

WINGATE VILLAGE

TOWNHOMES



Welcome to our neighborhood!

A new homeowner's guide to living at The Wingate Village

Our welcome packet is intended for informational purposes only. While the information presented in this packet is intended to be current, please refer to our CC&Rs, Rules and Regulations, and our website for full disclosure of our community information and governance.



475 N. Redwood Road, Salt Lake City, UT 84116

www.WingateTownhomes.com

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ABOUT WINGATE VILLAGE

WELCOME TO WINGATE

Dear New Homeowner,

Welcome to our neighborhood! The Wingate Village Townhomes Association would like to congratulate you on the purchase of your new home. This Welcome Packet has information and materials that will help you get acclimated to our community. Please take a moment to familiarize yourself with this essential information about living with our covenanted community.

The Wingate Village Townhome community is governed by a homeowners association, which consist of *volunteer* homeowners (like you) who live within our community and a managing agent. Officers of the board have a primary duty to preserve the integrity of our assets and maintain community appearance. This is facilitated through our governing documents. As a homeowner, you are obligated to abide by our governing documents which include our Covenants, Conditions, and Restrictions and Rules and Regulations. The CC&Rs provide legal structure about how our homeowners association operates along with a high level viewpoint concerning what is permissible by homeowners. The CC&Rs are complimented by our Rules and Regulations, which provide specific details about what is permissible or restricted within our Association. Please take a moment and read through our community documents so that you may understand how the Wingate Village Townhomes Association operates and what is allowable by our members.

[Advance Community Services](#) is our contracted property management company and our managing agent. You should contact ACS with any inquiries, questions, or any concerns about our community. Advance Community Service is equipped with a team of professional who are able to answer any questions you have, whether it is regarding your account, community services, community property, complaints, violations, dues, or any other question concerning your membership within our community. **To contact ACS by telephone, please dial 801.641.1844 or toll-free at 1-877-844-4227 or online at www.acs-hoa.com.**

Our community website is located at WWW.WINGATETOWNHOMES.COM and it is the official channel between the HOA Board of Directors, Managing Agent, and our homeowners. Our website provides several functions, which include but may not be limited to: announcements, architectural change / review request, calendar of events, clubhouse reservation, community documents, maintenance request, newsletters, vehicle registration, volunteer information, and violation submissions. Don't have a computer? We also have a bulletin board located on the south side of our community clubhouse. This bulletin board will have a copy of the most recent newsletter along with other important news and resources. If you cannot find the information you need, please contact the Association's Managing Agent.

As a new homeowner, you may already have some ideas on how to improve your property. Please keep in mind that our Association has an Architectural Review Committee to help maintain the quality and appearance of our neighborhood. Its function is to evaluate plans for exterior landscaping, fixtures, building exteriors, repairs and remodeling (such as decks, fences, tress, and bushes,) to ensure compliance will all Covenants and Bylaws. The purpose of this committee is to protect our scenic environment, ensure consistency, and maintain the value of our homes. All modifications of the exterior of your property must be submitted to the Architectural Committee for approval before any work begins. If work is initiated before prior approval, a homeowner risk being cited for a violation and may be required to alter or remove the changes.

So what's next? Check out the next few pages of information for new homeowners, then join us for a monthly board meeting. We share your excitement about your new residence and we look forward to meeting you soon!

Sincerely,

The Board of Directors

The Board of Directors, Wingate Village Townhomes HOA

WHAT YOU NEED TO KNOW

LIVING WITHIN AN HOMEOWNERS ASSOCIATION

It is a smart investment to protect the value of your home. Living within an HOA means that you reap the benefit of having several advocates who safeguard your interest and assets. Homes located within an HOA tend to maintain their value better than those located in areas without a community association because the HOA monitors how well homes are maintained. Your association functions because of **homeowners, active volunteers** and a **top-notch management company**. Here are ten reasons why living at Wingate Village is a great idea:

1. We preserve the nature of the community and protect property values by delivering services and providing a safe, well-maintained living environment.
2. We offer well-maintained amenities, such as a swimming pool, clubhouse, landscaping, snow removal, lighting, and several homeowner utilities (water, sewer, and trash).
3. Our community develops friendship and communication amongst neighbors, it is a great way to make new friends.
4. Our common areas are cared for by seasoned professionals.
5. Our Board of Directors live within the community and better understand the needs of the community, from the delivery of core services, such as waste collection, to amenities and decisions affecting the future of the community.
6. Our Covenants, Conditions and Restrictions (CC&RS) add a layer of protection against neighborhood degradation, and an effective means to maintain community standards and protect property values. In addition, our Rules and Regulations deter nuisance activity and promote conformity. "Beauty is not just in the eye of the beholder."
7. Our leadership offers an added layer of support in dealing with neighborhood property issues. We work closely with our municipal leaders to ensure adherence to local laws and ordinances.
8. Our homeowners have a vested interest in reporting and correcting problems from architectural and building code violations to illegal parking and landscaping issues.
9. Our associations offer a sense of community, an important contribution in an increasingly transient society.
10. Community pride! We are proud to live in an attractive and well-run community!

OUR MANAGING AGENT

Wingate Village Townhomes HOA is managed by Advance Community Services or ACS for short. ACS is primarily responsible for maintaining our community by facilitating many community functions. Officers (volunteer homeowners) of the Wingate Village HOA primarily provide a decision making role while collaborating closely with our managing agent to ensure information is passed on to you, the homeowner. As a homeowner, you are welcome to contact our managing agent at any time with questions or concerns you have about living in our community. In fact, we recommend it!

Contact Information for HOA of Utah:

Wingate Village
C/O Advanced Community Services
PO. Box 179
Lehi, Utah 84043
Phone: (801) 641-1844 or 1-877-844-4227
Emergency Only Hotline: 801.341.9648
Email: Manager@WingateTownhomes.com
Web: www.acs-hoa.com, **HOA Code:** Wingate

ACS provides online access to account information, action request (maintenance and violations), online payments, and provides a conduit between you and our managing agent. Please register for access at www.acs-hoa.com and enter the HOA code: Wingate.

NEW HOMEOWNER CHECKLIST

1. Send an e-mail to HOA@WingateTownhomes.com. Say hello! Introduce yourself and let us know who you are and what unit you are now calling home. Be sure to include your contact information, this step will ensure we will know how to contact you without delay.
 - a. Go to the ACS website at www.acs-hoa.com and register for website access. During registration, you will be asked to enter an HOA code, please enter: **Wingate**.
2. Setup payment of your monthly HOA dues, more information can be found [here](#).
3. Go to our community's website at www.WingateTownhomes.com and perform the following task:
 - a. Register your vehicles for parking permits, more information can be found [here](#).
 - b. Register for a key fob to access the clubhouse and pool, more information can be found [here](#).
4. Obtain your mailbox key from the [United States Post Office](#), more information can be found [here](#).

If you do not have computer access and you need to request these materials or for assistance with any one of these task, contact our managing agent.

COMMUNITY COMMUNICATION

Extra! Extra! Read all about it! The Wingate Village HOA produces a monthly newsletter that is available on our website and distributed through e-mail. Stay informed! We will bring you "good news"—news of community projects, future plans, events, civic fundraisers and Jordan Meadow Community Council and Salt Lake City Council happenings..

To reduce cost and become more environmentally friendly, we would prefer you access our community's newsletters digitally. If you do not have a computer, visit the South side of our community clubhouse. Here, you will find a bulletin board with copies of the community newsletter along with other important information. Current and past newsletter may also be download from our website.

To sign up for our newsletter, go to our website: www.wingatetownhomes.com or e-mail HOA@WingateTownhomes.com and request to be added to our newsletter mailing list.

WHAT DO YOUR MONTHLY DUES COVER?

Living at Wingate Village Townhomes community has its advantages. We offer you the opportunity to enjoy your home without having to worry about mowing the lawn, snow removal, or paying your trash or water bill. However, these service do not come for free. Knowing where your HOA fees go can make your living experience at Wingate better. Our monthly HOA fee is often referred to as a "member assessment," which is outlined within our governing documents. While assessment is technically the correct term, the fact is, these fees are better understood as our monthly property maintenance and utility fees. In general, your monthly HOA fee covers:

- City Services: Including services such as trash removal, water, and sewage.
- Insurance: This only includes insurance for damages of the outside of the building and the property around it.
 - **Important Note:** Homeowners are still require to hold individual policies to cover and protect your home.
- Maintenance and Repairs to the Outside of the Building: This includes items, such as roof leaks, exterior painting, and pavement repairs. It also includes the cost of clubhouse and pool operation and maintenance.
- Reserve Account Contributions: In general, we should also have enough money to set aside for reserve account contributions. This account is used for future big-ticket items, such as roofs, siding, and parking lot repaving.

Your monthly HOA fee provides you with the convenience of having some labor-free amenities. However, keep in mind that the HOA fees may increase each year as the cost of services go up. For instance, if the value of our property goes up, then the insurance cost could will also go up. This means that your HOA fee would need to increase to cover the increase in premium cost.

HOW TO PAY YOUR MONTHLY DUES

Our managing agent, ACS, offers several methods to pay your monthly dues. As a new homeowner, please contact our managing agent after taking possession of your new home to ensure your account is ready to go. Our monthly dues occasionally change due to inflation and/or the increase of the cost of goods and services. You may contact ACS at (801) 641-1844 or 1-877-844-4227 to inquire about our monthly dues amount and also monitor monthly community newsletters for any fee announcements.

Homeowners may choose to pay their monthly dues by using one of several payment methods:

- Mailing a Check:** Please send a monthly check, ensuring your unit # is listed on the check, directly to:
Wingate Village
C/O Advanced Community Services
P.O. Box 179
Lehi, Utah. 84043
- Banking Bill Pay:** Set up the bill pay to follow the same instructions as payment by check, making sure that your unit # is included on the bill pay check from the bank.
- Automatic (ACH) Bank Withdraw:** To have your payment automatically withdrawn from your bank account each month.
 - Go to www.acs-hoa.com and select login. If have you have not setup an account with ACS, please select "register" from the login page, enter HOA Code: Wingate.
 - Once you have logged in, select the payments tab.
 - Click on "Sign up for ACH." This will trigger the ACH form to download in a PDF format.
 - Follow the instructions on the form.
- Online Credit Card:** To make an online credit card payment. (additional transaction processing fees may apply)
 - Go to www.acs-hoa.com and select login. If have you have not setup an account with ACS, please select "register" from the login page, entire HOA Code: Wingate.
 - Once you have logged into the website, select the payments tab.
 - Select "Pay with a credit card."

MAILBOXES

Our mailboxes are located on the South side of our community Clubhouse. You will need to contact the US Post Office to obtain a key for your unit. They require photo identification and a copy of your closing documentation or a lease agreement to issue a key. Please note, the Post Office usually takes several business days to issue a key.

US Post Office
801 N Redwood Rd
Salt Lake City, UT 84116

WINGATE AMENITIES

We know that you will enjoy using our community amenities, such as the clubhouse and swimming pool. Keep in mind that the presence of these amenities can add value to your home, even if you don't directly take advantage of them.

CLUBHOUSE

Our clubhouse is an excellent way to host a large dinner, party, or event. In order to rent our clubhouse, please make reservations at least **seven (7)** days in advance.

To make a reservation, please click [here](#). A community key fob is required to rent the clubhouse, you can request one on our website [here](#).



POOL

One of the best amenities you will find in our community is our swimming pool. Nothing quenches a hot summer's day like a cool dip in our pool. Our swimming pool is open to our residents from Memorial Day through Labor Day. It is located behind our Clubhouse, access gates be found on the North and South sides of the Clubhouse and they require a "key fob" to operate.

Please review our Pool Rules, which can be found [here](#). The information presented in this document is not all-inclusive and does not cover all you need to know about access to the pool, our community swimming pool, key fob, your rights and responsibilities. Always make sure to obey all posted rules and security guidelines. Only community residents current on their HOA dues are allowed to use the swimming pool.

Pool Key Registration

During operating hours, to open one of the access doors to the pool you'll need a key fob. A key fob is simply an electronic key like the one on the picture on the right. Simply swipe or touch the key fob on the sensor and voila, you're in! **Don't have a key fob yet?** A community key fob is required to access the pool, you can request one on our website [here](#) or by calling us at 801-709-0444.



LOCAL AMENITIES

COTTONWOOD PARK (OFF LEASH DOG PARK)

The Cottonwood Park located at 1580 West Star Drive ([map](#)) provides an off leash area for your dog to run free. For more information about this park, click [here](#).

Park amenities include:

- (3) Small shelters with 1 table in each
- Pavilion with (8) small tables
- Gold mile walking path with quarter mile markers
- Playground
- Volleyball sand box
- Off-leash area
- Cricket Pitch
- 1/2 court basketball
- A.D.A. restroom
- Basketball

JORDAN RIVER PARKWAY TRAIL

The Jordan River Parkway is a system of trails that parallel the Jordan River, which runs from Utah Lake to the Great Salt Lake. To access the Jordan River Parkway trail, head East on 500 North, once you cross Redwood road you will find a North and South entrance. For more information, go [here](#).

REDWOOD MEADOWS PARK

The Redwood Meadows Park is located directly west of our community and currently offers a playground. We are pleased to announce this park will undergo gentrification during 2015-2016 into a larger, feature rich park and play area. For more information, please click [here](#) or contact the HOA for information on the status of this gentrification project.

ROSE PARK GOLF COURSE

Nestled in the Northwest corner of the Salt Lake Valley, just minutes from downtown and the Salt Lake International airport, Rose Park is well-known for some of the finest bent grass greens in Utah. A variety of pine and willow trees frame most fairways, requiring accuracy off the tee. Rose Park is rated as one of Golf Digest's Best Places to Play.

Rose Park Golf Course

1386 N. Redwood Road
Salt Lake City, Utah 84116
Phone: 801.596.5030

UTAH STATE FAIR PARK

The Utah State Fair Park is not only known for Utah's annual fair, they also host a Rodeo, community movies, and many other community activities throughout the year. For more information about the programs offered by the Fair Park, please click [here](#).

WINGATE GOVERNANCE

There are several statutes that prescribe how the Wingate Village HOA operates. These statutes are determined by state law; some are outline within our Association documents, such as the Covenants and Rules and Regulations. Membership in the Association runs with the property. Meaning that each buyer of a property within our community is bound by the governing documents of the Association, which includes the Declaration (CC&Rs), By-laws, Rules & Regulations and Architectural Guidelines. Residents are required to follow our governance. Homeowners who are oppose to a particular statute are asked to keep the following points in mind:

- Living in an Association means one must adhere to statutes due to the necessity for architectural conformity and the demands of the governing documents, which exist for the benefit of our community and helps to maintain our property values.
- Owners have the right to petition the community to change a rule & regulation if he/she feels that a particular rule & regulation no longer applies or is unduly restrictive of the majority.
- If an owner is found in violation and is fined, remember this action is taken because the majority of Owners in the Association consider it to be just and proper.
- Effective Rules & Regulations requires the cooperation of all Residents of the Association. The best approach to resolving a difference with a neighbor is to talk to your neighbor directly. However, should this not resolve the problem, an official violation complaint can be filed with the Community Manager and/or Board. Each Resident's cooperation and participation is encouraged.

Can rules be changed? Let's suppose you don't like a rule. Can it be changed? Most rules are easy to accept, but occasionally you may disagree with a rule. We recommend you start by attending one of our board meeting to voice your concern. This will open a dialog between you and our community leadership, allowing them to acknowledge your perspective and interest. A detailed procedure for requesting a change to the rules can be explained in our governing documents. The process of changing a CC&Rs is much more difficult than changing an item found within our Rules & Regulations.

What are the consequences of breaking a rule? Penalties might include fines, forced compliance, or a lawsuit by the association. In addition, it may create concerns with your neighbors and emotional distress. For example, suppose an owner attempts to sneak a large dog into a unit despite a rule specifying a maximum weight for pets. He or she might be forced to get rid of the dog in addition to facing fines and a lawsuit.

COVENANTS, CONDITIONS, & RESTRICTIONS

Preface

The CC&Rs are a legal document that lays out the guidelines for our planned community. Our CC&Rs have been recorded with the Salt Lake County Recorder's office and they are legally binding. This means that when you purchase within our planned community, for example, you automatically become a member of the HOA. Basically, the CC&Rs are the rules of our neighborhood that everyone must follow. They govern what you can and cannot do with respect to your home and within our community. For example, the CC&Rs may require you to adhere to specified standards of external décor or prohibit certain types of landscaping. It is also typical for the CC&Rs to regulate things such as:

- Pets;
- External architecture;
- TV antennas/satellite dishes;
- Garbage cans;
- Parking;
- Etc.

If you don't abide by the CC&Rs, the HOA may impose penalties for any violations outlined within the governing documents. It is very important you read and understand these statutes and how they work.

Covenants, Conditions, & Restrictions

To download a copy of our CC&Rs from our website, click [here](#). If you do not have an internet connection, please contact our managing agent for a copy. A copy of the CC&Rs should have been provided by your realtor agent during on or before closing of your home purchase.

RULES & REGULATIONS

Preface

In accordance with our CC&Rs, the HOA Board may, "establish rules further governing the project." It is understood that such rules shall apply and be binding upon all unit Owners, Tenants, Sub-Tenants or other Occupants of the Units. A homeowner is ultimately responsible for communicating the Rules and Regulations to their occupants and guests. Our Rules and Regulations have been adopted with the intent of clarifying, not replacing, information found within the CC&Rs.

All owners should be familiar with both the CC&Rs and our Rules & Regulations. This will help maintain our community as a first-class association and provide Residents with guidelines for living together as neighbors. A successful Association is a community of Owners who exhibit a pride of homeownership and share a common vision as to what constitutes a desirable neighborhood. Our Rules and Regulations are more pliable and adaptable to the changing needs of the community. Rules and Regulations can be change more frequently and through a different process than our CC&Rs. Changes are announced to our community in advance, which allows you the time to share your thoughts and feedback during a board meeting. In order to stay informed, please read our community newsletters for such announcements.

Rules and Regulations

To download a copy of our Rules and Regulations from our website, click [here](#). If you do not have an internet connection, please contact our managing agent for a copy.



Antennas & Satellite placement

If you are planning to install an Antenna or Satellite system, please contact the HOA before you request installation.

Architectural Review

As a new resident, you may be thinking of making some improvements to the exterior of your house or yard. If you are planning on doing so, right now would be the appropriate time to contact our Architectural committee. As defined by our covenants, "No building, fence, wall or other structure shall be commenced, erected, or maintained upon the Project, nor shall any exterior addition to or alteration therein be made until the plans and specifications showing the nature, and shape, height, materials, and location of the same shall have been substituted to and approved in writing as to harmony of external, design and location in relation to surrounding structures and topography. Please e-mail HOA@WingateTownhomes.com or call us at 801-709-0444 to discuss your potential improvements to your home.

Parking Rules

Please take a moment and review our parking rules and regulations. One of the most important things to remember is that the HOA is willing to work with you, but you need to proactively communicate with us so that we may understand your needs. If you have a request or situation regarding parking, all you need to do is to contact us and we'll do the best to help. To ensure compliance to our rules, warning stickers, fines, and towing of vehicles are mechanisms available and used by the HOA to ensure compliance

To download a copy of our current parking rules from our website, please click [here](#). If you do not have an internet connection, please contact our managing agent for a copy.

Pool Rules

Our swimming pool is one of the best assets during the summer months. In order to provide enjoyment for years to come and protect our community and homeowners from inherent liabilities, we have developed community pool rules. It is important you review our guidelines to preserve our asset while preventing accidents.

To download a copy of our pool rules from our website, click [here](#). If you do not have an internet connection, please contact our managing agent for a copy

Pet Information

Good dog! Good cat! Thank you rule abiding owner! The benefits of having a pet go far beyond companionship. Pets play an important role in an owner's life by promoting several physical and psychological benefits. With that said, we want you and your pet to live a happy and care free within the community. It is your responsibility to know the (1) Wingate Village Rules and Regulations regarding pet ownership and (2) the Salt Lake City laws and ordinances.

Wingate Village Townhomes HOA only allows one small (30 lbs. and under) domesticated dog or cat or other small household pet per unit.



SUBMITTING A MAINTENANCE REQUEST

You can submit a maintenance request online or by telephone. In submitting a request, please be sure to provide complete contact information and include a detailed description of the work you are requesting. We will be in touch shortly to schedule a repair person and access, if needed.

- **Maintenance Request**
 - **Online** at www.acs-hoa.com then add an **action item**.
 - **Telephone** at (+1) 801-641-1844 or
 - **Emergency Hotline:** (+1) 801.341.9648

Before making a request, we recommend you review our [homeowners responsibility guide](#) to determine who ultimately responsible for what. The Wingate Village Townhomes is a Planned Unit Development or PUD for short. What is the difference between a PUD and condo community? The difference between a PUD townhome and a condominium townhome is that in a PUD you actually own more of your property. This makes financing easier but ultimately this means you, the homeowner, are also responsible for more of your home and property than the homeowners association.

SUBMITTING A VIOLATION OBSERVATION

Living in a homeowners association means we are all charged with being vigilant in following our CC&Rs and Rules and Regulations. The majority of our homeowners are rule abiding citizens, but violations can still happen. We believe that most of us are a good neighbors and would not knowingly violate our Covenants, Conditions, and Restrictions along with our Community Rules and Regulations. These governing documents ensure our community operates smoothly while providing guidelines to preserve the appearance and protect our community's value. But violations do happen and when they do, you need to know to report them. You can submit a Witness Violation online or by telephone.

- **Witness Violations**
 - **Online** at www.acs-hoa.com then add an **action item**.
 - **Telephone** at (+1) 801-641-1844. Please use this method if it is an emergency maintenance request.

If you have received a violation warning, do not be alarmed. As a diligent homeowner, you only need to correct the issue outlined within the letter and all is well. We recommend you become familiar with our fine schedule, which is outlined in our governing documents. In addition, should you have concerns, please contact our managing agent for additional information.

ADDITIONAL RESOURCES

We have enclosed some additional resources to help you acclimate to living at the Wingate Village Townhomes HOA and its surrounding community. Welcome!