

Northwoods HOA Frequently Asked Questions

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Community contact information:

- Board e-mail: board@northwoods-hoa.org
- www.northwoods-hoa.org

Management company

William Douglas Management: 704-347-8900

- www.wmdouglas.com

The Board gets questions from residents regarding the same topics. In an effort to answer the most frequently asked questions the Board has comprised this list. It is impossible to cover every question and every situation so please free to contact the Board or our management company if you don't find your answer below. This is a basic list of the "dos and don'ts" in Northwoods. It is important for every property owner to read, understand and reference the Bylaws and the Covenants, Codes and Restrictions. They are a more detailed and provide the exact requirements of the "do's and don'ts". Failure to comply with any violations is subject to fines, liens and ultimately foreclosure if the violation(s) are not corrected. The Board will determine if a violation is corrected to the requirements of the CC&R. While the HOA board doesn't want to fine residents, the HOA has the authority to fine and foreclose based on our Bylaws and NC state law. This state law is commonly referred to as the "North Carolina Planned Community Act." The Bylaws are available online or will be mailed if requested. Unfortunately, fines are required in many cases to achieve compliance.

What is the HOA?

The HOA, or Home Owners Association, is made up of lot owners who have agreed, in the purchase of their home, to financially support and abide by the covenants for the community.

Who are the people on the HOA board?

The people that make up the HOA board are elected volunteers who are also members and residents of Northwoods. The HOA membership, lot / homeowners owners elect each member of the board during an annual meeting. The board is typically made up of five (5) members with the elected board deciding the roles of each person. The positions held are, President, Vice President, Secretary, Asst. Secretary and Treasurer. Each member vote is equal. No position holds more weight than the others. More details of the board position responsibilities are available in the CC&R's.

What does the board do?

The elected volunteers are responsible for maintaining the common areas, enforcing the CC&R's, managing the annual budget and representing the HOA in regards to hiring vendors or other business decisions required or needed by the HOA.

How can I speak with the HOA board about a concern, suggestion, or ask a question directly?

If you wish to meet with the board please contact them via e-mail or contact William Douglas Management. You will be scheduled to meet with the board at the next availability opportunity. You may also attend one of the community meetings which are presently held 3 times per year.

How often does the board meet?

Each Board sets their own meeting schedule. The current Board meets monthly at the community clubhouse.

Are the Board members compensated?

The Bylaws restrict Board members from receiving any compensation unless they incur an expense while performing any business on behalf of the HOA. An example would be reimbursement for food and drinks required for a social event. The Board member pays for this and sends the receipt to William Douglas Management for reimbursement. Board members are not entitled to reduced HOA assessments or pool memberships.

What if I rent or lease a home in Northwoods?

If you are a homeowner renting or leasing your home to someone, the renter or leaser is bound by the covenants and HOA dues will be collected from you as the owner. Any violations, fines, or restrictions will be the responsibility of the property owner and require the resident to abide by all covenant requirements, regardless of the rent or lease situation. The HOA requests all homeowners who rent their homes to provide a copy of the Bylaws & CC&R's to renters. It's important they understand that they must comply.

Who do I contact regarding any changes to my home or property?

The board will assist the property owner regarding acceptable changes and determining how to undertake the project in order to stay in compliance.

What do the covenants say about parking for my automobiles or trucks?

The CC&R's do not allow parking in a yard at any time. No parking is allowed in the street with the exception of "overflow parking". In general, overflow parking allows for guests to park in the street during an event such as a cook-out, party or guests visiting overnight.

What does the covenant say about trailers or boats?

Trailers and boats must be stored on an approved parking surface. At no time are trailers or boats allowed to be parked in any partition of the yard or lawn area.

What are the minimum landscaping requirements or expectations?

Landscaping plays a key role in maintaining your home's value, as well as the surrounding homes. Lawns must be maintained with minimal weeds and cut on a regular basis. Natural areas must be maintained by keeping mulch or pine straw on the area. Bare spots are to be reseeded and maintained until new growth appears and fills in the bare spot. Lack of lawn care and property maintenance is considered a violation of a CC&R.

What do the covenants say about pets?

Home owners are allowed to have a total of 3 pets (cats and dogs). The pets care and behavior must be monitored as to not interfere with another residents' rights to enjoy their property. Any animals that interfere with a resident's right to enjoy their property will be considered a "nuisance" animal and will be reported to Animal Control and the property owner is subject to fines imposed by the HOA. Residents are required to comply with the Charlotte city ordinance regarding "scoop the poop". Animal feces is regarded as a health hazard. Residents who failure to "scoop the poop" are subject to fines imposed by the HOA. Please contact 311 or the board with questions.

What are the restrictions for my shed?

Metal buildings/sheds are strictly forbidden. Placement of the sheds is explained in the CC&R's. Please contact the board with questions.

What are the restrictions for my fence?

Fence construction and requirements are available in the CC&R's. PLEASE contact the board with questions and approval prior to beginning construction. Non-compliant fences will have to be taken down or reconstructed to meet the requirements in the CC&R's. Fences that fail to meet the requirements and have not received board approval have proven to be a costly error. Fences MUST be approved by the board. There are no exceptions.

Who do I contact to rent the clubhouse or host a pool party?

Please contact the board or William Douglas Management to confirm the desired date and time is available. The forms for pool party or clubhouse rental are available online. If requested the forms will be mailed to the property owner's address. Pool parties are available to pool members only.

Do I have to pay dues if I don't go to the pool?

If your property is a mandatory pool home, you are required to pay the annual dues. Some homes were built prior to the pool installation so they are considered non-mandatory. Non-mandatory property owners may join the pool. The pool is for Northwoods residents only. Pool rules and documents are on our website.

What do my dues pay for?

Your Northwoods HOA dues pay for the following: management company services, pool maintenance, repair & maintenance of the common areas, security, landscaping, upgrades, some street lighting, association liability and property insurance, legal and collection fees, community events and other items as deemed necessary by the board. The budget is written annually and is mailed to all property owners in January of each year.

Why did I get a letter from HOA or our management company?

There are a number of reasons you may get a letter (invoice, lien notice, covenant violation, hearing or meeting announcement) and as a resident of Northwoods you are a part of the community which in turn provides certain privileges and requires a level of responsibility. Please contact the board or William Douglas Management if you have any questions regarding a letter.

What do the covenants say about basketball goals?

The covenants allow basketball goals to be placed on the property as long as they do not violate the city ordinance which states no basketball goals may be placed so the field of play is in the street or right of way. The city has determined that basketball goals in the street can be a safety hazard for players and city vehicles such as Fire and Police services.

What do the covenants say about above ground pools?

Above ground pools are allowed as long as they meet the requirements of the city and aren't considered a nuisance or safety hazard by the HOA. For more information about the city's requirements, you may call 311. For any questions regarding compliance with CC&R's please contact the board or William Douglas Management.

What do the covenants say about trash and recycling bins and bulk waste?

Trash & recycling containers, along with bulk waste, cannot be placed by the curb until the night before pick-up. The city requires residents to contact them for pick-up of bulk waste removal. Examples of bulk waste consist of but is not limited to furniture, carpeting, rugs and construction materials. Please contact the board or city regarding the requirements for bulk waste. ALL containers and any bulk waste not picked up must be removed from the street the night of pick-up. At this time trash & recycling pickup for Northwoods is on Thursdays. Please monitor the cities schedule in case of change by calling 311 or checking the city website.

Can I make payments online?

William Douglas Management offers several online options or you can set-up an auto debit. Please contact William Douglas Management if payment assistance is required.