

## HIGHLANDS AT MAYFIELD RANCH FREQUENTLY ASKED QUESTIONS

TownSq is the HOA's official method of communication with members. If you do not already have an account, you are encouraged to open one at [townsq.io](http://townsq.io). You will need the account number from your assessment statement and your zip code.

HMR-HOA is the association's website managed by a board member and includes information about the HOA.

The community Facebook pages are privately administered and are not used for official HOA communications.

If you have a special circumstance, please notify Goodwin through a Request on TownSq.

### Assessments:

- Regular assessments are \$150 per quarter due on the 1<sup>st</sup> day of January, April, July and October.
- Garden Homes assessments are due on the 1<sup>st</sup> day of each month.
- All assessments are subject to a late charge if not paid by the 15<sup>th</sup> day of the applicable month.
- Residents can set up an automatic bank draft or credit card payment through TownSq for regular assessments as follows:
  - Login to your TownSq account;
  - Click on your profile in the top right corner and select 'Accounts';
  - Click 'Make a Payment' then click "Add" and select either credit card or bank;
  - Enter your credit card or bank account details;
  - Then click 'Go to Accounts payment' and enter the start date and amount.

### Architectural Control Committee (ACC) approval:

- All changes to the exterior of your home or your landscaping require prior written approval from the Architectural Control Committee. Work may not start until approval has been received. An approval is valid for 180 days. If work is not started by then, the request must be resubmitted.
- Request form and instructions are on TownSq: Tools: Documents: Forms.
- Send the completed form and all necessary information including a copy of your survey showing location of Improvements, information on materials, colors, plants, etc. to be used.
- The ACC has 30 days to review a complete request. If more information is needed, the 30-day period restarts when the requested information is received by the ACC.
- Please read the Architectural Rules and Regulations for more guidance; TownSq: Tools: Documents: Governing Docs – New: Recorded ACC Rules.

### Amenity Center Reservations:

- Reservations for use of the main room at the Amenity Center for private parties are made on TownSq: Tools: Reservations: Amenities: Amenity Center.
- Reservations are for a 5-hour block of time, 9:00 a.m. to 2:00 p.m. or 4:00 p.m. to 9:00 p.m. Access for set-up is one hour before the start time.
- Cost is \$85 per reservation plus a \$200 cleaning fee that is refunded if the premises are left clean, tidy and all garbage removed.
- You will receive an email from Goodwin with instructions. The rental fee and security deposit must be paid before the reservation can be confirmed.
- You must provide your fob number to Goodwin. If you do not do so, the door cannot be unlocked.
- The maximum capacity of the main room is 77 people, please do not exceed that.
- Reservation of the main room does not include the patio, decks, pools or splashpad. The patio and decks may be used but must remain open to everyone. Each resident family may only have a maximum of 4 guests in the pool at any one time.
- Residents may reserve the main room at no charge if the event is for HMR residents only; non-resident guests are not permitted. These events must be open to all residents. One non-resident guest speaker or instructor per event will be permitted. The event organizer may charge a minimal charge to cover expenses.

### Domestic animals:

- No more than 4 dogs or cats may be kept on any Lot. See the Amended and Restated Development Area Declaration, article 2.7 for more information on the types of animals permitted.
- Dogs must be on a leash any time they are outside the owner's back yard.
- Owners must pick up their dog's waste. There are 10 dog waste stations scattered throughout the community.
- Pets are not allowed at the Amenity Center. Service animals are permitted.
- Barking or aggressive dogs should be reported to Williamson County Sheriff's Dept. A note of dates, times and duration will be helpful.

### Feeding Wildlife:

- The feeding of wildlife in the HOA Common Areas, Cave Lots, MUD Pond Lots and greenbelt is prohibited.

### Garage Sales:

- Community Garage sales are usually held on the first Saturday of April and October unless it is a holiday.
- Garage, Estate or Yard sales may not be held at any other time without the prior written consent of the Board.

### Governing Documents:

- All governing documents, rules and regulations for the HOA can be found on the Association's web site HMR-HOA.com or TownSq: Tools: Documents: Governing Docs – New.

### Parking:

- Residents may not park on the street except in the case of an emergency.
- Parking on a driveway blocking the sidewalk is not permitted.
- Guests may park on the street for up to 24 hours.
- For more information see Community Manual, Attachment 8, Parking Rules and Regulations.
- If you are having a special event at your home that will include multiple vehicles parked on the street, please notify Goodwin with a Request on TownSq.

### Pool Hours and Use:

- The pools and splashpad are open from 6:00a.m. to 10:00 p.m. daily year-round.
- A fob is required to access the pool area at all times.
- To obtain or replace a fob use this link <https://gmiusaaccess.com/amenity-request/?prop=AHMR>
- The rules for use of the pools, splashpad and playground are on TownSq: Tools: Documents: Pool Rules and in the Community Manual, Attachment 9.
- The pool is cleaned 3 times a week, Monday, Wednesday and Friday, from March – October and 2 times a week from November – February.

### Rentals:

- Rentals must be for the entire property and must be for a minimum of 12 months.
- Short-term rentals or rental of a room or part of the home are not permitted.
- The owner is responsible for any violations incurred by the tenants.
- The owner must provide a copy of the Association's documents to the tenant.
- Within 10 days of a lease start date, the owner must provide the start date and term of the lease along with the names and contact information for the tenants to the management company.

### Trash containers and recycling bins:

- Trash containers and recycling bins may be placed at the curb no earlier than 12:00 noon on Tuesday and must be removed by 12:00 noon on Thursday. If your bins are not emptied on the regular day, Wednesday, please notify Goodwin by opening a Request on TownSq.
- Weather or other circumstances may require a change in TDS' schedule. These will be posted on TDS' website [www.texasdisposal.com/wastewizard](http://www.texasdisposal.com/wastewizard).

- Residents who use a bin cleaning service should submit a Request on TownSq so the Compliance Committee and Goodwin's Rules Enforcement knows not to cite the bins.