

PARKWAY HEIGHTS

Rules and Regulations Handbook

**Revised; January 2017*

Professional management services provided by:



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PLEASE NOTE STRUCTURAL DAMAGE IS NOT THE RESPONSIBILITY OF THE HOA

GENERAL INFORMATION

On behalf of our Homeowners Association, welcome to Parkway Heights! Parkway Heights was built in 1990-1992 by Carlton Enterprises and is considered among the most desirable communities in our area. It is classified as a PUD (planned unit development) and includes 123 homes and a pool. The grounds are common and for the exclusive use of Parkway Heights residents and their guests. This is your community and we're glad you're here!

Included in this handbook is important information that you need to know, and is by no means exhaustive. This information is provided for your benefit as a resident and if you have any questions or suggestions as to its content, please contact the Parkway Heights Homeowners Association (PHHA) Board or our property management team.

PHHA ADMINISTRATION & PROPERTY MANAGEMENT

When you purchase a home in Parkway Heights, you automatically become a member of the Homeowners Association. Please refer to the PHHA By-Laws and the Declaration of Covenants, Conditions and Restrictions for a complete explanation of your rights and responsibilities as a PHHA member. A Board of Directors supervises the business of the PHHA. Board members are volunteers and serve for the benefit of all homeowners.

Board of Directors – The by-laws of the PHHA call for a Board of Directors composed of seven elected members; they are not required to be Association members. Board members are elected at the annual Association meeting. The Board's primary function is to oversee the affairs of the neighborhood such as pool maintenance, lawn care, general maintenance of common property, etc. There are four officers of the Board: President, Vice President, Treasurer and Secretary. These officers are chosen by the Board at the first regular Board meeting following the annual Association meeting and serve for the year. For the current slate of officers and Board members, please contact our property manager, Michael Gentry, at (615) 775-9040 or michael.gentry@associa.us.

The Board receives no compensation for this job other than the satisfaction of a job well done and the gratitude of our homeowners.

Committees – We have both standing committees and temporary (as needed) committees that are generally, but not necessarily, made up of Board members. They oversee various aspects of community business. If you are interested in serving on any of the following committees please contact the Board.

- The Architectural Review and Building Maintenance Committee supervises contractor performance and makes recommendation regarding exterior maintenance and repair. It also reviews and approves applications for exterior additions and modifications. If you have a maintenance issue or want an Application for Modification or Addition (required for any exterior construction, including decks and patios) please contact the Board or property management.
- The Landscape Committee monitors the landscape contractor's performance and makes recommendations regarding maintenance of the common landscape areas. If you have a landscape issue please contact the Board or property management.
- The Communications Committee provides a neighborhood newsletter as well as community information as it is needed. The Board reviews and approves the content of these communications. To contribute items for inclusion in the newsletter or other communication, please contact the Board or property management.
- The Pool Committee oversees the pool contractor's work as well as the maintenance of the pool area in general. If you have any issues or questions regarding the pool please contact the Board or property management.
- Temporary Committees are appointed as needed and if you would like to make yourself available for one of these committees should the need arise, please contact the Board or property management.

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AREAS OF RESPONSIBILITY: INSURANCE & MAINTENANCE

Insurance – The PHHA insures the grounds and certain building components. Owners have the responsibility of insuring their individual homes. Parkway Heights is classified as a PUD (planned unit development) for insurance purposes.

Your personal insurance should be, at a minimum, a Complete Homeowners Insurance Policy, often called an HO-6. It should include outside structure (roof, walls, siding) and should also cover your personal possessions in the home, any building upgrades, often called additions and alterations, and personal liability. If you have any questions about the Association policy, please contact property management.

Maintenance & Repair – The PHHA is responsible for maintaining/repairing certain building components and homeowners are responsible for maintaining/repairing others. In general, owners are responsible for the maintenance/repair of the interior portions of their homes. In an effort to keep the monthly Association dues as low as possible, the PHHA Board, in accordance with the PHHA Declaration of Covenants, Conditions and Restrictions, the By-Laws and the Articles of Incorporation, has designated that certain items of maintenance/repair for the exterior portion of each home will be the responsibility of the Association and certain items will fall under the responsibility of the homeowner. To help clarify this, the Board has approved the list of responsibility designations located on the following page. If you have questions about any of the items listed, or any others that may not appear on the list, please contact property management or the Board.

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Area or Item	Responsibility of Association	Responsibility of Homeowner
Exterior siding/brick	Repair, replace, maintain (power-wash every 5 yrs)	
Exterior trim, shutters, porch railings	Repair, replace, maintain	
Gutters and downspouts	Repair, replace, maintain	
Roofs, roof flashing, roof decking	Repair, replace, maintain	
Interior ceilings, wall studs, insulation, drywall, joists and rafters, flooring, electrical, plumbing		Repair, replace, maintain
Interior fixtures, finishes		Repair, replace, maintain
Exterior/Interior doors, door trim, handles/locks		Repair, replace, maintain; storm doors must be white, min. 2/3 view; front and rear door finish must be white
Windows, windows trim, screens		Repair, replace, maintain
Exterior electrical panels and meters		Repair, replace, maintain in conjunction with the utility company who owns from meter to unit
Exterior electrical outlets and fixtures		Repair, replace, maintain
Exterior (to specified distance from home)/Interior plumbing including supply and drain lines, water shut-off valves, fixtures, water heater		Repair, replace, maintain
Decks, patios, privacy fences	Inspections/Regulate repairs if needed	Repair, replace, maintain
Insect and other pest control	Termite control	All other
Front porches, sidewalks, stairs		Repair, replace, maintain
Front porch swing		Repair, replace, maintain (finish must be white or natural wood)
Water and/or smoke damage	Damage from common area source	Damage from home or neighbor's home
Fireplace and chimney	Chimney cap maintenance, exterior repair	Interior repair, maintenance
Flowers, plants, shrubs, trees, grass	Maintenance, removal, replacement in common areas (planted by PHHA)	Maintenance, removal, replacement in front (downspout to downspout) or rear of home (planted by owner)
Streets, curbs, parking spaces	Repair, maintain	
Pool, pool deck, furniture, equipment	Repair, replace, maintain	
Signage at entry, unit (house numbers), street	Repair, replace, maintain	

PLEASE NOTE THAT THE PHHA WILL NOT BE RESPONSIBLE FOR ANY DAMAGES DIRECTLY OR INDIRECTLY CAUSED BY HOMEOWNERS, RENTERS, VISITORS OR OTHERS.

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CONTACT INFORMATION

Since a volunteer Board of Directors operates the PHHA, it is important that these volunteers are not disturbed at home unnecessarily. The Board would like to hear from you and wants to be able to assist you when necessary so there are several ways to communicate with the members.

Property management email: michael.gentry@associa.us

Property management phone: (865) 692-0950

Property management mailing address: Associa TN
Attn: Michael Gentry
9041 Executive Park Drive
Knoxville, TN 37923

FINANCIAL INFORMATION

Annual Budget – The PHHA annual budget is based on history of expenses, current inflation factors, projected increases in contracts and utilities and projected capital improvements (reserve expenses). Any Association member can obtain a copy of the approved budget for the current fiscal year by contacting property management or the Board.

Association Dues – The PHHA dues are used to pay for common area building and grounds maintenance, certain common utilities, pool repair and maintenance, termite control, garbage collection, administrative functions such as property management, filing taxes, insurance and a long list of capital repairs and improvements including roofing and street repair.

Association Dues Collection Policy – **The PHHA dues are the Association’s only source of income and it is imperative that every homeowner pay every month and on time. Payment is due on the first of each month and is considered late after the 15th of the month with a \$13.00 late fee that accrues each month it’s late. Each homeowner agrees to these dues when they purchase their home and payment is not optional. Lack of payment can cause dues to increase for everyone or for amenities to be lost if they cannot be afforded. For those reasons the PHHA has a strict but reasonable collection policy which includes the following provisions:**

- Explanation of PHHA accounts – Accounts payable to Parkway Heights Homeowners Association include, but are not limited to, regular monthly assessments (dues), special assessments (voted on by Association), cost of maintenance and/or repairs made by the Association to common areas or the exterior of individual homes due to owner/resident neglect or abuse, legal fees incurred on the Association’s behalf and other costs associated with the collection of funds on behalf of the Association. Balance information on your own account may be acquired at any time by contacting property management.
- Payment schedule – The regular dues for each month are due on the first of that month. Each homeowner receives a payment book with monthly payment coupons that should accompany each payment. If you would prefer to make payments in advance on a quarterly or bi-annual basis, please contact property management to make those arrangements. All accounts will receive quarterly statements. The PHHA does not send out monthly bills, it is the homeowner’s responsibility to maintain their payment schedule.
- 15 days late – An account will be assessed a \$13.00 late fee for any payment received after the 15th of the month.
- One month (or more) delinquent – Once an account has become one month delinquent, management will send the homeowner a statement of the balance due. A monthly statement will be issued until the account is brought current.
- Six months delinquent – Should an account become delinquent by six months, the information will be turned over to the attorney and collection agency for the PHHA. A lien will be placed on the property and other more aggressive legal actions may be taken in an attempt to collect the overdue

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amount. These legal actions can be avoided by setting up a payment schedule (minimum monthly) with property management that must include the current month's dues and an agreed upon portion of the overdue amount. Missing any of the scheduled back payments can result in the resumption of legal collection action.

PHHA Financial Statements – In conjunction with the Board Treasurer, property management prepares an Association Treasury Report each month. This report includes a Statement of Assets, Liabilities and Equity-Cash Basis, a Statement of Revenues and Expenses-Cash Basis, a Detailed Trial Balance, a General Ledger Transaction Register, a reconciliation of Association bank accounts and a delinquent homeowner account list.

Reserve Funds – The PHHA sets aside a designated amount from the PHHA dues each month in an escrow fund to be used for capital improvements.

GOVERNING DOCUMENTS

The PHHA is governed by several documents: the Articles of Incorporation, the Declaration of Covenants, Conditions and Restrictions, the By-Laws, Board Resolutions and the Neighborhood Information and Guidelines. If you did not receive a copy of these documents when you purchased your home, please contact the Board or property management. Additionally, certain Knox County ordinances also apply.

MEETINGS

Annual Homeowners Association Meeting – The annual meeting of the full Association is held in June of each year. Business may include the election of members to the PHHA Board of Directors, voting on dues increases and/or special assessments, a reporting of the annual budget and other issues relevant to Parkway Heights. It is extremely important that every homeowner makes an attempt to attend this meeting each year since business is conducted that impacts each owner's investment in his or her home. If you cannot attend, please complete and return the proxy that accompanies the Annual Meeting Notice designating someone to represent your interests.

Board of Directors Meetings – The Board meets at 6:00 p.m. on the second Thursday of every other month. Association members are welcome to attend Board meetings with advance notice to the Board. If you would like to present an item to the Board for discussion at the meeting, it must be included in the meeting agenda. The agenda is prepared by property management and circulated to the Board at the end of the first week of each month. To be included on the agenda, please contact either the Board or property management by the first Wednesday of the month.

MODIFYING YOUR HOME

Homeowners wishing to alter or modify their home's exterior in any way must submit an Application for Modification or Addition for written approval from the Architectural Review Committee. Modifications include, but are not limited to, such things as window replacement and changes made to the construction of decks or patios. Because of the type of development we live in, conformity laws within the PHHA By-Laws and DCCR govern much of the exterior of our homes.

To obtain an application please contact the Board or property management. Complete the application and return it to Associa TN, Attn: Michael Gentry, 9041 Executive Park Drive, Suite 122, Knoxville, TN 37923. Please include all requested information and attachments. The Architectural Committee and the Board will then review your application and send written approval or denial within fourteen days dependent on the complexity of the project. PLEASE NOTE: No work may take place on the modification or addition being reviewed until written approval is granted. All work must comply with the local building code and the application must include all permits, drawings and specifications required by law.

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DISPUTE RESOLUTION

Parkway Heights is a very quiet and friendly neighborhood. Most neighbors are cooperative with one another when and if an issue arises. You are encouraged to attempt to resolve neighborly disputes directly. If the situation cannot be resolved in this manner, or if your dispute is over a PHHA **policy violation**, contact property management at (865) 692-0950 or via email at michael.gentry@associa.us . The Board and management will assist in resolving the issue inasmuch as they are able. If the problem is a **violation of the law**, please contact the Knox County Sheriff at (865) 215-7450. If emergency services are needed dial 911.

ETIQUETTE & COURTESY

Parkway Heights is a family-friendly community. Please respect the peace, privacy and property of all residents. County noise and safety ordinances apply here as they do in any other neighborhood in Knox County. If you are experiencing a problem that is a violation of a county ordinance, please contact the Knox County Sheriff or, if it is an emergency, call 911. For other, more “neighborhood specific” issues please contact property management.

*“A bad neighbor is a misfortune, as much as a good one is a great blessing.”
~ Hesiod, Greek poet*

RULES AND REGULATIONS

The governing documents specifically authorize the PHHA Board to adopt necessary and reasonable rules and guidelines that control the use of Parkway Heights common property. This is done for your protection and to safeguard your property value. All owners, renters and guests are subject to the PHHA rules and guidelines. It is the responsibility of each homeowner to inform renters and guests of these rules, since the homeowner is held accountable for any violation committed by his or her renters or guests. Any rule violation notice may be appealed to the Board. To report a violation, please contact property management or the Board.

Satellite Dishes & Antennae – Installation and placement of satellite dishes and/or television antennae must conform to FCC regulations and approved by the board of directors. No part of the installation may infringe upon your neighbor’s property nor may it alter the structure of the building without prior approval from the Board. Wiring must be black. Any other colors are prohibited.

Pets – Parkway Heights is a very pet-friendly neighborhood and we ask that all residents please refer to the following guidelines where pets are concerned:

- When outside, all dogs must be under owner’s control, either leashed or carried.
- Breeding animals in your home for commercial purposes are forbidden (refer to PHHA By-Laws).
- You must clean up immediately after your pet (poop-scoop). This is a Knox County law and can/will be enforced by Knox County Animal Control if necessary. **Knox County mandated fines can be up to \$700.**
- All common property is open to you and your pets, however common courtesy suggests that you should not allow your pet to use the bathroom right next to someone’s home. Please try to keep your pet at least 10 feet away from the side, front or rear of anyone’s home when it does its business. Then pick up the waste immediately and dispose of it in your garbage can.
- Your pets must be properly vaccinated and displaying a current rabies tag. This is a Knox County law.
- If you encounter a stray or vicious animal, contact Knox County Animal Control at (865) 215-6599.

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Parking & Traffic Regulations – Each home’s property includes **two parking spaces** in front of the home, measured from downspout to downspout. Do not park in anyone’s spaces but your own without their permission. Doing so may result in your vehicle being towed at your expense. Additionally, parking in front of mailboxes or fire hydrants is strictly prohibited and also may result in your vehicle being towed at your expense. We do have a limited amount of space for parking so please observe the following guidelines:

- Do not park in any homeowner’s spaces without their permission.
- Overflow parking is available on the street at the curbed areas with the exception of the entrance. When parking on the street, pull as close to the curb as possible but **DO NOT PARK ON THE GRASS** or block other parked vehicles. You must leave ample space for the passage of emergency and other vehicles in and out of the area. The PHHA is not responsible for vehicle damage incurred on the property.
- Parking on any grass area is strictly prohibited.
- Any and all work trucks/vans, trailers, RVs, campers, snowmobiles, jet skis, boats, etc. must be parked off site. Parking these vehicles on the property overnight is strictly prohibited.
- Extended maintenance of vehicles is prohibited, i.e. cars on blocks or jack stand(s).
- Portable/Rental storage units, i.e. PODS and the like, are permitted only for a period of no more than 7 consecutive days with prior notice to property management of the date of placement. A storage unit may be placed **ONLY** in the parking spaces in front of your home and may not infringe upon your neighbor’s property. Any violation of these rules for storage units may result in its removal at your expense.

Speed Limit – The speed limit in Parkway Heights is **14 miles per hour** and is posted clearly at the entrance to the neighborhood. Please watch out for pedestrians and remember that children and pets live here too!

SWIMMING POOL

The pool is available for the enjoyment of Parkway Heights homeowners and their renters and guests. The Board will do its best to ensure that any closing of the pool for necessary maintenance is handled as quickly as possible. For your own safety, please obey any maintenance signs that prohibit use of the pool and/or pool area. If you have any questions about pool maintenance or repair, please contact the Board or property management.

A key is required for access to the pool area. If you do not have a key, please contact the Board or property management. Only one key is issued for each home. If your initial key is lost, the replacement fee is \$20.00 and is payable to the PHHA. The PHHA insurance policy and the Board of Health require that the gate remain locked at all times. If the gate is left unlocked for any reason, the Board of Health may close the pool for the duration of the season. **DO NOT PROP THE GATE OPEN FOR ANY REASON!**

Homeowners who are delinquent in paying their PHHA dues are not allowed access to the pool and may be asked to leave if they are reported to be in violation of this rule.

Please observe the following pool safety regulations:

- **THERE IS NO LIFEGUARD ON DUTY** – Swim at your own risk.
- Never leave the pool gate unlocked.
- A supervising adult must accompany all children under the age of 13.
- No glass containers are allowed in the pool area.
- No pets are allowed in the pool area.
- Please shower before entering the pool.
- Proper swimming attire must be worn in the pool area at all times. Skinny-dipping is prohibited.
- No diapered children are allowed in the pool.
- Music may only be played at a volume that does not disturb others.
- No running or horseplay is allowed.
- No diving is suggested. The maximum depth of the pool is 5 feet.

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- All trash must be properly disposed of before leaving the pool area. There are garbage cans located on the pool deck for your convenience.
- Sand buckets are provided on the pool deck for use as ashtrays for smokers. If you use a sand bucket, please use the scoop, located in the pool storage closet, to remove all cigarette butts from the bucket and dispose of them in the trashcans before you leave the pool area.
- There is no hired cleaning crew to take care of the deck furniture, trashcans and cigarette buckets; it is the responsibility of all who use them.
- Please close the sunbrellas over the tables if you are the last to leave the pool area. Wind and/or storms can damage them if they are left open and they are expensive to replace!
- Keep the restrooms clean at all times.

Report any violations to the Board or property management.

SIGNAGE

One “For Rent” or “For Sale” sign, measuring no larger than 36”x36” is permitted and must be placed in front of the home it references. Signs may not be placed in any common area without permission from the Board and will be removed without notice. Please be sure that your real estate agent is aware of this policy.

Do not post fliers or notices of any kind on mailboxes.

Solicitation is prohibited in Parkway Heights.

UTILITIES & SERVICES

The PHHA pays for common area water and electricity (pool, streetlights, etc.). All other utilities that serve your home are your responsibility. For your convenience, below is a list of utility and service providers for our area:

- Electricity: Lenoir City Utilities Board (865) 986-6591
- Water/Sewer: West Knox Utility District (865) 690-2521
- Telephone/Internet: TDS Telecom (865) 671-2100
- Cable TV/Internet: Charter Communications 1-877-728-3814
- Satellite: DirecTV 1-888-777-2454
Dish Network 1-888-825-2557
- Newspaper: Knoxville News-Sentinel (865) 521-8181 for subscription

Garbage Collection – TN Trash Company provides garbage collection service for Parkway Heights and the cost is included in your PHHA dues. TN Trash provides the garbage cans and collection is on Thursday morning. You must store your garbage can at the side or rear of your home throughout the week. Please take your garbage can to the curb in front of your home no earlier than Wednesday evening for collection. Please return it to the side or rear of your home by Friday Morning. Any homeowner that is delinquent with their PHHA dues may have their garbage can removed by TN Trash and their collection service suspended until their account is brought current or payment arrangements are made with the PHHA.

Fire Protection - The PHHA contracts Rural Metro to provide fire protection service for the neighborhood. This cost of this service is included in your monthly PHHA dues. This service is very expensive but it is also very important and is another important reason why you must pay your PHHA dues every month and on time. In the event of a fire, call 911 immediately. If you are delinquent in your dues you will not have this service.

FRONT OF HOME/GARDEN AREA

Homeowners are responsible for the upkeep of the garden area in front of their home, measured as the area from downspout to downspout. It should be kept free of weeds and dead plants. The areas must contain natural materials, unless otherwise approved by the Board of Directors. Shrubs and bushes should be kept

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reasonably trimmed. No shrubs, trees or plants of any kind may be permitted to grow in contact with shutters, gutters, downspouts or eaves as these can be damaged over time by plant growth. Additionally, trees or shrubs that grow above the roofline must be kept trimmed back away from the roof and gutters. Plant growth may not overlap your home's front walkway/entrance by more than 4 inches on either side. This is for safety reasons (a clear path for emergency services) as well as for aesthetics.

FRONT PORCHES, DECKS & PATIO AREAS

Please keep all visible areas at the front of your home clear of trash and well maintained. This includes no personal items (excluding patio furniture, grills or planters) and/or debris on/underneath front and back porch/patio/deck areas. Small storage benches are allowed on patios or decks, but not underneath them. Firewood is prohibited on/under decks, as it will attract termites. A/C or fans in windows are prohibited. Holiday lighting must be removed within 3 weeks after the holiday. Flags cannot touch the ground or be hung in/out of windows. Cable wires must be black and not exposed. Broken doors or windows must be replaced immediately. Trash cans must be placed on the side or back areas by Friday morning.

Wood decks and privacy fences must be maintained (repaired and/or replaced, pressure washed, sealed/stained or painted). Contact the property manager for details. Contact a licensed general contractor for a quote. If decks are not maintained, the HOA will do so and bill the homeowner. Homeowners will receive ample notice. Property manager must be notified of any changes to the decking and must be approved by the Architectural Committee.

The PHHA property manager does a monthly walk-through inspection of the neighborhood. Any homeowner found to be in violation of these guidelines will be notified of the violation and expected to remedy the situation within the following:

- **7 days – to remove weeds.**
- **7 days- to remove personal items off porch/deck areas. A/C or fans in windows. Firewood on/under decks. Flags touching the ground or in/on windows. Holiday lighting hanging 3 weeks after the holiday. Trash cans still out after Friday morning. Cable wires exposed and/or a different color than black. Storage bins under decks. Debris/trash on/under decks/patios or front porches. Broken doors/windows not replaced.**
- **14 days – to trim bushes/trees or removal of each.**

MAKING YOUR HOA PAYMENTS:

BY CHECK:

Please send your monthly payment to the following address:

**Associa Tennessee
PO Box 62884
Phoenix, AZ 85082-2884**

Please reference your account number and “Parkway Heights” on the check.

Note: All payments received after the 15th of each month are considered past-due, and are subject to a late fee.

OR ONLINE:
(Registration required.)

<http://access.associawebsites.com/AssociaAccess/>