



Resident Handbook

Revised Aug 2023

The following is information in a reduced form concerning the **DECLARATION OF COVENANTS, CONDITIONS AND RESTRICTIONS** for Sterling Point. This compiled document does not replace the official documents of the Association, nor does it cover all that may be set forth therein, and reference should always be made for detail to the official documents. This document is to help clarify the guidelines set forth for our Community.

Sterling Point is a cluster home development of detached dwellings for residential use only. (This is a non-rental community. The street is common ground and is owned by the Sterling Point HOA, Inc., a non-profit corporation whose members are the owners of Sterling Point. The association, through easements, maintains the entrance walls and gates, perimeter fencing and street.

Set forth below is some basic information to assist you:

- 1. PROPERTY MANAGEMENT:** Sterling Point has contracted with Vista Realty to manage our Homeowners Association's financial matters for our community. They collect all the HOA dues, keep records of all our accounting, and contract with a CPA firm for a yearly review of our books. They manage and pay any necessary insurance, utilities, and the vendors who maintain our lawns, entrance gates, landscaping, and commons areas. Homeowners are asked to call Vista Realty with anything related to their management oversight. The contact person in the office is **Angie Mauldin; she can be reached at (336) 768-1433 or by email at amauldin@vistarealtyinc.net.**
- 2. COMMUNITY CONCERNS / MAINTENANCE REQUEST:** To report community concerns or maintenance requests, please visit our website at www.vistarealtyinc.com. All requests must be submitted using the "Maintenance Request" link at the top of the Vista Home page OR in writing /email to Angie at amauldin@vistarealtyinc.net. **(If Vista Realty fails to respond to your request in a timely manner, please contact a board member)**

Emergencies should be reported immediately to the Vista Realty Office at (336) 768-1433. Please provide all details including your contact name, address, and how you may be reached, followed by your written submission through the website or email.

- 3. MONTHLY HOA DUES:** Monthly dues are currently **\$140.00, or \$1,680.00 per year. (effective 1/1/2022)** You should prorate assessments with a prior owner. **A late fee of \$5.00** is due on any assessment received that is postmarked after the tenth of the month. Assessments are due on the first day of each month and can be paid online using Vista's resident payment portal at www.vistarealtyinc.com or mailed to the office at:

**VISTA REALTY INC
5199-B COUNTRY CLUB ROAD
WINSTON-SALEM, NC 27104**

4. PURPOSE OF ASSESSMENTS: The Association has no source of regular income other than assessments of the owners. The assessments levied by the Association shall be used exclusively to promote recreation, health, security, safety and welfare of the residents in the Properties. In particular, the assessments are used for the **maintenance and replacement of the perimeter fence, gates, street, and landscaping located upon the common areas**. The monies are also used for the acquisition, improvement and maintenance of property, services and facilities devoted to the aforementioned purposes. Assessments are put towards the maintenance, use and enjoyment of the Common Area, which includes, but is not limited to, the cost of repairs, replacements and additions, the cost of labor, equipment, materials, utilities, security, lighting, management and supervision, the payment of taxes, if any, assessed against the Common Area, the procurement and maintenance of insurance related to the Common Area, its facilities and use, in accordance with this Declaration and the By-Laws. The assessments also fund the employment of managers, attorneys and accountants to represent the Association, when necessary, and other such common needs that may arise.

“Common Areas” refers to the front entrance, signage, walls, irrigation system, gates, street, streetlights, perimeter fencing only, and islands. **Buffer zones behind homes are not common areas; they are the property of each homeowner.**

5. OWNER’S RESPONSIBILITY: Each owner shall have the obligation to maintain and keep in good repair and replace the improvements on his lot, **including the roof, gutters, windows, doors, shutters and exterior walls of the dwelling unit thereon, and any other exterior improvement such as garden walls, carports or garages and landscaping, including the routine watering of grass and shrubs. This also includes all trees and drainage issues on your property including the buffer area.** The Association will be responsible for the routine mowing of grass and trimming of shrubs, and other maintenance or replacement to present a good exterior appearance. The Association will maintain the street, common areas, the entranceway and the perimeter fencing. An owner adding landscaping, with approval of the Association, has the obligation to maintain such additions.

6. YEARLY INSPECTIONS: Each year the Architectural Control Committee will conduct an inspection of the exteriors of all properties. All homeowners are obligated to maintain and keep in good repair and perform any improvements needed to maintain the aesthetic harmony of our community. This includes roofing, gutters, windows and doors, shutters and exterior walls of the dwelling. If repairs are needed, you will be notified in writing by the Board as to what repairs are needed and a time frame to complete. **Please refer to Article IV Section 1. B of our bylaws.**

7. EXTERIOR OF DWELLING AND COMMON GROUNDS: **No exterior changes, deletions or additions to a dwelling or the grounds may be made before first submitting such plans and specifications in writing to the Architectural Control Committee and obtaining written approval from such Committee.**

Each owner should review the following, taken from the Declaration of Covenants

Article V- SECTION 1-Architectural Control

(a.) **Purpose.** An Architectural Control Committee is hereby established in order to provide and maintain certain standards as to the harmony of exterior design and location in relation to surrounding structures and topography.

- (b.) **Architectural Control.** Following the conveyance of a Lot from the Declarant in fee simple in its natural or improved state, unless expressly authorized in writing by the Architectural Control Committee (“Committee”) no building, fence, wall, driveway or other structure nor any exterior addition or alteration (including color, addition or deletion of trim, roofing type or color) to any existing structure, nor any change or addition to the landscaping on any Lot, any clearing or site work shall be commenced, erected or maintained upon the designated property, or any other alteration, addition, replacement or reconstruction of a destroyed or damaged improvement, which in any way varies the external appearance of the improvements, including the landscaping, on any Lot until plans and specifications therefore showing the shape, dimensions, materials, basic exterior finish and colors, location on site, landscaping, driveway, parking, floor plan and elevations therefore (all of which is hereinafter referred to as the “Plans”), shall have been submitted in duplicate to and approved in writing, as to the harmony of external design and location in relation to any surrounding structures and topography, by the Committee. The Committee shall have the absolute and exclusive right to refuse to approve any such plans and specifications which are not suitable or desirable in the opinion of the Committee for any reason, including purely aesthetic reasons which in the sole and uncontrolled discretion of the Committee shall be deemed sufficient; provided that the Committee’s decision to deny an application may be appealed to the Board of Directors for review which the Board may confirm, amend or modify the decision of the Committee. The Committee shall articulate its reasons for denial. Approval of some item at one location shall not be construed as approval at any other location nor set a binding precedent for approval at any other location.
- (c.) **The Architectural Control Committee.** The Architectural Control Committee shall be appointed by the Board of Directors. In no event shall representatives, such as Executors or Trustees be entitled to be members of the Committee.
- (d.) **Architectural Control Committee: Plans Review Procedure. At least thirty days (30) prior to the commencement of any construction or alteration of external appearance on any lot, the Plans shall be submitted in writing to the Committee. The Committee's approval, disapproval or waiver as required in these covenants shall be in writing.**

The decision of a majority of the Committee, in case of any disagreement among Committee members, as to the approval, disapproval or waiver of the Committee, shall be controlling. The Committee shall make its decision within thirty days (30) from the date of the Plans submitted to it. **If the Committee fails to act within such thirty-day (30) period, the plans shall be deemed accepted.** The Member submitting the Plans shall obtain a written dated receipt from the Committee member submitted to or a return receipt from a submission by Certified US Mail or (email). If additional materials or information is requested by the Committee, the time for approval shall be extended for up to thirty (30) additional days after the materials or information requested are delivered to the Committee.

8. **GROUNDS MAINTENANCE:** The Association contracts for maintenance of common grounds and lawn care with Consolidated Landscaping. A yearly schedule is included in this handbook. If you have questions or issues regarding your lawn, please contact Angie Mauldin at 336-768-1433 / amauldin@vistarealtyinc.net (property manager).

9. TRASH DISPOSAL: Sterling Point is located in the city and is provided with garbage collection and recycling. Monday is yard waste pick-up day. Thursday is garbage and recycling pick-up day. For questions about garbage service, call 336-727-2638; for recycling service, call 336- 727-2784. Bulky item collection is provided for free once during the year. The City of Winston-Salem will notify residents of the annual pick-up date. Please call 336-727-2638 for questions regarding this service. Please note: **Garbage and recycling cans must be stored out of sight.**

10. ANIMALS AND PETS: Except as otherwise permitted herein, or in any supplementary declaration hereto, no animals, livestock or poultry of any kind shall be raised, bred or kept on any lot, except that dogs, cats or other household pets may be kept, provided that they are not kept, bred or maintained for any commercial purpose or permitted to become a nuisance to the neighborhood. Dogs, cats and other household pets shall be confined and maintained inside the dwelling. When removed from the interior of the dwelling the same shall at all times be **in the arms of the owner, attached to a leash held by the owner, or contained on the resident's property by an underground electric fence.** The Board of Directors, after notice to correct, may direct removal of the pet from the property if it becomes an annoyance or nuisance. This decision is the sole discretion of the Board of Directors.

11. SNOW REMOVAL: A snow removal service will clear the street when there is three or more inches of snow.

12. ANNUAL MEETING: The Board of Directors holds the Annual Meeting of the Sterling Point Homeowners Association to update homeowners, hold elections for the board of directors, and conduct other business. The Homeowners Association will mail a letter to notify owners/members of the place and time at least twenty days prior to the meeting.

13. ENTRANCE AND EXIT GATES

- A. When entering, your car will pass over a loop cut into the pavement and the gate will automatically open. When you pass the gate, it will close automatically. If you encounter a gate that is already open, come to a full stop before proceeding through to ensure that the gate recognizes your vehicle.
- B. When exiting, please be careful to stop at the **white line painted on the pavement, as the gate opens inward and you need to stay clear of the gate opening.** After you pass through, the gate will close automatically.
- C. Gates hinges are **not** to be oiled! This voids our warranty and forces us to pay a replacement cost. Residents (or anyone) seen oiling gates will be responsible for the costs of repairing the damages they cause. If you see or hear a problem with the gate, report it to Vista Realty.
- D. **In case of power failure, the entrance and exit gates should continue to open and close automatically.** The following people have a gate key and know how to open the gates manually. You may contact one of them for assistance:

Sonny Flowers	336-414-8466
Jeff Jordan	919-210-9211
Jim Jackson	336-575-1228

ADDITIONAL INFORMATION AND CLARIFICATION

VEHICLE PARKING

Our street is narrow and parking vehicles in the street may cause problems for residents both entering and backing from their driveways. **Proper access must be provided for mail and newspaper delivery, garbage and recycling pick-up and, especially, any emergency vehicles that may be needed.**

All homes in our development have garages and driveways. Be considerate of others and **do not park on the street unless it is an emergency.** Also, please make sure visitors do not block residents from access to their driveways! **(overnight parking on the street is not allowed)**

SPEED LIMIT

We have received numerous reports of residents speeding throughout the community. **The posted 15 mph sign should be obeyed at all times.**

DRAINAGE ISSUES

All drainage issues on your property are the **homeowner's responsibility.**

YARD SIGNS / DECORATIVE GARDEN FLAGS

The only yard signs allowed are FOR SALE signs placed 6 ft off the curb. In an effort to maintain harmony in our community, no political or social issues signs are allowed. Garden flags are allowed and should be seasonal or decorative in nature.

PETS

Please make sure when walking your pet that they are on a leash and please keep your pet from relieving itself on someone else's property.

TREES

All the trees on a **homeowner's property are their responsibility to maintain.** This includes removing dead trees, trimming trees that are too close to your house or that have grown too close to your neighbor's house. This also includes trees next to the perimeter fencing of your property.

COMMUNITY COMMUNICATION

The board will be communicating via email and phone-tree in order to help reduce the cost of postage. If you should need a hard copy of any document that has been emailed, please contact a board member and we will get you a copy. For our residents that do not have email, documents will be placed at your door. Please let us know if your email or phone number changes.

LAWN CARE

We have a contract with **Consolidated Landscaping**, who provides the following year-round services:

- Weekly mowing
- Weekly weed eating
- Weekly edging all sidewalks/driveways/beds
- Weekly blowing all sidewalks/driveways/patios/street
- Pruning all shrubs up to **two times a year** and removing debris
- Core aeration in spring and fall
- Fertilizing all turf **two times a year** (once with pre-emergent)
- Lime all turf in January or February
- Leaf removal in fall (**three times full service**)
- Removal of leaves each week from turf and hard surfaces
- Weed control in all beds, sidewalks, and driveways year-round
- Weed control in all turf as needed
- Annual flowers at the front entrance in spring and fall with pine mulch
- Any trash on turf or hard surfaces picked up weekly at the time of mowing
- **Pine needles on all beds in early spring/front of houses only in late fall**

Architectural APPROVED Colors and Materials

FENCING

No fencing is allowed to be installed. The only fence that may be considered is a small area to hide your trash cans from the road. **If approved**, it must be white in color and vinyl construction. No taller than 48 inches tall. (**This MUST be approved in writing by the Architectural Control Committee**)

SHUTTERS

Colors are **Hunter Green and Black only**

ROOFING

If a homeowner needs to replace roofing. The approved material and color are as follows:

CertainTeed Landmark Pro – Color Max Def Weathered Wood

DRIVEWAYS

Driveways can be stained or painted in **very light grey color only**

2023-2024 STERLING POINT BOARD MEMBERS

President	Charlie Bumgarner	336-608-7699	twinbum@icloud.com
Vice President	Jeanette Lawson-Jackson	336-575-1208	jlawsonjackson513@gmail.com
Secretary	Anne Gruemmer	336-529-1244	agruemmer@att.net
Treasurer	Anna Early	336-406-1212	anna2early@yahoo.com
Member at Large	Jon Radford	904-810-8776	jradsford573@gmail.com

2023-2024 ARCHITECTURAL CONTROL COMMITTEE

Sonny Flowers, Chair	336-414-8466	sonny@riveroakschurch.org
Jon Radford	904-810-8776	jradsford573@gmail.com
Sue Kneppelt	336-671-5483	sue.kneppelt@gmail.com

2023-2024 NOMINATING COMMITTEE

Anne Gruemmer	336-529-1244	agruemmer@att.net
Trish Flowers, Chair	336-414-8469	dedetrish@gmail.com
Jeff Jordan	919-210-9211	jeffkjordan@aol.com

COMMENTS, QUESTIONS, OR CONCERNS

Any owner who has concerns, suggestions, or requests may also write a letter or contact any Board member with your name, address, and contact information about your concerns. The Board of Directors **will not** address hearsay, only written statements signed by the owners. Remember, your Board members are volunteers: please be considerate by not calling them after 8:00 p.m.