6"). Borders may not be composed of metal.
- h. Owner may add planting beds, shrubs, and trees with the submission of a landscape plan to and the written approval of the Board ; however, the planting of annuals shall not require the approval of the Board. The Owner of the Home shall be responsible for the maintenance of any approved plantings.
- i. Planting or construction is prohibited within 2 feet of a swale center. Spread of shrubs and evergreen trees in lawn areas may not exceed 6 feet in diameter at maturity.
- j. Plantings to screen utility vaults and boxes are prohibited.
- k. Arbors, Lattice Fencing and Trellises are prohibited.
- l. Applications must include a copy of your plot plan and a scaled drawing of your proposed modifications.

12. Can I display the American Flag?

Yes, Section 9.01 K states: "One American Flag plus one sports flag or one holiday flag may be flown from a flagpole bracket attached to the Home. Max size of the flag must not exceed 3 ft by 5 ft. In-ground poles are prohibited. Small decorative American flags may be placed in landscape beds."

13. Are there any restrictions on Outdoor Holiday decorations?

Yes, Holiday decorations may be affixed to windows or the outside of the Home, mailbox, trees and/or shrubbery. Installation and activation of holiday decorations may not take place sooner than one (1) month prior to the holiday and MUST be removed no later than three (3) weeks following the holiday. Seasonal decorations may be displayed throughout the appropriate season (Spring, Summer, Fall, Winter). (Please refer to Section 9.01 K of the Architectural Rules.)

14. Are there any restrictions on patios?

Yes, you are required to submit application for any modifications or additions to Patios (See Section 9.01 N of By-Laws & Architectural Rules). Patios are limited to a range of 10 ft by 20 ft in size. Patio walls shall not exceed 18" height from floor of patio. Patios may not extend beyond side boundaries of the Home's building envelope. Patio deck box or seats (for storing patio essentials such as chair pads,

furniture covers, patio tablecloths, etc.) may not exceed 24 inches high by 54" wide by 30" long.

15. Can I use borders for my mulch beds?  
Yes, but Section 9.01 N states: "Landscape walls near an irrigation head may not be higher than 6 inches and may not block any irrigation head or impede irrigation coverage. Landscape walls not located near an irrigation head shall be limited to 12 inches in height, including the cap, and must be of maintenance-free material. Use of wood is prohibited."
16. Can I replace my outdoor lights?  
Yes, however there are restrictions. Section 9.01 O states: "Exterior Home Lighting Changes must be approved prior to installation. Fixtures must be comparable in size and design to original developer-installed fixtures, and may not exceed 21-inches in height from ascending tip to descending tip. Fixtures must be either brass, white, matte black or bronze patina in color. They may not disturb or cause any concern to other Homeowners. Replacement fixtures may contain a motion sensor, or dusk to dawn attachment. A picture of the proposed replacement fixture, and detailed dimensions, must accompany the application for approval. Solar Ground Lights are permitted in the front landscape beds only. Exterior Lighting Back of Home shall not disturb or interfere with the comfort of the neighbors' living space. Motion sensor's security light may not exceed 150 to 180 degrees. Party Lights may be used for special occasions but must be removed or extinguished immediately following the event."
17. Are Motion detection lights allowed?  
Yes, fixtures may contain a motion sensor, or dusk to dawn attachment. Motion sensor's security light may not exceed 150 to 180 degrees.
18. Are floodlights allowed? Is Ground lighting allowed?  
Section 9.01 O states, no Owner shall install any floodlights on the exterior of a Home, patio or flower bed without prior written consent of the ACC
19. Can I modify my garage doors?  
Yes, Section 9.01 S allows for Residents to install specific window panels.
20. Are there any restrictions on window treatments?  
Yes, Section 9.01 T of the By-Laws and Architectural Rules states: "Draperies, blinds, shades or curtains must be installed by each Owner on all windows of his Home and must be maintained in said windows at all times."

### **C. Use of Clubhouse**

1. How do I get access to the Clubhouse?  
Each Household will be issued up to 2 key cards at your orientation meeting with the Site Manager.
2. Can I bring guests to the Clubhouse?  
Yes, guests are allowed to accompany you at the clubhouse, however they are not allowed to use the indoor pool, hot tub. Sauna or exercise room. Guests must be accompanied by a Resident at all times.

3. What are the Clubhouse Hours?  
The Clubhouse is available from 5 AM until 12 midnight every day.
4. Are there any Dress codes for the Clubhouse?  
No wet bathing attire is allowed inside the Clubhouse, with the exception of the showers and the locker rooms. Body cover-up and footwear is required in all other areas.
5. Are food and beverage allowed in the Clubhouse?  
Yes, see the Clubhouse Rules and Regulations specific restrictions by area of the Clubhouse.
6. Are Food and beverage allowed on the outdoor pool deck?  
No Food or Beverage is permitted while in the pool, or within ten (10) feet of the perimeter of the pool. Glassware is not permitted in the pool or patio area.
7. Can I rent any of the rooms at the clubhouse for private use?  
Yes, at the present time it can only be rented for a "Residents Only" event. Please see Clubhouse Rules, Section I. for more details.
8. Can I borrow a book from the Clubhouse Library?  
All residents are encouraged to borrow books from the library. Magazines and paperbacks do not have to be returned. Hardcover books should be returned when you finish reading them. Donations of hardcover books can be left in the designated box located in the Foyer Coat Closet.

### **Use of Pool, Tennis Courts, Bocce Courts and Other facilities**

1. How do I get Pool Passes?  
Pool passes can be purchased from the Site Manager.
2. Are there any restrictions on use of the indoor or outdoor pool?  
Yes, please refer to the Clubhouse Rules for a complete set of Rules.
3. What are the pool hours of operation?  
Hours of Operation are under continuous review and are posted in the Clubhouse. Currently, the outdoor pool is opened starting on the Saturday of Memorial Day weekend until mid-September from 11 AM until 7 PM except on Wednesdays when the pool is opened from 11 AM until 8 PM. The indoor pool is opened from Mid-September until Memorial Day weekend.
4. Can anyone use the Tennis Court?  
The Tennis Courts are available to all Residents and their guests. Please note that the Courts are reserved for the Racquet Club most mornings.
5. How do I gain access to the Tennis Court?  
Sign in on the Tennis Sign-In Book located in the slots under the Bulletin Board next to the Clubhouse Office. The combination for the Tennis Court Gate lock can be found in the book.

6. Can anyone use the Putting Green and Bocce Courts?  
Yes, however the Bocce Courts are reserved for league play on Mon – Wed evenings starting at 4 PM.
7. Can anyone use the Billiards Tables?  
Residents and guests over 19 are welcome to use Billiards Tables. Please note the room is reserved for leagues on Wed evenings from October thru April & Mon evenings during May – Oct.
8. Can anyone use the Table Tennis equipment?  
Yes
9. Can anyone use the Fitness equipment on the walking trails?  
Residents and their guests are welcome to use the walking trails and Fitness equipment located along the trails.

**D. General Questions**

1. What is the Trash and Recycleable Collection Schedule?  
Trash is collected every Thursday & Recyclables every other Thursday. Trash and recyclable containers are to be placed at the curb NO earlier than 6 p.m. the night before scheduled pickup, and must be removed and stored in the garage as soon as possible after pickup. For details on trash collection, please refer to [www.ehtgov.org/publicworks/Sanitation/index.cfm](http://www.ehtgov.org/publicworks/Sanitation/index.cfm) . For details recycling, refer to [www.acua.com/disposal-recycling/residential/recycling/](http://www.acua.com/disposal-recycling/residential/recycling/) . Also refer to Section 9.01 E of the Architectural Rules for additional requirements for VGEM.
2. Is smoking allowed in the community?  
The Clubhouse is SMOKE FREE. Smoking is allowed at the side entrance closest to sales office.
3. May I have a pet?  
Yes, however, Section 9.01 P states: “No bird, animal or reptile of any kind shall be raised, bred or kept in any Home or on any Lot, except that dogs (other than trained attack or guard dogs) and cats not to exceed in the aggregate two per Home may be kept in Homes, provided, however, they are not kept, bred or maintained for any commercial purposes, are housed within the Home and the Owner having such pet abides by all applicable Rules and Regulations. No outside pens, runs or yards shall be permitted.”
4. Are there any parking regulations?  
Yes, Section 9.01 Q states: “No commercial vans or trucks/ which shall be deemed to include any vehicle bearing commercial signs, lettering or equipment, may park overnight on the Common Property or any Lot except within a garage, and no vehicles over 20 feet in length, boats, trailers, campers, recreation vehicles, mobile homes, or recreational vehicles may be parked on any part of areas designated or the Property except (i) in to be designated by the Developer; (ii) for those vehicles temporarily on the Property solely for purposes of oading or unloading or for servicing the Common Property itself or one of the Homes... The Board of Trustees, through the promulgation, adoption and publication of Rules and Regulations, may and is hereby empowered to further define those vehicles that are prohibited from parking on the Property.”
5. Can I lease my property?  
Yes, see the By-Laws for procedures to follow.

6. Are there any restrictions on mailboxes?  
Yes, mailboxes must be white to maintain uniformity within the community. Also, flowers, vines or other plantings are not allowed near the mailbox.
7. How do I find information on Clubs and organizations within VGEM?  
You should contact the Club Captain to obtain information about specific clubs. The list of Clubs can be found in each copy of the Gazette along with the Captain and contact information. Residents are encouraged to join existing clubs or start a new club if a need is not currently filled.
8. How do I find out about HOA Meetings at VGEM?  
The dates of all Open meetings of the HOA are listed on the Bulletin Board on the Clubhouse wall opposite the Manager's office door. They are also published in the Gazette and included in Email and Voice Mail Announcements.
9. How do I find out about VGEM Events?  
A calendar of upcoming events is published in each issue of the Gazette. Also, Announcements are usually posted in the Clubhouse and are included in Email and Voice Mail announcements.
10. Can I obtain a directory of the residents of VGEM?  
Please see the Site Manager to request a copy. A directory is published periodically.