

## *HeatherRidge Umbrella Association*

*5864 Manchester Drive, Gurnee, Illinois 60031-6126*

*Office (847) 816-9300 Fax (847) 816-9312*



## *Welcome to HeatherRidge*

**HeatherRidge was built in the late 1970s and is situated on 370 acres within the rolling hills of the old Spinney Run Dairy Farm in Gurnee, Illinois. Our unique community has 956 units comprised of townhomes, mid-rise condominiums, single-family homes and duplexes. In addition to our beautiful wooded entrance with the classic waterfall and our fabulously landscaped grounds, we have four recreation centers, four swimming pools, tennis courts, walking paths, a playground, and a challenging 9-hole golf course.**

**HeatherRidge is divided into three distinct neighborhoods, within which there are eight residential associations as follows:**

### **Covered Bridge Neighborhood**

- \* Covered Bridge Condominiums**
- \* Covered Bridge Townhomes**
- \* HighPointe Townhomes**

### **Hidden Hills Neighborhood**

- \* Hidden Hills Condominiums**
- \* Hidden Hills Townhomes**
- \* Redwood Condominiums**

### **StoneyBrook/Cambridge Neighborhood**

- \* StoneyBrook single-family homes**
- \* Cambridge of HeatherRidge duplex homes**

The overall governing association for HeatherRidge is known as the HeatherRidge Umbrella Association (HUA) Board of Directors, which is comprised of nine elected members. The HUA is responsible for the management of all common property, including the Central Recreation Facility (CRF) Clubhouse, three neighborhood recreation centers (with pools), golf and tennis facilities, roadways, and walking paths. The HUA Board employs a property Community Manager and the Security, Maintenance, Landscape, and Administrative staffs to perform the day-to-day operations of the HeatherRidge community. Within the HUA, the following committees have been established:

- \* Architectural and Maintenance
- \* Audit
- \* Executive
- \* Finance
- \* General Election Oversight
- \* Golf and Tennis
- \* Landscape and the Woods
- \* Ponds
- \* Recreational Activities/Public Relations  
(Welcoming as a sub-committee)
- \* Security
- \* Tax, Legislation, Law, Contracts, Insurance, and Special Issues

A website is also maintained. The specific duties and responsibilities of each committee can be found on the HeatherRidge website, [www.heatherridge.org](http://www.heatherridge.org) or by contacting the HUA office at (847) 816-9300 or by fax (847) 816-9312.

### Architectural Requests

Any changes you may wish to make to your home that impact the exterior must be approved by submitting a "HeatherRidge Architectural Request for Landscape, Structural Changes, and Improvements" form which is available at the HUA office and on the website. Any requested changes will be reviewed and approved by both your Neighborhood Architecture Rep and the HUA committee chairperson within 14 days of submitting the form. Some of the more frequent requests include:

- \* Storm and front doors
- \* Window replacement
- \* Fences
- \* Patio decks and patio doors
- \* Room additions
- \* Permanent landscaping
- \* Satellite dish receivers

Please remember that when making any changes to your home that affect the exterior, you should always contact your residential homeowner association property manager or the president of your residential homeowner association to discuss whether an Architectural Form is required. Please also keep in mind that a building permit from the Village of Gurnee may also be required.

### Assessments

Each unit owner is responsible for paying their monthly assessment on the first of every month to their residential homeowner association. Assessment coupons are provided by the residential management associations at the beginning of a new year or turned over to new owners at the property closing. HeatherRidge assessments are generally comprised of varying percentages for the following categories:

- **HeatherRidge Umbrella Association (HUA)**: Maintenance of all common property, including landscaping, snow removal, security and common property management services.
- **Residential Associations**: Depending on which association you reside in, this could include waste pickup, water, sewer, exterior maintenance of townhome and condominium buildings, and common area interior maintenance of condominium buildings.
- **Neighborhood Recreation Centers**: Maintenance of neighborhood recreation centers and their respective pools.
- **Central Recreation Facility (CRF)**: Maintenance of the HeatherRidge Clubhouse.

### Communication

There are two primary ways to find out what is happening within HeatherRidge:

The **HeatherRidge Happenings** is our monthly newsletter. You will find minutes from the HUA Board meetings and various homeowner associations; golf and Clubhouse news; the “Who’s Who” within each residential homeowner association and respective committees; and a calendar of regular meetings, programs, and special events. To keep costs low, the **HeatherRidge Happenings** is hand-delivered to distribution boxes mounted on your mailbox station (or within the condos) by volunteers from your individual homeowner’s association. It is generally ready for distribution by the first or second day of each month (*February - December/ January combined issue*). Contact your residential homeowner’s association board members if you are interested in volunteering to deliver your monthly newsletter within your neighborhood (they always need help), or if you have any problems receiving your copy. (*Copies also available at Security, CRF Clubhouse, and HUA office*).

The website address is [www.heatherridge.org](http://www.heatherridge.org) and it is currently under reconstruction !! In addition to viewing the monthly HUA Board meeting minutes and the Community Manager's Monthly Report, you'll also find information on HUA Board Directors, HUA Board Committee responsibilities; the HeatherRidge Resident Rules & Regulations Handbook; the Budget Cover Sheet, the current month's calendar, a list of Who's Who, the Architecture Request Form (*as a MicroSoft Word document*), other community information, and links to the Clubhouse and the HeatherRidge Golf Course. We encourage you to check the website out.

### Neighborhood and Community Activities

HeatherRidge has a lot to offer residents who are interested in getting involved in our community and making new friends. In addition to joining one of the homeowner association boards or committees, the following activities and clubs are representative of our resident's interests. As they may change by activity, dates, times, please check the *HeatherRidge Happenings* or with our Social Activities Director at the Clubhouse ((847) 680-7350) to confirm information:

- \* Monday Night Bridge at the Covered Bridge Recreation Center
- \* Monday and Wednesday evening Yoga at the Central Recreation Facility
- \* Friday evening TGIF at the Central Recreation Facility

#### Clubs, Organizations, and Special Events:

The HeatherRidge Golf Leagues (Men's, Ladies, Couples, Seniors, etc.). Information is available through the Pro Shop located at the CRF Clubhouse ((847) 367-6010). Each year HeatherRidge offers a wide variety of golf leagues depending on resident interest. Reduced resident rates are available, contact the Pro Shop for further details and specials.

Each year our Clubhouse Manager organizes special events for the enjoyment of all HeatherRidge residents. Attending these events is a great way to make friends within our community. Seasonally the Clubhouse hosts Sunday afternoon football game parties or other festivities.

The Clubhouse website (<http://theheatherridgeclubhouse.com>), the *HeatherRidge Happenings* and our website (<http://www.heatherridge.org>) offer further details. Our Clubhouse area offers the Waterfall Lounge and a beautiful patio area (opened seasonally) adjacent to the lounge. We welcome your suggestions and would like to cater to your interests.

The Central Recreation Facility is the official voting place for all elections for all HeatherRidge residents.

## Documents

Your previous unit owner should have delivered the following documents to you at the real estate closing:

- The Declaration of Covenants, Conditions, Restrictions, and Easements for HeatherRidge and the By-Laws of the HeatherRidge Umbrella association.
- Your residential homeowner's association Declaration of Covenants.
- The HeatherRidge Umbrella Association Resident Rules and Regulations Handbook (*June 2011 edition with minor revision on age allowances of January 2012*).

We encourage you to thoroughly review, become familiar with, and obey the rules and regulations set forth for our community in the Resident Rules and Regulations Handbook. Your own homeowner association has a set of Rules and Regulations specific to your own neighborhood and housing style.

## Helpful Hints for Residents

Each residential homeowner's association has its own rules and regulations that pertain specifically to their area. However, some of the more common helpful hints to help you adjust to the HeatherRidge lifestyle are:

- Solid waste pickup is usually once or twice a week, on Monday and Friday. Please use plastic bags when disposing of waste. (*Dependent on neighborhood*)
- Recycling. Recycle pickup is not offered in every HeatherRidge neighborhood. Check with your own homeowner's association for details and pickup options if it is available.
- Parking spaces are limited in HeatherRidge and there is no assigned parking (except for your own parking garage space or Townhome garage bay). Please park your car in your garage whenever possible, do not park on the grass or in designated "no parking" areas.
- Garages are to be used for cars. They are not to be used for boats, workshops, or as storage. They should be kept as uncluttered as possible. Please keep your garage doors closed at all times to protect your property and that of your neighbors.
- Pets must be leashed at all times while in the common areas. This is a Lake County and Village of Gurnee ordinance. Pick up and deposit droppings in the proper containers provided by HeatherRidge. Do NOT use the dumpsters or garbage bins, there are special cans (*enclosed by brown pickets*) provided along roadways and walkways throughout HeatherRidge.
- Fireplaces should be cleaned regularly to prevent chimney fires.

- **Laundry is not to be hung outside.**
- **Plastic weatherproofing sheets are not allowed on the outside of windows at any time, especially during the colder season.**
- **When getting new carpeting, appliances, etc., please negotiate with the supplier to have the old items taken away. Those types of items cannot be left outside the trash bins or dumpsters and won't be picked up.**
- **In sub-zero and extreme weather, remember to keep the water circulating in your home to prevent pipes from freezing. If you are going away, leave your heat on and set your thermostat at a temperature sufficient to prevent freezing.**
- **Security Department. Please consider letting the Security Department know that you will be away and where they can reach you in the event of an emergency ((847) 362-3255).**

### **Problems (*we hope not!*)**

If you have a problem with your residential structure and unit, your first call should be to your residential homeowner's association property manager. See the "Who's Who" section of the *HeatherRidge Happenings*. Your own property manager will advise you on the best course of action to rectify the problem or issue.

If you have a problem with any of the common areas within HeatherRidge, contact the HUA office at (847) 816-9300 (Monday – Friday, 9:00 am to 5 pm) for help. Our Work Order system assists in alerting our Maintenance and Landscape Departments of any problems that they may be able to resolve on the common grounds and in the recreational buildings. The Security Department can be contacted for emergencies after hours and on weekends at (847) 362-3255.

### **Neighborhood Recreation Centers**

Each of our three neighborhoods has its own Neighborhood Recreation Center for use by their residents. The residents can also reserve their own neighborhood recreation center for events they sponsor by contacting the Security Department ((847) 362-3255), preparing a reservation request, and leaving a deposit check (*which will be cashed !!*). All the rules and regulations are explained in the Resident Rules and Regulations Handbook in detail.

The CRF Clubhouse facilities and the Picnic Grove are also available for rental by all residents, regardless of the neighborhood they reside in. Please contact our Clubhouse Manager Matt Nordigian ((847) 680-7350) if you are interested in renting the facilities. More details and the rules and regulations governing the use and rental of HeatherRidge amenities are listed in the Resident Handbook.

## Security

The Security Department office is located at 5801 Manchester Drive ((847) 362-3255) (near the water tower). There is a Security Officer on duty 24-hours-a-day, 365 days-a-year.

When calling Security, your call first rings in the Security Office. Should the officer be out of the office or in the car on patrol, the call will be transferred to the Security cell phone. If your call is a medical or police emergency, CALL 911. We are in contact with the Gurnee Police and Fire dispatch via radio and they will notify our officer of the problem.

If you need to conduct business at the Security Office, please call first to make sure the officer on duty is available to meet with you. If you report to the Security Office and the officer is not in the office, there is a phone located on the west side of the Security/Maintenance building. Simply pick up the phone and the Security number will automatically be dialed.

Any and all business conducted with the Security Department for fees or deposits is payable by check or money order only. No cash will be accepted and credit cards cannot be processed.

Key Cards: Key cards are required to use any of the recreational facilities in HeatherRidge and are issued to residents after they attend a Welcoming Committee meeting. Each resident must have their own key card, they may not be shared. The key cards are issued at the Security Office and the Resident Handbook has all rules and regulations in detail. Proof of residency is required and there is a nominal fee (check or money order only, no cash) for each card issued. An additional \$25 deposit (separate check from the nominal key card fee) is required for renters, roommates of owners, children of owners, or other persons living in the unit who are not owners.

Lost or damaged key cards will be replaced at the cost of \$25 (no exceptions).

Emergency Key File: The Security Department maintains an emergency key file. To participate in this service, bring a key to your unit to the Security Office. The key is to be used by the resident, Security Department personnel, or other persons as designated by the resident should the resident become locked out of their unit, or by the Security Department in an emergency. We encourage our senior residents to participate in this program so that emergency medical assistance can be provided if needed. Please do not call the Security Department and request that your file key be issued to a third party, as they have no way of positively identifying the person making the request.

**Emergency Contact File:** Residents are encouraged to provide the Security Department with the names of two persons who may be contacted in an emergency. These contacts may be family members, friends, or other persons that could also be notified should there be a problem with the unit while a resident is away. All information provided to the Security Department will be held strictly confidential. If you wish to participate in this program, please complete and return the sheet provided with your Welcoming materials to the Security Department.

**Admittance Authorizations:** In the event any resident needs to have a vendor, contractor, delivery person, pet sitter, etc., into their unit while they are away, a key may be left for the person at the Security Office. This service requires a release form to be signed and a key to be left. Emergency keys on file with the Security Department may not be used for admittance authorizations. Some vendors or delivery services require that someone stand by while deliveries or repairs are made and completed. Please check with your vendor to determine if your work or services can be performed unsupervised as we cannot commit our officers to remain at the unit.

**Vacation Watch:** If you plan on being away from your unit and the unit will be unoccupied, please notify the Security Department. While away, Security can maintain an extra watch on your residence. When calling Security for this service, please be prepared to supply information on the dates you will be away, persons to be contacted in case of a problem, and if possible, a number where you can be reached in an emergency.

### **In Closing**

We have established various rules and regulations over the years to ensure all residents can thoroughly enjoy the HeatherRidge lifestyle. Some rules may seem foreign to those who come from single-family homes, or first-time buyers. Please rest assured that the rules are in place to ensure the most enjoyable lifestyle for the residents in this high-quality residential community.

Most importantly, please enjoy the HeatherRidge experience in living.  
We have a beautiful and unique community that is a rare find  
in today's residential housing market.

*Welcome to HeatherRidge*