

HERON POINTE HOMEOWNERS ASSOCIATION, INC.
HOMEOWNER GUIDE
Revised March 2019



WELCOME!!!

The Board of Directors is pleased to assist you in becoming an active and informed member of this community. This packet is to provide as much information as possible about Heron Pointe Homeowners Association and the community services available to you from the Association.

TABLE OF CONTENTS

| PAGE DESCRIPTION | PAGE NUMBER |
|-------------------------------------|--------------------|
| Introductory Letter | 3 |
| Maintenance Responsibility Chart | 4 |
| Resident Information Form | 5 |
| Tenant Information Form | 6 |
| How to Pay Your Association Fees | 7 |
| Trash and Recycling Restrictions | 8 |
| Important Phone Numbers | 9 |
| Property Modification Form | 10 |

Dear Heron Pointe Homeowner:

We welcome you to your new home at Heron Pointe! This Homeowner's Guide/Orientation Packet is designed to provide information about the operations of the Association. We also invite you to visit our website at <http://www.heron-pointe.com> for more information.

The Board of Directors oversees the day to day operation of the Association including landscaping, capital improvements, and maintenance of common areas. The Board is also responsible for communicating with the homeowners and tenants about ongoing activities and work being done in the community which we do via email or through email and Facebook.

The Board of Directors has retained the services of CubePros to manage accounts payables/receivables and the collection of Association Fees. You will receive an invoice on the 1st of every month that will reflect fees owed, paid, late fees, etc. Please refer to the section "How to Pay Your Association Dues" section in this Guide.

Your Board of Directors takes its fiduciary responsibilities very seriously and collectively is doing its best to provide a solid financial base, so that the property values and stability of the Association are maintained.

In order to achieve the goals that have been set, the Board needs your cooperation. A number of items are enclosed for your review and action. These forms are designed to assist your Association in maintaining accurate records and to ensure that you will receive a copy of all community notices and that your account is properly credited.

Enclosed for your convenience, please find:

1. **Resident Information Sheet** - We kindly ask that ALL homeowners take a few minutes to fill out this form and return it via email to heronhoa@gmail.com or via fax at 856.552.0900. The information on this form is vital for the proper serving of your account. Please help us to serve you better by returning this form within 15 days. All information will remain confidential.
2. **Tenant Registration Form** – If you are renting your home, please complete the Tenant Information Sheet and return it via email or fax as noted above. Your tenant must sign the sheet as well, acknowledging the Rules and Regulations.
3. **Property Modification Form** - This form is only to be completed and submitted to the Board if you intend to modify anything on the exterior of your home (i.e. doors, windows, roof, attic fan, patio extension, decks, landscaping, etc.). The Association's Board of Directors must first approve any exterior modification. This form is also located on the website.

From time to time, the Board will develop policies and procedures and these will be distributed to everyone on the mailing list. Any questions and/or suggestions should be directed to the Board at heronhoa@gmail.com, and the matter will be included on the agenda for the next meeting.

We welcome you to the community!
Heron Pointe Homeowners Association
Board of Directors

MAINTENANCE RESPONSIBILITY CHART

| COMPONENT | MAINTAIN | REPLACE | MAINTAIN | REPLACE |
|---|----------|---------|--------------------------|--------------------------|
| Roof and Flashing | | | X | X |
| Gutters, Downspouts/Splash Blocks | | | X | X |
| Siding | | | X | X |
| Windows, Glass, Patio Sliders | | | X | X |
| Entrance Doors | | | X | X |
| Locks, Hinges, Other hardware on Doors | | | X | X |
| Air Conditioning Units | | | X | X |
| Outside Lights | | | X | X |
| Chimney Flues, Fireplaces (Cleaning/Inspection) | | | X | X |
| Heating/Air Conditioning | | | X | X |
| Windows, Doors, Garage Doors, Storm Doors including Screens | | | X | X |
| Electrical Systems, Receptacles, Breaker Boxes, Exterior Lights | | | X | X |
| All Heating, Plumbing, and Ventilation Systems | | | X | X |
| Privacy Fences | | | X | X |
| Private Driveways | | | X | X |
| Sidewalks: Common Area ONLY | X | X | | |
| Landscaping | | | X Private Garden Beds | X Private Garden Beds |
| Equipment, Appliances, Machinery within the Unit | | | X | X |
| Dryer Vents | | | X | X |

**Be advised, all interior repairs are the responsibility of the unit owner.

RESIDENT INFORMATION SHEET

Please email this form to heronhoa@gmail.com or fax it to: 856.552.0900

RESIDENT INFORMATION: (please print)

Name: _____ **SSN** _____

Address: _____

Phone Number: (H) _____ **(M)** _____

Email: _____

List All Permanent Residents Residing in the Unit:

| Name(s) of Adults | Name(s) of Children | Age |
|--------------------------|----------------------------|------------|
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |
| _____ | _____ | _____ |

VEHICLE INFORMATION

| | Car 1 | Car 2 |
|---------------------|--------------|--------------|
| Make/Model: | _____ | _____ |
| Color: | _____ | _____ |
| Year | _____ | _____ |
| Plate Number | _____ | _____ |

In Case of Emergency Please Notify:

Name: _____

Address: _____

Phone Number: _____ **(H)** _____ **(M)** _____

RENTAL NOTIFICATION – TENANT INFORMATION FORM

Please email this form to heronhoa@gmail.com or send via fax to: 856.552.0900

Unit Owner Information:

Record Owner Name(s) _____

Official Mailing Address: _____

Owner Telephone Number: Home: _____ Mobile: _____

Owner Email Address: _____

Emergency Contact Name: _____

Emergency Telephone Number: _____

Tenant Name (s): _____

Unit Address: _____

Term of Lease: From _____ To _____

Tenant Phone Number: (H) _____ (M) _____

Tenant Email Address: _____

Emergency Contact Name: _____ T: _____

Number of Adults residing in unit? _____

Number of Children residing in unit? _____

Tenants must register all automobiles in space provided below.

Vehicle 1: Model: _____ Plate# _____

Vehicle 2 Model: _____ Plate# _____

HOW TO PAY YOUR ASSOCIATION FEES

All monthly invoices for dues will be emailed on the 1st of each month from CubePros. Payment terms are Net 15. You have three ways you can pay your invoice.

And, while it is not required, we are encouraging all residents to pay electronically as this saves on administrative fees of processing paper checks.

If you have any questions, please contact ryan@cubepros.com

Online Bill Payment Using Link in Invoice

Each invoice will contain a link to pay via ACH using a US bank routing and account number. You should also set up an account in the Customer Portal so that you can review your payment history. See information below.

Set Up Payments in Customer Portal

CubePros is setting up accounts for each resident responsible for paying the monthly fees. You will be emailed information on how to log in the first time you visit the Customer Portal.

Once you log in, you can set up an account which will allow you to review your invoicing and payment history as well as pay invoices online.

Additionally, you have the option to enable automatic recurring payments. After the first invoice is paid online, the payment credentials can be securely stored within the customer portal and you can elect to be charged automatically each month.

Pay by Check

To pay by check, please send your payment so that it arrives no later than the 15th of each month to:

Heron Pointe Homeowners Association
c/o Cubepros LLC
PO Box 37635 #39776
Philadelphia, PA 19101-0635

TRASH AND RECYCLING RESTRICTIONS

Trash and Recycling pickup is overseen by Evesham Township. Please visit the Evesham Township Websites for specific information:

Trash pick-up: <http://www.evesham-nj.org/index.php/trash-collection>

Recycling: <http://www.evesham-nj.org/index.php/recycling>

Bulk Trash: <http://www.evesham-nj.org/index.php/trash-collection/bulk-information>

Special Bulk Trash: <http://www.evesham-nj.org/index.php/trash-collection/special-bulk-trash-pickup>

GENERAL TRASH PICK-UP: Every Thursday for regular household trash only.

Garbage cans are only permitted to be put at curbside no earlier than 6:00 p.m. the evening before the scheduled collection day. Garbage cans must be taken in as early as possible and per Evesham Township must be removed from curbside within 24 hours of the scheduled collection time.

Please make sure your green can is placed at the bottom of the driveway. Make sure the arrow points toward the street as directed on the lid and that the container is clear of poles, parked cars, mailboxes or any other obstructions.

DO NOT place any of the following materials in your trash container:

- Recyclables
- Bulk waste
- Brush/weed/grass
- Household hazardous materials
- Flammables, paints or thinners
- Remodeling or construction debris
- Hot ashes
- Metal pieces or items
- Computers/TVs or electronics

PLEASE DO NOT PLACE ANY TRASH OUTSIDE OF THE CANS. EVESHAM TOWNSHIP TRASH COLLECTORS WILL NOT GET OUT OF THE TRUCKS TO PICK UP TRASH LEFT IN THE STREET.

RECYCLING:

Recycling is mandated by Evesham Township Recycling Ordinances. All recyclables must be placed in the blue can provided by the Township. Burlington County Recycling Hotline Phone numbers: 609.267.6889/856.461.4141.

Recycling is collected every other Friday morning. Therefore, recyclables should be placed at the curb prior to 6 a.m. on Friday but no earlier than 6:00 p.m. the evening before. Containers must have their caps removed and be rinsed out.

Items collected for recycling:

- Glass Bottles & Jars Aluminum & steel food and beverage cans
- EMPTY aerosol cans (remove cap, leave nozzle)
- Plastic bottles & Jars (must have a #1 or #2 on the bottom)
- Clear plastic berry or tomato boxes marked #1
- #5 plastic food containers such as yogurt cups, sour cream, baby wipes boxes & takeout food containers
- Waxed cardboard cartons such as milk cartons, broth, juice containers
- Newspapers and cardboard (cardboard should be flattened)

IMPORTANT CONTACT INFORMATION

- Police Department – Emergency: 911
- Non-Emergency: (856) 983-1116
- Fire: (856) 983-2750
- Electric: 1(855) 249-7734
- Gas: 1(855) 249-7734
- Municipal Offices: (856) 983-2900
- Post Office: (856) 983-0352
- Water Department: (856) 983-1878
 - Sewage Back-up in Your Home: 24 hour emergency phone number: 856.983.1878

PROPERTY MODIFICATION FORM

This form must be completed and forwarded to the Board via email: heronhoa@gmail.com or via fax at: 856.552.0900

You must receive written approval prior to the commencement of any exterior modifications.

In accordance with the Declaration of Covenants, Conditions and Restrictions of Heron Pointe Homeowners Association, Inc., I hereby apply for permission to make the following alterations to the premises:

Nature of Modification:

Homeowner's Name: _____

Homeowner's Address: _____

T: _____ (E) _____

THE MATERIALS USED AND THE COLOR WILL CONFORM WITH THE EXISTING MATERIALS AND COLOR.

Date: _____ Unit Owner Signature: _____

Note: Attach appropriate sketches or drawings and description of work to be done. Indicate materials to be used, color and other pertinent information including name and telephone number of your contractor. A contractor's specific itemized proposal must be submitted specifying the above along with a copy of the contractors 1) Certificate of Insurance naming your name & unit address, Heron Pointe Homeowners Association as additional insured. 2) A current copy of their New Jersey Business License.

ALL MODIFICATIONS AND ANY DAMAGE CAUSED BY THE MODIFICATIONS BECOMES THE HOMEOWNER'S RESPONSIBILITY.