

# The Vistas at Nor'wood Townhome Association, Inc.

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This listing should help you with getting your feet on the ground at The Vistas at Nor'wood Townhome Association, Inc. Keep this information for quick reference.

**PROPERTY MANAGEMENT:** Z & R Property Management is the company responsible for the management of The Vistas at Nor'wood Townhome Association, Inc. If you are not sure about whom to call or how to handle a problem, contact Z & R and ask for Devin or Darren (Phone: (719) 594-0506 Fax: (719) 594-0473). Their emails are [devin@zandrmgmt.com](mailto:devin@zandrmgmt.com) and [Darren@zandrmgmt.com](mailto:Darren@zandrmgmt.com)

***Please visit the website for all Rules & Regs and other info:*** [www.VistasAtNwTA.com](http://www.VistasAtNwTA.com). To protect the HOA, some webpages require a password to view, and it is changed quarterly. If you haven't received the current password, contact Z&R.

**DUES:** The dues are **\$160.00** monthly and are payable in advance on the first day of the month and become delinquent after the 10th, at which time a late charge of \$25.00 per month is assessed and a statement is mailed. The statement is only a helpful reminder of your dues. **Not receiving your statement or coupons will not exempt you from Association dues or late fee.**

***Option 1: Automatic withdrawal.*** If you would like to set up EFT (Electric Funds Transfer) through our office, please **fill out page 4**. (Easiest – No Cost – Quickest - Worry Free Way to Pay!)

***Option 2: Online Credit Card Payment.*** You may go to [web.condomanager.com](http://web.condomanager.com) to make an online payment. Please contact our office for a username and password.

***Option 3:*** Use your bank's online bill-pay service, or make your check payable **to The Vistas at Nor'Wood TOA** and mail all payments to:

**Dept. L.B. The Vistas at Nor'wood TOA  
P.O. Box 912752  
Denver, CO 80291**

Please use your **"UNIT NO:"** AND street as your account number in the online bill pay section of your bank's website or in the note section on your handwritten check. Examples: 6251 Cedar Park Gr or 6251CPG (Please include all Numbers and letters).

**MAILBOXES:** Mailboxes are homeowner's responsibility. If you need a key to your mailbox, please contact a locksmith.

**PARKING:** Parking is only allowed in designated spots. Please refer to section 3 of the Rules and Regs for a full list of parking restrictions. \* [vistasatnwta.com](http://vistasatnwta.com) "Our Association" "Doc, Forms & Info" "CC&R's & Rules"

**ARCHITECTURAL REVIEW COMMITTEE:** No Improvements shall be constructed, erected, placed, planted, applied, or installed upon any Lot unless plans and specifications have been first submitted, and approved in writing by the Architectural Review Committee (ARC), except where the Improvement complies with the ARC's pre-approved installations. *Please refer to Section 1 of Rules and Regs \* for more information.*

**GRILLING:** Charcoal grills are prohibited, even if not in use. Store and use your non-charcoal grills outside the home at least 10' from any combustible structure. *Please refer to Section 4 of Rules and Regs \* for more information.*

**CONTACT PROTOCOLS FOR Z & R:** As your Management Company, Z&R should be your first point of contact on every issue, within the Association's scope of authority, from work order requests to Covenant violations. Office hours are from 8:30 a.m. to 5:30 p.m., Monday through Thursday and 8:30 a.m. to 12:00 p.m. on 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 and forward them to us so that we may, in turn, keep them recorded and ensure they reach your Board of Directors for the appropriate response and follow up. Mail, email, and faxes are all acceptable.

**COVENANTS, RULES AND REGULATIONS:** As with any community such as yours, there are certain guidelines that govern the dos and don'ts. As your Management Company, one of our directives is to understand and enforce all your standing Covenants and Rules & Regs from pets to parking. For this reason, we ask that you review the covenants and the Rules & Reg. [vistasatnwta.com](http://vistasatnwta.com) "Our Association" "Doc, Forms & Info" "CC&R's & Rules" For more information about enforcement please refer to the Responsible Governance Policies. \* [vistasatnwta.com](http://vistasatnwta.com) "Our Association" "Doc, Forms & Info" "Policies"

**BOARD OF DIRECTORS:** Your Board of Directors consists of non-compensated owners who volunteer their time to serve the community. For this reason, we ask that you first try to work through Z&R to have your concerns addressed. If you feel that Z&R has not served you well or that you must deal directly with the Board, you have several ways you can contact the Board Members: #1. Attend one of the Board Meetings. Please call our office for specific dates and times. #2. Write a letter, fax, or email to Z&R. We will forward all correspondence we receive to the Board. #3. Call Z&R and request to have a Board Member call you back. We will then contact the highest-ranking Officer available and request they contact you directly to listen to your concerns. By following these procedures, you allow your Board Members to govern effectively and remain neighbors who have lives apart from their volunteer work.

**INSURANCE:** The O'Donnell Agency handles the Association's Insurance requirements. Specific questions should be directed to Darren or Devin.

**NOISE COMPLAINTS:** If you are having trouble with noise from a neighbor, please contact them directly first if safe to do so. If this does not solve the problem, filing a noise complaint with the police department is the next best alternative. The Association can write letters and issue fines after a certain period, *but this process is very slow and generally is not as effective* as calling the police. 10:00 pm to 7:00 am is quiet time with few exceptions. Please be respectful of neighbors.

**PETS:** When a pet is outside the unit, it must be always on a physical leash. The person in control of the animal must clean up after the pet immediately. Pets may not be left unattended or tied to an outdoor structure. Please do your part by complying with pet rules.

**TRASH PICKUP:** Infinite Disposal provides the trash service for the community. Please ensure your trash is placed outside the garage by no later than 7:00am each Tuesday. The number for Infinite Disposal is 719-999-0500. Please keep the serial-numbered trash bin associated with your unit, as owners may be charged the cost of replacement. See the Infinite Disposal letter at [vistasatnwta.com](http://vistasatnwta.com) "Our Association" "Newsletters" "2021 Change of Trash Service".

*All items marked with \* will be located on the HOA website.*

# The Vistas at Nor'wood TOA

## CONTACT POINT REQUEST FORM

Dear Homeowner:

Please take a few minutes to fill out this form. This information **will not** be published or given out and is strictly for Association use should you ever need to be contacted. Thank you.

Owner Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Unit Address if Different: \_\_\_\_\_

Home #: \_\_\_\_\_ Work #: \_\_\_\_\_ Cell #: \_\_\_\_\_

Email 1: \_\_\_\_\_

Email 2: \_\_\_\_\_

Do you wish for your email to be entered in the HOA website email alert system?

Yes  No

Tenant Information: (If Applicable): \_\_\_\_\_

\_\_\_\_\_

Signature and Date: \_\_\_\_\_

***Please mail or email to:***

The Vistas at Nor'wood TOA  
C/O Z & R Property Management  
6015 Lehman Drive, Suite 205  
Colorado Springs, CO 80918

[Bev@ZandRMgmt.com](mailto:Bev@ZandRMgmt.com)



6015 Lehman Drive, Suite 205 Colorado Springs, CO 80918  
Phone: (719) 594-0506 Fax: (719) 594-0473  
books@zandrmgmt.com

**EFT (Electronic Funds Transfer) Form**

Dear Homeowner:

Please complete and return to Z&R the agreement below to initiate direct payment of your Homeowners Association dues. **Please attach a voided check to this form to validate the ABA and Account number.** Dues changes will automatically be adjusted, and you will be notified in writing of such an occurrence. Your signature will activate automatic withdrawal of dues from the account indicated in the amount of **\$ 160.00** between the 3<sup>rd</sup> and the 5<sup>th</sup> of each month effective the month *after* receipt of this form:

*We may report information about your account to the credit bureaus. On-time payments may have a positive impact on your credit and payments made 60 days late may have a negative impact and result in a \$25 charge. If you have an inquiry or would like to dispute something that is reported on your credit report in the future, please call (888)-851-5210.*

**AUTHORIZATION AGREEMENT FOR AUTOMATED PAYMENTS**

Company: **VISTA @ NOR'WOOD**

***(To Be Completed by Owner)***

I (we) hereby authorize **VISTAS @ NOR'WOOD**, hereinafter called COMPANY, to initiate debit entries to my (our)  Checking  Savings account (select one) indicated below, and the depository or bank named below, hereinafter called DEPOSITORY, to debit same to such account.

Depository: \_\_\_\_\_

Transit/ABA No: \_\_\_\_\_ Account No: \_\_\_\_\_

This authority is to remain in full force and effect until COMPANY and DEPOSITORY has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Name(s): \_\_\_\_\_

Signature(s): \_\_\_\_\_

Telephone: \_\_\_\_\_ Start Month: \_\_\_\_\_ For Unit: \_\_\_\_\_

Email Address: \_\_\_\_\_