



# Hillsboro Condominiums



April 2016 Newsletter

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**New Rules and Regulations:** After many months of discussions, inputs and review by legal counsel, the amended Rules and Regulations have been adopted and are now posted for your review at [www.hillsborocoa.com](http://www.hillsborocoa.com). From the home page, just click the “Docs & Info” tab near the top left and then the “CCR’s and Rules” tab and you’ll find them. You can download the document and print it, or if you need a hardcopy you can call (719) 594-0506 or email ([Office@zandrmgmt.com](mailto:Office@zandrmgmt.com)) and request one be mailed to you.

**Updated Responsible Governance Policies:** Along with the Rules, an updated Covenant and Rule Enforcement Policy was also adopted at the March Board Meeting. This has been added to a full new summary document on the website. This document has all of the State required Responsible Governance Policies and a new table of contents for quick reference. Go to [www.hillsborocoa.com](http://www.hillsborocoa.com), then just click the “Docs & Info” tab near the top left and then the “Policies” tab and you’ll find them. Hardcopies can also be made available, but please remember this document is 50 pages thick.

**Paint Project Completed:** The work has been completed, but we are aware of a number of areas that need touch up or clean up, but keep them coming if you see them as the warranty is in force. **PLEASE REMEMBER** there is a **ZERO tolerance policy** for any decorations or items attached to the building. **Any items attached to the after the painting will be removed and the holes repaired at the expense of the Owner.**

Flower boxes and planters are still permitted to be hung on the rails of upper balconies (facing inward towards the patio) and set on top of the stucco wall of patios so long as they do not damage the paint or stucco.

**Dryer Vent Cleaning - Important Dryer Vent and Booster Fan Information:** After doing extensive research and taking input from various owners, the Association has determined that there are various different types of installations of dryer vent booster fans in lower units and various different methods for how the venting duct work exits the building. The dryer booster fans and the ventilations ducts from each individual unit to the exterior of the building are extensions of the interior plumbing, and thus the responsibility of each individual Owner. Some booster fans were hooked up properly at original construction and it appears others were never operational.

It is highly recommended that each Owner have the dryer vent pipe and booster fan (if applicable) checked and completely cleaned on an annual basis to prevent lint buildup and a possible fire hazard. Work should be completed by a properly licensed and insured HVAC contractor.

**Oil Leaks in Parking Spaces:** If you have a vehicle that leaks oil, please have it repaired or park it off site. You should also have your space cleaned up. If you are aware of another vehicle that leaks and is causing damage to your asphalt, please let us know so we can get it rectified. The Association reserves the right to clean spaces and assess the cost to the responsible Owner.

**Personal Gate Codes and Special Event Codes:** If you have an event at the Clubhouse, please do NOT give out your personal gate code. Please contact [Derek@zandrmgmt.com](mailto:Derek@zandrmgmt.com) and request a special event code that can be deleted after your event.

**Help us Report Carport Damage!:** Another carport has been recently mangled and it appears the assailant will remain unknown. If you observe a vehicle striking and or damaging a carport or other Association property, these steps can help everyone save money.

1. Never try to stop anyone or even approach someone when observing a situation like this. The best thing you can do is to try and get a license number and or description of the vehicle or person responsible for the damage.
2. Even better, in our connected world, pull out your cell phone and snap a quick photo. Please try and be discreet while doing so because many people especially someone trying to not be held responsible may not appreciate your efforts.
3. Please report information including dates and times to the CSPD and Z&R Property Management so we can follow up accordingly. The carports at Hillsboro are especially susceptible to being struck by delivery and moving trucks and are rarely reported. This increases the expenses for your Association to have these repairs completed. When we have a witness to damage we can many times hold the responsible party accountable for these damages. Please remember it is not your job to enforce the laws. That is for the CSPD to handle, but any help we can provide simply helps keep Hillsboro a safer and more pleasant home for everyone.

**Contact Protocol:** As your Management Company, we at Z&R Property Management should be your first point of contact on every issue involving the Association. You can contact us through our main office number listed above during regular hours and for after hours emergencies.

Our office hours are from 8:30 a.m. to 5:00 p.m. on Monday through Friday. If you are planning to visit us in person, we encourage you to call ahead to ensure someone is expecting you. Should you need to contact us about Association matters involving covenant violations, complaints, suggestions, etc., we ask that you put your thoughts in writing. Send them to Z&R so that we may record them and ensure they reach your Board of Directors for the appropriate response and follow up. Letters via the postal service, emails or faxes are always welcome. Please note that anonymous complaints cannot be acted upon.

Our main number for all calls is: (719) 594-0506  
(24/7 for normal calls or emergencies)

We have two fax lines: (719) 884-4496 or (719) 594-0473

Primary Emails: [Office@zandrmgmt.com](mailto:Office@zandrmgmt.com) or [Darren@zandrmgmt.com](mailto:Darren@zandrmgmt.com) or [Chris@zandrmgmt.com](mailto:Chris@zandrmgmt.com)

Questions about your account? [Books@zandrmgmt.com](mailto:Books@zandrmgmt.com)

Unless it is an after-hours emergency, emails are always the preferred method of contact. Please note that Owners should NOT schedule any form of work in the Common Areas themselves or bring in outside contractors onto the property unless they are working exclusively within the confines of your home. Any work outside of your home should be scheduled through Z&R so we can properly vet the contractors and ensure they are properly licensed and insured. Thank you!

**Criminal or Civil Matters:** The Association has a letter on file with the Stetson Hills Police Station about trespassers, etc., which authorized the police to identify trespassers from residents and remove them from the property.

If you have an emergency, you should always call 911. The general dispatch for non-emergency situations is 444-7000.

If you want to file a complaint online, you can use <https://cspd.coloradosprings.gov/>

If you want to reach or visit the Stetson Hills Police Station direction, it is at 4110 Tutt Blvd, and the direct phone number is (719) 444-3140.

Respectfully,

Darren H. Burns  
Property Manager

Chris Schade  
Property Manager's Assistant