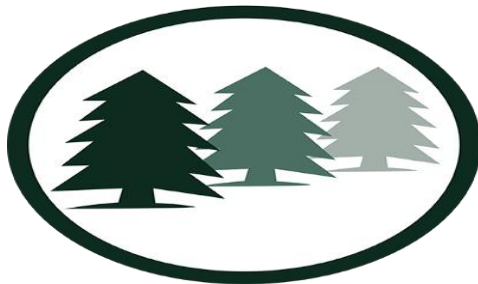


# PARKWAY HEIGHTS

## Rules and Regulations Handbook

*Revised July 2025*

***Professional management services provided by:***



Cedar Management Group

*Service Driven: People, Process and Purpose*

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- INDICATES A FINE OR FEE

**PLEASE NOTE STURCTURAL DAMAGE IS NOT THE RESPOSIBILITY OF THE HOA**

**GENERAL INFORMATION**

On behalf of our Homeowners' Association, welcome to Parkway Heights Parkway Heights was built in 1990-1994 by Carlton Enterprise and is considered among the most desirable communities in our area. It is classified as a PUD (planned unit development) including 123 home units and common grounds with a swimming pool. The common grounds are for the exclusive use of Parkway Heights residents and their guests. This is your community, and we are glad you're here!

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

## **PHHA ADMINISTRATION AND 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 is composed of no more than nine (no less than 3) elected members; not required to be Association members. Board members are elected at the annual Association member meeting. The Board's primary function is to oversee the affairs of the neighborhood such as general maintenance of common property, rule regulation, etc. Ideally, 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 management company.

*The Board receives no compensation for this job. It is a VOLUNTEER position only.*

### **Committees**

The board can decide to place a standing or temporary committee, as needed, that consists of community member volunteers. These committees oversee various aspects of community business. If you are interested in serving on any of the following committees, please contact the board via the management company.

The Architectural Review and Building Maintenance Committee supervises contractor performance and makes recommendations 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 via property management. ***Please note: ALL REQUESTS MUST BE SUBMITTED BY THE HOMEOWNER. Some modifications may be deemed temporary and must be removed by the time frame advised.***

The Landscape Committee monitors the landscape contractor's performance and makes recommendations regarding maintenance of the common landscape areas. If you have an issue with the landscaper, please contact the board via property management.

The Communications Committee provides updates and community information via our website Parkwayheightshoa.com and provide a newsletter, as needed. The board reviews and approves the content of these communications. If you would like to add anything to the webpage, please submit it to the board via the property management. NOTE: The Facebook Group, Parkway Heights Neighborhood is a page for neighbors only. This page/group is not HOA sanctioned and it not administered or monitored by the Board of Directions or Cedar Management. The only board approved communication will come thru Cedar Management via your personal portal, emails via the Cedar representative and the website.

The Pool Committee helps with keeping the general pool area and keeps bathrooms clean. Helps to oversee the pool company's maintenance and Health department regulations. If you have any issues or questions regarding the pool, please contact the board via property management.

The Walk-Through Committee community members on this committee stay anonymous to everyone but the board and the management group. Help walk the neighborhood to ensure rules and regulations are being followed and we maintain a nice safe neighborhood. Temporary Committees are appointed as needed, and if you would like to volunteer for one of these committees, please contact the board via property management.

PLEASE NOTE STURCTURAL DAMAGE IS NOT THE RESPOSIBILITY OF THE HOA


<b>Area or Item</b>	<b>Responsibility of Association</b>	<b>Responsibility of Homeowner</b>
Exterior siding/brick	Repair. replace. maintain (pressure-wash every 5 yrs)	can clean as feels needed (must have any chemicals approved)
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 so as to maintain uniformity within the community
Windows, window trim, screens		Repair, replace, maintain
Exterior Dryer Vent Cover only	Exterior Dryer Vent Panel COVER (siding)	Interior cleaning & all other
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 controls	Termite Control Only	All other
Front porches, sidewalks, stairs		Repair, replace, maintain
Front porch swing		Repair, replace, maintain (finish must be white or natural wood) to maintain uniformity
Water and/or smoke damage	Damage from common area source	From any source not a common area
Fireplace and Chimney	Chimney cap maintenance, exterior	Interior repair, maintenance, cleaning
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 owners)
Streets, curbs, parking spaces & house numbers	Repair Maintain	
Pool, pool deck, furniture, equipment	Repair, replace, maintain	
Entry way Sign	Repair, replace, maintain	

### **AREAS OF RESPONSIBILITY: INSURANCE AND MAINTENANCE**

**Insurance** - The PHHA insures the common area and certain unit building components. Owners are responsible for 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 H0-6. It should include outside structures (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's policy, please contact property management.

**Maintenance and Repair** - The PHHA is responsible for maintaining/repairing certain unit building components and homeowners are responsible for maintaining/repairing others. In general, owners are responsible for the maintenance/repairing of the interior portions of their homes, porches decks / patios. 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 are provided by the HOA. To help clarify this, the Board has approved the list of responsibility designations located on the previous page. If you have questions about any of the items listed, or any other items that may not appear on the list, please contact the board via property management.

 **Please note that if you have an enclosed area that extends past your property and prohibits maintenance work access, you will be responsible for the repairs that need to be made. You may also be subject to a fine for being in violation of architectural encroachment. PHHA WILL NOT BE RESPONSIBLE FOR ANY DAMAGES DIRECTLY OR INDIRECTLY CASUED BY HOMEOWNERS, RENTERS, VISITORS OR OTHERS**

### **INFORMATION NOTIFICATION & CONTACT**

Since the PHHA Board of Directors operates on a volunteer basis, it is important that these volunteers **ARE NOT DISTURBED AT THEIR HOME**. The board would like to hear from you and wants to be able to assist you when necessary. Please contact the property management group to find out point of contact best practice. The current Property Management contact is included on the last page. Parkway Heights Neighborhood Facebook page is solely a way for neighbors to connect. It is NOT monitored by the management company or the Board of Directors. PHHA has its own website parkwayheightshoa.com.

### **GOVERNING DOCUMENTS**

The PHHA is governed by several legal documents: the Articles of Incorporation, the Declaration of Covenants, Conditions and Restrictions, the By-Laws, Board Resolutions, Neighborhood Information and Guidelines and the Rules and Regulations adopted by the Board concerning common property. If you did not receive a copy of these documents when you purchased your home, please contact the Board via property management. Additionally, All Knox County ordinances also apply to our community

## **FINANCIAL INFORMATION**

**Annual Budget** - PHHA annual budget is based on a history of expenses, current inflation factors, projected increases in contracts, 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 the board via property management.

**Association Account Dues** - 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, maintenance and improvements including roofing and street repair that are the Association's responsibility. Every year the PHHA Board has the authority, per the CCR, to review the monthly dues and votes to increase or keep them current, at the annual meeting by the CPI as of July 1st of that year.

**Association Account Dues Collection Policy** –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. Payment is considered late after the 15th of the month. A \$15 late fee, which accrues each month, is assessed. Each homeowner agrees to pay these dues when they purchase their home, payment is NOT optional. Lack of payment can cause dues to increase for everyone, special assessments, or amenities to be lost. 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 not limited to, regular monthly 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 (not covered by PHHA if 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 of your own account may be acquired at any time by contacting property management. PHHA bank accounts balances are provided at board meetings and can be made available to any Homeowner on request via property management.

Payment schedule - The regular dues for each month are due on the FIRST of each month. If you would prefer to make payments in advance, on a quarterly or bi-annual basis, please contact property management to make those arrangements. You should have access to your account at any time. The PHHA does not send out monthly statements; it is the homeowner's responsibility to maintain their payment schedule & history.



15 days late - Accounts will be assessed a \$15 late fee for any payment received after the 15th of the month. This fee does accrue if the account is not up to date.

One month (or more) delinquent- If an account becomes one month or more delinquent, management may send the homeowner a statement of the balance due. A monthly statement could be issued until the account is brought current.

Delinquent Accounts- Once an account becomes delinquent, without arrangements, any balance of \$500 or more that is past due, the account information will be turned over to collections agency (Axela) or to the Association's attorney for the PHHA. A lien will be placed on the property and other more aggressive legal actions may be taken to collect the overdue amount. ***These legal actions can be avoided by setting up a payment schedule (minimum monthly) with property management.*** Payment plans MUST include the current month's dues and an agreed upon portion of the overdue

amount. Once the Payment plan is set up, recurring late fees will be stopped. Missing any of the scheduled payments will result in late fee's starting back. It can also result in the resumption of legal collection action. Missing a scheduled payment arrangement automatically voids the arrangement and a new arrangement will need to be set up.

**The Board set up the following criteria for collections on delinquent accounts & balances:**

\$500 past due, a lien is placed. \$1,000 past due, a request for judgment is made, \$3,000 past due, request foreclosure. **Note: Once an account is turned over to collections or to the attorney, all further communication must go through the collection's agency or the attorney regarding account balances. Homeowners will be responsible for all assessed fees.**

To avoid this, please make your payments on time or make arrangements as soon as possible.

**PHHA Financial Statements** – In conjunction with the board of directors, property management prepares an Association financial report each month. This report includes a Statement of Assets, Liabilities and Equity-Cash Basis, a Statement of Revenue 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, to be used for capital projects and improvements.

**MEETINGS**

**Annual Homeowners Association Meeting** -The annual meeting of the full membership Association is held in September or October of each year. Business may include the election of members to the PHHA Board of Directors, voting on dues increase and/or special assessments, a report on the annual budget and other issues relevant to Parkway Heights. It is extremely important that **every homeowner** tries to attend this meeting, each year, since business conducted impacts each owner's investment in their home. If you cannot attend, please complete and return the proxy that accompanies the Annual Meeting Notice, designating someone to represent your interests. Letters are U.S. mailed 30 days prior to the meeting.

**Board of Directors Meetings** -The Board meets bi-monthly with most meetings open to the community. The board, at times, may need to have a closed meeting to discuss individual delinquent accounts. Meeting dates and times will be posted on the PHHA website and on the portal used by the property management company. Association members are welcome to attend board meetings. If you would like to present an item for discussion at the meeting, it must be included in the meeting agenda. To be included on the following months agenda, please contact the board via property management. If it is a time sensitive matter, please contact no less than ten days prior to the next scheduled meeting.

**MODIFYING YOUR HOME**

Homeowners wishing to alter or modify their home's exterior in any way must submit an application for modification or additions for written approval from the board, before starting any construction work. Modifications include, but are not limited to, window replacement and changes made to the construction of decks or patios. Because of the PUD Community development, we live in, uniform /consistency provisions within the PHHA By-Laws and DCCR govern most of the exterior of our homes.

To obtain an application please contact property management. Complete the application and return it to the Property Management Group. Please include all requested information and attachments. The Architectural Review Committee and the board will review your application and send written approval or denial within fourteen days dependent on the complexity of the project.

***PLEASE NOTE: Applications MUST be submitted by the HOMEOWNER. 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. Temporary modifications may also be approved or denied.***

***Work done without prior approval from the board, the homeowner will be assessed a reasonable fine/fee determined by the type of work performed and could potentially be asked to remove the modification. If modifications affect items that are the responsibility of the HOA and/or connected units, the homeowner will be asked to sign and release the HOA of any liability and will be responsible for having the required release notarized and submitted to management company within the reasonable time frame provided.***

### **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. The Board and management company will assist in resolving the issue as much 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 AND COURTESY**

Parkway Heights is a family-friendly community. Please respect the peace, privacy and property of all residents. Knox County noise and safety ordinances apply here. No loud noises after 10pm, *note this is different than the city ordinances*. 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*

### **SOLICITATION IS PROHIBITED IN PARKWAY HEIGHTS**

### **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 and to establish penalties for

infractions. This is done for the protection of owners, to safeguard property values & keep our community a nice place to live. All owners, renters and guests are subject to PHHA rules and regulations regarding the use of the common areas. It is the responsibility of each owner to inform renters and guests of these rules and regulations. Owners are responsible for any fines/ fees due to violations of the rules and regulations committed by the owner's renters and or guests. No fine will be imposed until the owner has notice of the proposed fine and an opportunity for a hearing before the Board regarding the fine.

To report a violation please contact property management.

**Pets – Parkway Heights is a pet friendly neighborhood. However, the rules apply to all & are taken very seriously, with the conjunction of Knox County Animal Control.**

- All dogs in the common area must be under a responsible person's control and MUST be leashed or carried. NO LOOSE DOGS- Parkway Heights follows the Knox County Leash Law.



A pet's waste in any area must be **picked up immediately** and disposed of in the pet's owner's garbage can. This is a Knox County law and can/will be enforced by Knox County Animal Control. **Knox County mandated fines can be up to \$750.**

If you fail to timely and properly dispose of pet waste, the homeowner (violations are mailed to the homeowner's address) will receive one warning letter before a 2<sup>nd</sup> violation letter is issued, with a fine of \$25. The fine will increase \$25 for each occurrence. If there is a 3<sup>rd</sup> occurrence, Knox County Animal control is called at that time. The 3<sup>rd</sup> occurrence fine equals \$75 to PHHA, plus the possible fine to Knox County Animal Control. Animal control will be called with any further occurrences & fines will continue will increase to PHHA. (*Unpaid fines & fees are added to your account. Please see the Association Account Dues Collection Policy for reference*).

***PLEASE BE RESPECTFUL & DISPOSE OF YOUR PET'S WASTE.***

- All common properties, other *than the pool area*, is open to owners their renters, guests and their pets. Common courtesy suggests that pets should not be allowed to use the bathroom right next to another person's home.
- Pets on common property must be properly vaccinated and display a current rabies tag. This is Knox County law. If your pet is not wearing a rabies tag, be prepared to show proper vaccination records if requested.

If a stray or vicious animal is encountered, contact Knox County Animal Control at (865) 215-6599.

**Parking & Traffic Regulations**

Each Unit includes parking spaces in front of the home. The spaces are measured from downspout to downspout. Do not park in anyone's spaces but your own, without 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 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 only available on the street at the curbed areas that have been ***marked and designated for parking ONLY. Please observe the posted 48-hour rule.*** There is no parking along the front 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. Any vehicle parked in a non-designated parking space may be towed at the owner's expense. NO EXCEPTIONS. If your car is towed from a non-designated space, you may contact **Cedar Bluff Towing at (865) 966-0050**
- 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).
- Vehicles that are non-drivable, such as those with expired tags, flat tires (more than a week) need to be covered, if they are not maintained.
- Portable/Rental storage units, i.e. PODS are permitted, for a period 7 consecutive days, with prior notice to property management & the date of placement. A storage unit may be placed ONLY in the parking spaces in front of your home. Storage units may not infringe upon neighboring properties. 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!

Violators may be subject to fines for speeding.


### **Swimming pool**

***There is a camera at the pool. You are being recorded when in the pool area.***

The pool is available for the enjoyment of Parkway Heights owners 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 via property management. The pool hours are located on the gate entrance.

A key fob is required for access to the pool area. If you do not have a key fob, please contact property management. Only one key fob is issued for each home. **If your initial key is lost, the replacement fee is \$40 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. For the Safety of all residents, DO NOT open the gate for anyone who does not have a fob. Advise them to call property management. Some homeowners, who rent their unit, chose to keep pool access for themselves and not their tenants. This situation is to be handled by the homeowner & not property management.

***DO NOT PROP THE GATE OPEN FOR ANY REASON! DO NOT LET ANYONE IN WITHOUT THEIR FOB!***

 Owners who are delinquent in paying their 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. Once delinquent, your fob is deactivated. ***There is a \$25 fee to have the fob reactivated.***


**Please observe the following pool safety regulations:**

Please Shower before entering the pool.

- THERE IS NO LIFEGUARD ON DUTY - Swim at your own risk.
- Never leave the pool gate unlocked or propped open.
- A supervising adult must accompany all children under the age of 14. No one under the age of 14 is allowed in the pool area unless accompanied by a responsible adult.
- No glass containers are allowed in the pool area.
- No pets are allowed in the pool area.

Proper swimming attire must always be worn in the pool area. Skinny-dipping is prohibited & all private parts must be covered by your swimsuit.

- No incontinent people 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.
- All trash must be properly disposed of before leaving the pool area. There is a garbage can located on the pool deck for your convenience. If you are last to leave the area on Monday evening, please pull the trash to the end of the sidewalk. If you are the first to arrive on Wednesday morning, please take the receptacle back in the pool area.
- Ash trays are provided on the pool deck for smokers. If you use an ash tray, dispose of your ashes in the TRASHCANS ONLY, NO HOT ASHES, before you leave the pool area.
- There is no hired cleaning crew to take care of the deck furniture, trashcans, cigarette buckets or BATHROOMS. It is the responsibility of all who use these items to clean and maintain them.
- Please close the umbrella 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 and doors to the restrooms closed. If you are the last to leave the pool area, please make sure the restroom doors are closed.

 Anyone who enters the pool area without using their own key fob will not be allowed to use the pool for a period of one week and pay the reactivation fee for your fob. A second offense will be two weeks

and if a third offense occurs, you will not be allowed to use the pool area for 60 days. Everyone must use a key fob. This includes guests that may come to the pool with you.

- Alcohol consumption is permitted, but please be responsible. Excessive drinking may result in being asked to leave. If you are at the pool watching children, see “responsible adult” comment in rule #3
- Please watch your language, Keep it respectful.
- Security camera - The security camera has been installed to protect the safety of the PHHA residents and their guests. If anyone accesses the pool area without a key fob, if a child enters without an adult, a resident or guest damage property, they will be subject to any applicable penalties (including legal fees, legal action etc.), responsible for paying for damages and suspension of pool privileges. Any owner (or their tenant or guest) tampering with or damaging the HOA camera will be prosecuted.
- RESIDENTS MUST ACCOMPANY GUESTS TO THE POOL. Guests are not allowed to use the pool without the resident being present. NO EXCEPTIONS. Please keep your suggested number of guests to 3.
- Any violations should be reported to property management. Owners will be subject to fines for violations of these rules and regulations by the owners themselves, their tenants or guests.

### **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. Any political signs, by the same measurements, follow the municipal code of ordinance stating signs cannot be displayed for more than 30 days prior to the start of the earliest voting period for the candidate or issue, and must be removed within five days following the end of the final voting period for the candidate or issue.

Do not post fliers or notices of any kind on mailboxes. Solicitation is not prohibited in Parkway Heights

### **GARBAGE COLLECTION**

5 Star Waste is the current collection provider. The cost is included in your monthly dues. Garbage receptacles are the property of 5 Star Waste. Your house number is on the receptacle provided to you. Homeowners are responsible for maintaining the identity of the garbage receptacle, provided for them. Please Make sure the House number stickers are readable & replaced if needed. Garbage collection is on Tuesday mornings. 5 Star DOES run on holidays, other than Christmas & unless posted on their website.

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 Sunday evening for collection. Please return it to the side or rear of your home by Wednesday morning. Any owner that is delinquent with their PHHA dues may have their garbage removed by 5 Star Waste and their collection service suspended until their account is brought current or payment arrangements are made with the PHHA. Owners of Units with trash



bins left along the curb for unauthorized periods of time will incur violation fines starting at \$25. You will be sent 1 notice to update your receptacle identity, if unreadable. If not updated in 14 days, homeowners will be charged for the new stickers, postage for mailing, and a reasonable administrative fee.

### **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. Shrubs and bushes should be kept 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 root line 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. If your shrubbery is not maintained as defined above, you will receive a notice to rectify this within 7 days. If not rectified the Board will ask the lawn care company to bring the property into compliance, and the affected owner's account will be billed the amount charged for the work. Plus, a reasonable administrative fee along with the violation fine.

### **FRONT PORCHES, DECKS AND 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, patios or deck areas. Small storage bins are allowed on patios or decks, but not underneath them. Firewood is prohibited on or under decks, as it will attract termites. A/C units or fans in windows are prohibited (if you have a temporary emergency where cold air is needed in your home during a repair, please contact property management about your situation. A temporary exemption COULD be considered on a case-by-case basis).

Holiday lighting & large outdoor holiday décor must be removed within 3 weeks after the holiday. Flags cannot touch the ground or be hung in/out of windows. Any torn or damaged flags must be taken down. Cable wires must be black and not exposed, coming out of windows, doors, etc. Broken doors or windows must be replaced immediately. Trash cans must be placed on the side or back areas by each Wednesday 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 and privacy fences are not maintained, after notice to the owner the Board will contract to have the needed work done and bill the homeowner for the cost plus a reasonable administrative fee. The property manager must be notified of any structural changes proposed, such changes must be approved by the Architectural Committee. Please have any trash, remaining materials put away within 7 days of completion. Please keep excess items, trash or unauthorized storage off front porches, decks, or patios.

### **Maintenance Walkthroughs**

Inspections are completed quarterly and may be performed as needed for repairs PHHA is responsible for. If you notice damage to a unit (your own or a neighbors) or common area in need of repair before an inspection, please contact property management so the item can be added to the punch list. Please make sure to specify if the item is in need of immediate attention, so further damage does not occur.

*Please Note: Gutter cleaning is provided by PHHA once in the spring.*

### **Violation Walkthroughs**

Inspections of the rules & regulations are completed twice per month. Any homeowner found to be in violation of these rules and regulations will be notified of the violation and expected to remedy the situation within the following time frames once notification is received:

2 days by 8am to have trashcans pulled back.

7 days to remove unauthorized personal items off porch/deck areas. A/C or fans in windows. Firewood on/under decks. Flags touching the ground or in/on windows. Weeds in front yard/ flower bed area. **Holiday lighting & decor hanging (to be removed 3 weeks after the holiday)**. Cable wires left exposed and/or a different color than black. Large storage bins under decks or on patios. Debris/trash on/under decks/patios or front porches. Broken doors/windows not replaced. Any added structure or item not approved by PHHA that does not allow mowers to pass, blocks access to common areas or does not allow for PHHA maintenance to be performed.

7 days to trim bushes/trees or removal of each in front / back yard area. Items in personal flowerbeds / yards are not to infringe on your neighbor's property, on items covered by PHHA maintenance (gutters, roofs, etc.) and not cover the front window of the home. It is the Homeowner's responsibility to trim and maintain any trees on personal property, not planted by PHHA.



### **Violation Fines & Fee's**

Violations of the same infraction are set as the following. ***Please note that Pet Waste only receives one violation warning letter, and the fine ensues with the 2<sup>nd</sup> violation letter.*** All Fines and fees start at but are not limited to \$25. Some violation fees, such as Pet Waste, increase by the fee amount, with each continued occurrence. An administrative fee may also be attached to each violation. If PHHA must take care of your infraction, such as lawn care, the homeowner will also be billed for the vendor invoice. Violation notices include the exact infraction, location of infraction, expectation of remedy & the rule / regulation that is violated.

1<sup>st</sup> violation - Homeowner is notified & expected to remedy. Considered a warning letter.

2<sup>nd</sup> violation - Homeowner is notified, expected to remedy, advised of fine amount. 2<sup>nd</sup> and final warning.

3<sup>rd</sup> violation - Homeowner is notified, issued the fine or fee and given the expected date of completion before the next fine is given.

4<sup>th</sup> or more violations - Homeowner is notified of reoccurring violations, issued fine or fee and advised what further action may occur.

***All fines / fees referenced in this document, procured by the HOA/ management company/go directly to HOA funds and/or to any fines/ fee's being fined by a 3rd party thereof. Board members are volunteers and do not receive any type of payment, kickback, nor keep any funds in relation to anything deemed as HOA business.***

### **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, listed below are utility and service providers for our area:

- **Electricity:** Lenoir City Utilities Board (865) 986-6591
- **Water/Sewer:** West Knox Utility D1stnct (865) 690-2521
- **Telephone/Internet/Cable**
  - TDS Telecom (865) 671-2100
  - Spectrum (888) 406-7063
  - DirecTV (888)777-2454
  - Dish Network 1 -888-825-2557
- **Newspaper:** Knoxville News-Sentinel (865) 521-8181

### **RURAL METRO**

PHHA DOES NOT pay for the yearly Rural Metro dues. Please contact Rural Metro to set up an account and pay the yearly membership dues.

#### **Rural Metro**

**Address:** 160 N. Campbell Station Rd, Knoxville, TN 37934

**Phone:** (865) 765-6493

**website:** <http://www.ruralmetrofire.com/>

### **COLLECTIONS**

Once a Homeowner's account is turned over to Axela, the homeowner will need to work directly with Axela to resolve their delinquent account:

#### **Schwartz Vays**

**Phone:** 800-875-9221

**Email:** [info@schwartzvays.com](mailto:info@schwartzvays.com)

**Website:** [www.schwartzvays.com](http://www.schwartzvays.com)

**CEDAR MANAGEMENT GROUP**

Parkway Heights Neighborhood Website – parkwayheighhoa.com

Payment mailing Address: PHHA c/o Cedar Management Group

**PO Box 621296  
Orlando, FL 32862-1296**

Include the following: Management Company ID: 7665, Association ID or Lockbox Number:2602, your account number and property address.

One-time online payment WITH service fee- [www.mycmg.com/epayment](http://www.mycmg.com/epayment)

**\*\*Register your account & set up autopay- [portal.mycmg.com](http://portal.mycmg.com) – Please register your account, even if you do not set up autopay. This will be one of the boards and Cedars main forms of communication with the community.**

General Questions: [Support@MyCMG.com](mailto:Support@MyCMG.com)

Closing statement when selling your unit: [Closings@MyCMG.com](mailto:Closings@MyCMG.com)

Cedar Management Group: PO Box 26844  
Charlotte, NC 28221

Phone: 704-644-8808

Fax: 704-509-2429

Toll-Free 877-25CEDAR

**Community manager - Chelsie Ford-Garner**

**MYCMG.ORG**

**[Support@mycmg.com](mailto:Support@mycmg.com)**

*Welcome Home. We're glad you're  here!*