

GLENHAVEN AT FIRETHORNE

Homeowners Association, Inc.



Handbook for Homeowners/Tenants

Rules & Regulations

For Questions on your account

info@falconeclt.com

704-447-0159

Tammy Burney

Preface

This handbook provides information about rules, regulation and policies at Glenhaven at Firethorne Homeowners Association, Inc. Each homeowner should become thoroughly familiar with the handbook as well as the Condominium Bylaws and Declarations of Covenants. The Bylaws and Declarations of Covenants contain governing information that pertains to each unit owner and tenant/renter. Bylaws a Declarations of Covenants are obtained at closing and are NOT a part of this handbook. Adherence to the policies in this Handbook and in the Bylaws and Declarations of covenants combined with a spirit of consideration and willingness to work together will ensure the kind of community in which all residents are happy to live.

IMPORTANT

If you SELL your unit, please pass this handbook, bylaws and declaration of Covenants on to the new owners. Please complete the acknowledgement and transfer form following the preface and mail to the Association Manager.

This Handbook has been designed so that the pages can be replaced as needed. Each page includes the revision number or date for easy identification. Please update your handbook as revisions are made. The Management Company (Falcon One Properties) maintains the master copy of this Handbook and distributes revision pages as needed.

Rules & Regulations | Acknowledgement of Transfer

Dear Homeowners:

To assure all homeowners are familiar with the Declarations of Covenants, Bylaws, and the Rules and Regulations of Glenhaven at Firethorne Homeowners Association, Inc., each Homeowner is to be provided copy of documents at closing when purchasing their unit.

When selling your unit, please complete this form to document the transfer of the below listed items to the new homeowner, and forward this sheet to:

Mailing Address

Glenhaven at Firethorne HOA
c/o Falcon One Properties
6303 Carmel Rd. Suite 103
Charlotte, N.C. 28226

Office Location

Glenhaven at Firethorne HOA
Falcon One Properties
6303 Carmel Rd. Suite 103
Charlotte, NC 28226

Phone: 704-447-0159
Email: info@falcononeclt.com
Website: www.falcononeclt.com
Office Hours: Mon-Thurs 8:00 AM – 4:00 PM
Friday 8:00 AM – 2:00 PM

Selling Homeowner Name:

Name: _____
Address: _____
Buying Homeowner
Name: _____

I, the undersigned "Seller" homeowner, acknowledge that the following so indicated documents and articles have been transferred to the above listed new homeowners. To the best of my knowledge, the new homeowner does possess and is aware of documents and the rules and regulations governing condominium living.

_____ Glenhaven at Firethorne Handbook of Rules & Regulations
_____ Bylaws of Glenhaven at Firethorne Homeowners Association
_____ Declaration of Covenants of Glenhaven at Firethorne HOA with listed supplements
_____ Key to unit mailbox, key to Glenhaven at Firethorne Clubhouse Fitness Room & Pool.

Rules & Regulations

This set of Rules and Regulations has been adopted as a guideline to enhance the enjoyment of the condominium way of life for owners, their families and guest.

These Rules and Regulations will be reviewed as required and appropriate amendments and/or changes will be made. Revised copy of the handbook with changes will then be uploaded to the **Falcon One** portal for residents. It is the resident's responsibility to check the Falcon One portal and read the handbook post– please check the handbook on line and go to the section you need information on.

If you feel you still do NOT understand the rules and regulations, please reach out to the HOA Board (via [email glenhavenhoa@gmail.com](mailto:glenhavenhoa@gmail.com)) or **Falcon One Properties** Management at info@falcononeclt.com or by phone 704-447-0159.

Any homeowner in violation of any of these Rules and Regulations will be notified regarding the violation. If the violation is NOT corrected, a hearing will be scheduled with intent to fine. These fines are collectable by Falcon One Properties LLC and/or in court and create a lien on the property. In addition, other fees, penalties, and/or deposits, including legal costs and fees, associated with the Rules and Regulations represent legal obligations of the homeowner.

Changes in Rules and Regulations

The **Board of Directors** may in accordance with the Bylaws can alter, amend, evoke and/or add to the Rules and Regulations for the preservation of safety and order in the condominium; for its care and cleanliness or for the protection of the reputation thereof. When notice of any such alteration, amendment, revocation or additions is given to any resident, it shall have the same force and effect as it originally made a part of these Rules and Regulations.

Rules and Regulations violation will be handed in the below order (except for visitor parking space violation which fall under different set of rules.

- 1st offense warning letter to request you attend a HOA meeting to discuss violation
- 2nd offense \$50.00 fine and
- 3rd offense and every offense thereafter will be \$100 fine for each occurrence

Violation of any of the rules will result in you NOT being able to use any of the amenities or obtain visitor parking passes as set forth by the board and/or in any of the governing documents. Any fines owed must be paid in full before you are cleared to use any of the above amenities listed.

Board of Directors

The Board of Directors has responsibilities as outlined in the Bylaws and Declarations of Covenants, while the Management Company has responsibilities for the day-to-day operations of Glenhaven at Firethorne Homeowners Association, Inc.

The Board of Directors consists of a five (5) member Board of homeowners. Board members are elected by the homeowners for a three (3) year term. The terms of the Board are staggered over three years so that there is a continuation of Board members as well as an annual opportunity to elect new Board members. General elections are held annually. Board vacancies are temporarily filled by appointments by the board until the next annual election at which time a Board member is elected to the position for the balance of the term (if any).

All Board Members serving on the HOA Board must be in good standing with the HOA Board of Directors, Management Company and Community. Members in good standing is the status assigned to a member of the HOA Board where she/he has remained current on association dues, parking fees and any other monies owed to HOA/Management Company by said board member. It is expected that HOA Board Members in good standing will work collaboratively to strengthen the vision of the HOA and Community and having unpaid dues and/or any monies owed/past due of a Board Member puts the HOAs reputation in jeopardy when you are asking the community/residents to follow these same set of rules. All Board Members must stay in compliance with the rules & regulations stated in any of the following documents, Handbook of Homeowners document, Bylaws, CC&Rs and Declaration of Covenants and all other documents regarding Glenhaven. Board Members who are not in good standing due to (i.e., delinquent association dues, parking dues and/or all other moneys owed and/or for misconduct) from said Board Member can be terminated from HOA Board by Board President at any time for violation of this policy stated in this paragraph without further notice (no vote is required), any exception to this policy paragraph will need to be approved by Board President. Board Members who are repeat offenders of policies in this paragraph and/or all Glenhaven documents will be terminated from the board by Board President (no vote is required). Remember, Board members are responsible for managing and administering the assets of others; therefore, are held to a higher standard –as board members have been voted in by the community as trusted community leaders to representing the Homeowners as a whole and have the community's best interest at heart.

The Board of Directors meets monthly on the fourth Monday of the month at the Clubhouse beginning at 6:30 pm. This official meeting of the Board is open for attendance by any homeowner. Homeowners wishing to participate (other than to comment or express opinions of actions before the Board) in the meeting or have an item of concern placed on the agenda, must notify the President or Presiding Officer of the Board of such intent no later than 48 hours prior to the meeting so that it may be placed on the agenda. Homeowners who are disruptive or abusive to the business of the Board will, by consent of a majority of the Board in attendance, be required to leave or remain quiet.

Management Company

Falcon One Properties is the Management Company for Glenhaven at Firethorne Homeowners Association, Inc. The Management Company is contracted by the Board of Directors to manage the business of the condominium complex. Falcon One Properties' duties include collection of homeowner dues, fines and/penalties, mailing of overdue notices, paying bills, resolving homeowner complaints and inquiries, and the management of contractors hired to perform landscaping services and other common property repair and maintenance functions. Falcon One Properties is also charged with the responsibility and authority to enforce the rules, regulations and policies of Glenhaven at Firethorne Homeowners Association, Inc. as defined in the Handbook and the Condominium Bylaws and Declarations of Covenants. Falcon One Properties should be contacted in the event of any emergency or to answer any questions related to the Homeowner's Association.

Mailing Address

Glenhaven at Firethorne HOA
c/o Falcon One Properties
6303 Carmel Rd. Suite 103
Charlotte, N.C. 28226

Office Location

Glenhaven at Firethorne HOA
Falcon One Properties
6303 Carmel Rd. Suite 103
Charlotte, NC 28226

Phone: 704-447-0159
Email: info@falcononeclt.com
Website: www.falcononeclt.com
Office Hours: Mon-Thurs 8:00 AM – 4:00 PM
Friday 8:00 AM – 1:00 PM

Financial Statement

The Management Company maintains accounting records of all collections from dues, fines, penalties and deposits, and all expenditures for the operations, maintenance and management of the condominium and interest of the condominiums. A monthly finance statement of these records is prepared by the Management Company and distributed to the Board prior to the 15th of each month. A complete report including the amount and purpose of all disbursements is provided monthly to the Treasurer of the Board by the Management Company no later than 48 hours preceding the monthly meeting of the Board.

The Management Company provides the Board of Directors of the Association with annual financial statements.

Monthly Dues

Each homeowner is assessed monthly dues for the operation and maintenance of the condominiums. The Board of Directors establishes an annual operating budget for the condominiums. Assessments are based on an equal share of costs for all homeowners. This assessment covers: water and sewer, common electricity, landscaping, garbage collection, common area insurance, amenities (swimming pool operation clubhouse upkeep), general maintenance, routine legal services and management services.

The dues are payable on the first day of each month.

A check made payable to Glenhaven at Firethorne HOA should be mailed to:

Glenhaven at Firethorne HOA
% Falcon One Properties LLC
6303 Carmel Rd. Suite 103
Charlotte, N.C. 28226

IMPORTANT

PLEASE MAKE SURE TO INCLUDE YOUR AMITY SPRING ADDRESS WITH EACH PAYMENT SO THAT THE MANAGEMENT COMPANY CAN ACCURATELY CREDIT THE PAYMENT TO YOUR ACCOUNT. YOU ARE LEGALLY OBLIGATED TO MAKE THE MONTHLY PAYMENTS EACH MONTH

In addition to paying by check with your coupon, there are other options to pay your dues:

Bill Pay

Refer to your coupon booklet for alternative means of payment or call Falcon One Properties at 704-447-0159

Late Fees

A late fee of \$20.00 is assessed on payments not received by the **10th** of each month. This will continue to be assessed until the overdue amounts are paid. The Board has the authority to have a lien placed on any unit. Attorney's fees will be added to the homeowner's account as part of the lien. Any owner that is delinquent may have their account turned over to the attorney for collection. Once turned over, all communication must be with the Attorney, not with the Association or Management Company. Any legal fees are the Unit Owner's responsibility and will be added to the balance that is owed to the Association.

Maintenance

General maintenance and repair work are handled on a job-by-job basis. If you know of repair work that must be done on the common condominium property; please contact **Falcon One Properties** 704-447-0159 or you can log into the Falcon One Portal and create a work order yourself.

Obligations for unit repairs, including exterior attachments and common property, by the homeowner are described in detail in the Bylaws. Priorities for repair jobs are established by Falcon One Properties, in conjunction with the Board, and are based on the availability of funds, as well as other factors.

The Board of Directors of the Glenhaven at Firethorne Homeowners Association, Inc. working with Falcon One Properties establishes budgets and schedules for periodic major maintenance of buildings and grounds. These include long range planning for painting, roofing, and shrubbery. Major unscheduled maintenance and repairs are handled by actions of the Board. If you have paid for a maintenance expense that you feel is an HOA expense please call Falcon One Properties (704) 447-0159 to discuss. If expense is deemed an HOA expense and you are to be reimbursed funds, you will be required to submit the original bill, with proof of payment to Falcon One Properties to receive payment.

Please mail original receipts to Falcon One Properties at 6303 Carmel Rd. Suite 103 Charlotte, NC 28226 or call Falcon One Properties to get instructions on how to submit.

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c/o Falcon One Properties
6303 Carmel Rd. Suite 103
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Phone: 704-447-0159
Email: info@falcononeclt.com
Website: www.falcononeclt.com
Office Hours: Mon-Thurs 8:00 AM – 4:00 PM
Friday 8:00 AM –1:00 PM

Interior Maintenance

- The Unit Owner shall be responsible and shall pay for any damage of water or waste resulting from stoppage or breakage in the plumbing pipes, fixtures, or appliances as a result of misuse, neglect, or failure. The Unit Owner shall reimburse the Association on demand for the expense incurred due to the water or waste damage necessitating the repair or replacement and for repair or replacement of the faulty equipment.
- Should any adjacent unit incur damage as a result of the negligence by a Unit Owner (or tenant), the Unit Owner will be held responsible for the cost of all repairs to the adjacent damaged unit.
- Unit owners (and their tenants) are responsible for reporting any damages immediately within their unit that may impact adjacent unit owners to the Falcon One Properties and the Glenhaven Board of Directors
- Window Treatments – It is required that the curtains, drapes, blinds, and other window treatments have either white or off-white backings to ensure continuity of the exterior appearance of the buildings. This will preserve the beauty of our complex. Sheets, towels or cardboard are **NOT** appropriate window coverings
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- The cleaning of the patios/porches and adjacent areas inside and outside of the nit including all windows is the responsibility of the Unit Owner. If your patios/porches are cluttered and/or have trash piled up which is a violation it will result in unit owner fine. It is the unit owner's responsibility to clean. Violation of this policy will result in:
 - 1st offense warning letter to request you attend a HOA meeting to discuss violation
 - 2nd offense \$50.00 fine and
 - 3rd offense \$100.00
 - 4th offense and every offense thereafter will be \$100 fine for each occurrence
- Maintenance and repair of the entrance doors and locks, windows and latches, and exterior doors and hardware to storage areas or garages are the responsibility of the Unit Owner.
- Changing of the filters in the air handling system shall be the responsibility of the Unit Owner. The Unit Owner is responsible for all maintenance to the unit's air handling system.
- Unit Owners are responsible for all damage due to the use, misuse, or neglect of fireplaces and disposal of hot ashes and or kerosene heaters, electrical heaters, and firewood.
- Unit Owners are responsible for the cleaning of their chimney. This should be done yearly before using the fireplace. The buildup in the chimney can cause fires. Any resulting damage because of dirty fireplaces and chimneys will be the direct burden of the Unit Owner responsible.
- All interior maintenance to walls, ceilings, floors and floor covering, appliances, fixtures and electrical wiring is the responsibility of the Unit Owner.

Exterior Maintenance

- Any request for exterior modifications must be submitted in writing to the Management Company.
- No exterior alterations are allowed without prior written permission from the Board of Directors.
No attachments, awnings, enclosures of any type are allowed. ANY UNAPPROVED ALTERATIONS WILL BE REMOVED AT THE EXPENSE OF THE OWNER.
- No radio aerial, television antenna or other sending or receiving installation shall be installed on the exterior of the building, roofs or chimneys or any other place on the property without the prior written consent of the Board of Directors. The Satellite Dish Approval Form can be obtained from Falcon One Properties. Violation will result in HOA/Management Co to remove at owner's expense.
- No Unit Owner, his/her employees, agents, tenants or guests shall mark, paint, or in any way deface any exterior walls or doors.
- Shrubbery and grounds are the property of the Association. Any changes must be submitted to the Board for written permission.
- No signs, plaques or any other commercial or decorative signs may be installed outside the unit with the exception of acceptable "For Sale" signs as described in the Bylaws.
- All firewood must be stacked in the rear of the building on patios or inside garages or storage areas and must be kept on racks one (6) inches from the floor and one foot from the walls. Firewood can be a refuge for pests, insects, snakes, termites, wood rot, mold, and mildew all of which can be detrimental to the condominium structures and a nuisance to homeowners. If firewood is improperly stored or stacked, within three (3) days following notification to the Unit Owner, it will be removed at cost to the owner. Any damage caused by improper placement of wood shall be repaired at the Unit Owner's expense.
- No materials, boxes, plastics, paper or wood, etc., which may harbor infestation by insects or pests, or collect and retain moisture, may be stored or placed around the exterior of the unit including porches, patios, sidewalks and driveways. Decorative plants must be kept a minimum of two (2) inches above wood or paved surfaces for proper drainage and six (6) inches for exterior walls. Placement of wood or cellulose containing materials (paper, cardboard, etc.,) in direct contact with the ground is forbidden. Improperly stored or placed items are subject to removal after three (3) days following notification to the Unit Owner, and the Unit Owner may be charged a removal fee in addition to any and all fines imposed. Any damage caused by improper placement of items shall be repaired at the Unit Owner's expense.

Exterior Maintenance

Alterations (including attaching any objects) to Common Area or Exclusive Use Common Area property, including buildings and structures, landscaping, perimeter fences, walls or gates, are not permitted.

Any violation of the items listed in this handbook could result in unit owner fines, removal of equipment, and/or removal of any items listed in this handbook at the owner's expense.

IMPORTANT

FAILURE TO OBTAIN THE NECESSARY APPROVAL PRIOR TO COMMENCEMENT OF CONSTRUCTION AND/OR INSTALLATION OF ANY KIND, SHALL CONSTITUTE A VIOLATION OF THE COVENANTS, CONDITIONS AND RESTRICTIONS, AND MAY ENTAIL VIOLATION FINES, CEASE AND DESIST ORDERS, LEGAL ACTION AND/OR REQUIRE MODIFICATION OR REMOVAL OF AUTHORIZED WORK AT THE HOMEOWNER'S EXPENSE. PLEASE MAKE SURE YOU GET APPROVAL FOR ALL EXTERIOR WORK (BIG OR SMALL) OR YOU WILL BE CHARGED FOR WORK DONE, WORK REMOVAL AND ANY OTHER COST ASSOCIATION WITH NON-APPROVAL.

Common Areas

- No window AC units are allowed at any time. You will be asked to remove asap and any non-compliant request will result it AC being moved by property management & fines will occur as needed.
- No items, such as towels or linens, may be hung to be visible from the outside of windows, doors, porches and patios.
- The sidewalks, entrances, passages, and the stairways shall not be obstructed by the Unit Owner or used by them for any purpose other than for entering or exiting. The sidewalks, entrances, floors, front and backyards shall be kept free from rubbish, bicycles, toys, lawn chairs, grills or other articles of that kind, except when in use. Any items stored in these areas constitute a fire hazard and could constitute a fine by the Fire Department for the violation, as well as removal by the Association, and the Unit Owner will be charged a removal fee. Furthermore, fountains, bird baths, lawn ornaments, or other decorative lawn art are prohibited from common areas.
- No animals, livestock or poultry of any kind shall be raised, bred or kept on any part of the property except that dogs, cats, or other household pets may be kept by Unit Owners in their respective Units. Pets may not be kept, bred, or maintained for any commercial purposes and must meet the other requirements of the Rules and Regulations. Pets may not endanger the health and safety of or, in the sole discretion of the Board of Directors, unreasonably disturb the other residents or create a nuisance. Visiting pets are subject to the same rules and regulations. Please refer to Section: Pets.
- Common Areas are defined as all areas outside the immediate perimeter of the building, including shrubbery, grassy and natural areas, sidewalks and paved areas. Limited Common Elements are those parts of the Common Areas exclusive to the use of one but fewer than all the Units, including but not limited to patios, porches, driveways, adjoining sidewalks and areas immediately adjoining the unit. For courtesy, Common Areas for use of all Homeowners are defined as all areas 15 feet outside the perimeter of the building to provide Unit Owners security, privacy and a sense of ownership.
 - Common areas grass/natural areas at the ends or sides of each driveway (especially in the areas closest to the road) is owned by Association and maintained by the HOA. If you drive your car up onto these areas and mess up the yard area you will be fined for each occurrence.
 - 1st offense warning letter to request you attend a HOA meeting to discuss violation
 - 2nd offense \$50.00 fine and
 - 3rd offense and every offense thereafter will be \$100 fine for each occurrence
- Please make sure you back completely on or off your driveway – as when you do not your vehicle cuts thru these areas at the end of the driveway and destroy the yard in those areas. If you see cars drive up on these areas including getting up on the yard areas closest to the street – please notify the management company and/or the HOA as this ruins' the look of our community.

Fire and Casualty Insurance

The Homeowner's Association maintains a fire and casualty insurance policy to cover the building and common areas.

THE Claims

In case of an accident, please notify:

Falcon One Property Management

Mailing Address

Glenhaven at Firethorne HOA
c/o Falcon One Properties
6303 Carmel Rd. Suite 103
Charlotte, N.C. 28226

Office Location

Glenhaven at Firethorne HOA
Falcon One Properties
6303 Carmel Rd. Suite 103
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Phone: 704-447-0159
Email: info@falcononeclt.com
Website: www.falcononeclt.com
Office Hours: Mon-Fri 8:00 AM – 4:00 PM
Friday 8:00 AM –1:00 PM

Coverage

The policy is maintained in the offices of the Management Company (Falcon One Properties).

Interior Insurance

Each resident is responsible for obtaining a Homeowner's Policy for the Interior of their unit as well as personal liability coverage. This is referred to as a HO6 Policy. Please check with your insurance agency to be sure you are adequately insured.

Homeowners are responsible for ensuring that they carry personal insurance that will provide coverage that the master policy does not. Homeowners should make sure that coverage for seepage and leakage from another unit is included on personal policies.

Summer Fun

Summer fun often includes cooking and eating outdoors with family and friends. Residents of apartments and condominiums who want to share in this favorite pastime must take special precautions. Using most barbecue grills in covered areas attached to the main structure(s) to include garages is **unsafe and is against the law**.

Charlotte Fire Prevention Code and City Ordinance No. 2750 adopted by City Council on November 14, 1989, prohibits the use of an open flame cooking appliance, including grills being used inside garages or within 10 feet of any combustible portion (such as wood siding) of any multi-family dwelling apartment house, townhouse, or condominium unit. The ordinance applies to charcoal grills, LP-gas grills, natural gas grills, hibachis, smokers or any appliance that uses an open flame to cook. These restrictions are enforced for two reasons: there is always the danger of the fire getting out of control and spreading rapidly to living areas, and the smoke given off by these devices can be harmful - even fatal. You cannot control the direction of the wind. Lethal smoke could be building in your neighbor's unit without you knowing it.

The only cooking device permitted to be used on a balcony/porches (where applicable) of a multi-family dwelling is one that uses electricity as a power source and has been designated as safe by a testing laboratory. The device must also be designed or approved for the use of lava rocks or permanent briquettes only.

Electrical cords should be placed where they will not be subjected to physical damage. If an extension cord is used, it should be a three-wire grounded and of the proper size to carry the amperage or wattage of the electric grill.

Remember to follow these guidelines for safe and legal outdoor cooking:

Grilling Safety Tips:

- Never use charcoal lighter fluid on a burning fire
- Leave grill hood open until ignition occurs with lighting gas grills
- Do not grill near combustible materials such as pine needles
- Keep fire extinguisher or charged garden hose accessible
- Discard hot coals in a metal container after use
- Always shut off valve to propane tanks when not in use, always follow the manufacturer's recommendations

Frozen Water Pipes

Prolonged outside temperatures below 20° F, can result in frozen water pipes if precautions are not taken by the Homeowner. These precautions include:

- Maintaining the heat in the unit at 65° F and higher at all times. Insurance policies will not cover damage from frozen pipes if the heat has been turned off in the residence. PLEASE DO NOT TURN YOUR HEAT OFF! It could result in personal liability.
- Run water in all inside faucets on occasion to prevent standing water from freezing.
- Informing neighbors when you will be out of town during the cold weather months and leaving a key with neighbors so they can periodically check your pipes.
- If the Unit will be vacant during the winter months, turn off the water supply (located in water heater closet) and drain pipes by opening all faucets in the kitchen and bath.
- When outside temperatures are projected to be in the mid-teens open the cabinet doors below any sinks facing an outside (exterior) wall to allow the pipes to access the inside heat.
- Check all outside faucets to determine that these pipes are not freezing.
- Notify the Management Company if you feel a unit is subject to frozen pipes and should be checked.
- Any damage from violation of this policy will be fixed by Management Company in an emergency situation and will be billed back to the Unit Owner. The Management Company has the right to enter any unit in any emergency situation without notification.

(Refer to the CC&Rs documents located on the Falcon One Properties Portal for more information regarding this policy).

Pest Control

PEST CONTROL IS THE RESPONSIBILITY OF THE UNIT OWNER

Pest control in and around the unit is the responsibility of the Unit Owner. Such pests include but are not limited to: ants, flies, cockroaches, crickets, centipedes, "roll" bugs, bees, wasps, fleas, spiders, silverfish, waterbugs, mice, slugs, lizards, small snakes, and other insects and small rodents.

Please notify the Management Company of extensive pest infestations and/or potentially hazardous situations (e.g. rats, hornets' nests, poisonous snakes, etc.) For large animals (e.g. raccoons, skunks, muskrats, snapping turtles, dogs, etc.) that pose imminent danger, call Animal Control at 311.

Termites

Termite infestation and damage to the unit is a serious issue within the Community. Termites and the damage associated with improper storage of wood and cellulose materials or other such items shall be a liability of the Unit Owner. This liability would include all cost incurred including possible fines, and legal costs.

All wood and other materials should be stored outside at least 6 inches above ground and 1 foot from the wall of any unit.

Please notify the Management company of any suspected a termite infestation or damage.

Garbage

All garbage is to be placed in the dumpster provided.

- No articles larger than household garbage can be placed in the dumpster. All garbage must be placed into the dumpster. Do not throw garbage and trash from your car. Do not place garbage or trash on the ground. All garbage and/or trash spilled in the area of the dumpster must be cleaned up and placed in the dumpster.
- No furniture, mattresses, building materials, carpets, appliances, etc. are allowed to be placed in the dumpster. Please place these items in the bulk trash collection area to be picked up by the trash collection company.
- Anyone depositing anything other than household garbage will be charged for the removal of these articles from the dumpster and for proper removal to a disposal site.
- The dumpster is emptied on a weekly basis.
- Garbage cannot be placed/stored/left outside of units including patios/porches/sidewalks and/or in any area around any unit under any circumstances. All items found left in these areas the Management Company will have it removed and Unit Owner will be billed for the removal.
- Recyclable items such as newspapers, magazines, aluminum cans, glass, plastic, cardboard, and used motor oil, eminent and paint should be taken to the recycling area at the dumpster.

Parking and Automobile Regulations

Residents of the Glenhaven at Firethorne community will be issued parking stickers for each of their vehicles. All residents must display their sticker in the front windshield on the lower right corner. There will be a two-week grace period for a new resident or on the purchase of a new vehicle by an existing resident. Contact the Management Company to receive stickers. You will be required to give the license tag number and the make/model of the vehicle to receive a sticker.

VISTOR parking passes are to be used for **Visitor Vehicles only**. If you are a resident and you use visitor parking pass for your resident vehicle's your visitor pass will be suspended and you will be towed at owner's expense.

Parking spaces provided in Glenhaven at Firethorne must meet the current Charlotte code for parking spaces in a condominium community. This allotment includes the garage and driveway for garaged units. Townhouse units (un-garaged) have an allotment of two (2) parking spaces per unit adjacent or in front of the building; these spaces are marked with the unit number and are reserved for the designated unit.

No automobile shall be parked at any place on the condominium property except in the spaces provided and spaces are to be used for parking of automobiles only. Parking of Commercial Vehicles is not allowed. Curbside parking is a violation of the Charlotte Ordinance for access of emergency vehicles.

No automobile shall be parked in a driveway such that a portion of the vehicle extends into the street or on the grass. Vehicles that have a portion of its vehicle extended into the street is subject to tow at owner's expense and/or Unit Owner could be fined.

THE MANAGEMENT COMPANY AND BOARD OF DIRECTORS WILL HAVE VEHICLES ILLEGALLY OR IMPROPERLY PARKED BOOT-LOCKED OR TOWED, AT THE OWNER'S EXPENSE. THIS WILL INCLUDE ANY VEHICLES PARKED ON THE CURB, ANY UNAUTHORIZED VEHICLE PARKED IN AN ASSIGNED SPACE, OR ANY RESIDENT VEHICLE PARKED IN A VISITOR SPACE.

ABSOLUTELY NO CURBSIDE PARKING, PARKING ON THE GRASS AND/OR COMMON AREAS. THE MANAGEMENT COMPANY IS INSTRUCTED TO ENFORCE BOOT-LOCKING OR TOWING OF IMPROPERLY PARKED VEHICLES AT THE OWNER'S EXPENSE

1. Each resident of garaged units will park inside the garage and/or on the driveway associated with their unit. Residents of un-garaged units shall park in designated parking spots for their unit.
2. Residents are not to use spaces indicated as VISITOR spaces. Violators will be subject to boot lock or towing at owner's expense.

Driving and/or Parking in Common Areas

Grass/natural areas at the ends or sides of every driveway (especially in the areas closest to the road) are owned by Association and maintained by the HOA. If you drive your car up onto these areas and mess up grass or natural areas you will be fined for each occurrence. Please make sure you drive completely on/off your driveway – as when you do not your vehicle cuts thru these areas at the end of the driveway and destroy the landscape in those areas. If you see cars drive or parking in these areas including getting up on the yard areas closest to the street – please notify the management company and/or the HOA as this ruins' the look of our community.

Parking and Automobile Regulations (continued)

1. Paid Parking Spaces – HOA and/or Management Company has the right to TERMINATE any paid parking space rented to owner for any violations of the association's rules and regulations without written notice. If you are behind in your association dues, parking dues or any other monies owed to the HOA as soon as your account goes into the delinquent status (**10th** day of the first month delinquent) the board has the right to terminate your parking space without further notice. You will be given 10 days after you are notified that your paid parking space is terminated to remove your vehicle from the space.
2. No automobile, moving van or delivery truck shall be parked, driven across or driven onto the lawn or walkways. Any damage resulting from the violation of this regulation shall be the direct expense of the Unit Owner.
3. All vehicles MUST be properly licensed and have a CURRENT inspection sticker displayed.
4. All tires on ANY vehicle, including motorcycles, must be inflated at all times.
5. No inoperable (either temporary or permanent) or wrecked vehicle or any type will be allowed on the property.
6. Auto repairs are not allowed. No vehicle may be left on blocks, jacks, etc. overnight. Oil changes are prohibited.
7. Do not block another homeowner's car, driveway or garage.
8. Handicap parking at the Clubhouse is for use by handicapped residents or handicapped guests only.

VIOLATION OF ANY OF THE ABOVE REGULATIONS WILL RESULT IN THE VEHICLE BEING TOWED AND/OR BOOT-LOCKED AT THE OWNER'S EXPENSE. NOTIFICATION OF A VIOLATION IS NOT REQUIRED PRIOR TO BOOT-LOCKING OR TOWING. HABITUAL OFFENDERS WILL BE GIVEN NOTIFICATION AND MAY BE FINED FOR EACH OFFENSE AFTER THE NOTIFICATION.

If your car or visitor's car is boot-locked or towed, call the Towing Company (information displayed on sign at entrance of the Glenhaven Community, **Carolinas Towing 704-977-6073, 3605 S. Tryon Street, Charlotte, NC** for directions on how to retrieve your auto. Fines and storage charges may have to be paid before the towing company will release your vehicle which is the owner's expense.

Parking and Automobile Regulations (continued)

Street Speed Limits

All Drivers are to observe the posted speed limits and stop signs, as well as all vehicle codes. There may be children playing in streets therefore extreme care and adherence to the rules is necessary. Homeowners are responsible for assuring that their guests and tenants adhere to the rules & regulations of the community. Vehicular noise including loud stereo levels must be kept to a minimum.

Street Parking Is PROHIBITED at all times

Street parking is PROHIBITED at all times.

- o 1st offense warning letter to request you attend a HOA meeting to discuss violation
- o 2nd offense \$50.00 fine and
- o 3rd offense and every offense thereafter will be \$100 fine for each occurrence

Driveways and Garages

Parking is permitted on individual driveways only where the parked vehicle does not extend over the sidewalk or into the street. Under no circumstances should residents or guests block the driveway of another resident. Residents and guests are encouraged to use garage and/or driveway parking.

No more than two cars may be parked in each driveway. Cars may not obstruct the walking paths or extend onto the street. This impedes foot traffic and vehicle traffic. Cars may not obstruct grassy areas. This prevents maintenance work and damages landscaping, even during dormant winter months

Recreational Vehicle Parking Rules

Because of the limited number of parking spaces at Glenhaven at Firethorne, no recreational vehicles are permitted to be parked on Glenhaven at Firethorne property at any time.

This includes, but is not limited to:

- Boats, Trailers, Travel Trailers
- Off-Road Motorcycles and Vehicles

VIOLATION OF ANY OF THE ABOVE REGULATIONS WILL RESULT IN THE VEHICLE BEING TOWED AT THE OWNER'S EXPENSE. NOTIFICATION OF A VIOLATION IS NOT REQUIRED PRIOR TO TOWING.

Commercial Vehicle Parking Rules

During normal daytime business hours, a commercial vehicle which has been contracted to provide a service within the community may park in any visitor parking space, open parking space, private driveway, or public road. No owner or tenant can park commercial vehicles within the community unless they are using the vehicle for Glenhaven business.

Moving Vehicles

As with any vehicle that is on the property the operators, renters, leases of any such said vehicle must abide by the parking rules of the community. Parking on the grass is strictly prohibited but the moving party may park on the street to conduct moving activities. These activities must not obstruct other resident's ability to enter or exit their assigned parking spaces to include garages, driveways or sidewalk entrances.

Parking and Automobile Regulations (continued)

General Parking Rules

- It is prohibited to park any motor vehicle on a sidewalk, grass or on any non-paved common area or on any non-paved private property.
- Any vehicle parked in a fire lane is subject to ticketing/towing by Charlotte/Mecklenburg County officials.
- It is a fire lane violation to have any portion of a parked vehicle extend into a private road.
- Parking which blocks sidewalks and/or driveways is strictly prohibited.
- It is strictly prohibited to double-park (unless you live in unit that does not have garage).
- Parking spaces are not to be used for storage.
- No motorized vehicles shall be driven on non-paved common area, except such vehicles as are authorized by the Association, County, or State as needed to maintain, repair or improve the common area.
- It is prohibited to abandon a vehicle on common property or on a private or public road.
- It is prohibited to park vehicles with expired license plates, and/or state inspection decals on common property (including private roads).

Vehicle Violation Penalties

- Fire Lane/Fire Hydrant Violation Penalties are subject to immediate ticketing and/or towing by Char/Meck Police and/or Fire Marshall at the expense and risk of the vehicle owner.
- Reserved Parking Space Violation Penalties -These vehicles are subject to immediate towing as initiated by the HOA Managing Agent and/or the assignee of the reserved parking space. The towing is at the expense and risk of the vehicle owner.

Visitor Parking Rules – Issue for 7 days at a time (If you park in a visitor space you need a visitor pass (24/7))

Visitor parking spaces require visitor parking pass (24 Hr/7 day week) and are utilized on a first-come, first-serve-basis. All residents who do NOT follow the handbook rules & regulations including having outstanding association fees, parking fees and/or any other fees as subject to forfeiting their rights to obtain visitor parking passes. The HOA and Management Company have the right to deny visitor parking passes at any time for violation of the rules & regulations of this handbook or in the case of threatening remarks or unreasonable behavior of homeowner, resident or visitor. Please contact HOA if you have special request.

Use of a Visitor space requires special permission from the Management Company and/or the Glenhaven at Firethorne HOA Association. The unit owner is responsible for obtaining special permission for their visitors to utilize visitor parking. The below information must be provided to obtain a visitor pass:

- The vehicle's tag number
- Make/Model/Color of Vehicle
- The address of the resident being visited
- The duration of the intended visit
- Vehicle with a Glenhaven resident sticker cannot park in visitor spot and is subject to towing

VIOLATION OF ANY OF THE ABOVE REGULATIONS WILL RESULT IN THE VEHICLE BEING TOWED AT THE OWNER'S EXPENSE. NOTIFICATION OF A VIOLATION IS NOT REQUIRED PRIOR TO TOW

Parking and Automobile Regulations (continued)

Guideline Enforcement - General

The designee for the administration of these guidelines is:

Mailing Address

Glenhaven at Firethorne HOA
c/o Falcon One Properties
6303 Carmel Rd. Suite 103
Charlotte, N.C. 28226

Office Location

Glenhaven at Firethorne HOA
Falcon One Properties
6303 Carmel Rd. Suite 103
Charlotte, NC 28226

Phone: 704-447-0159
Email: info@falcononeclt.com
Website: www.falcononeclt.com
Office Hours: Mon-Thurs 8:00 AM – 4:00 PM Friday 8:00 AM – 1:00 PM

- The Managing Agent retains the right to administer or enforce any provision of these guidelines.
- Upon the consent and request of the disputants, the Managing Agent will act to fairly adjudicate or arbitrate disputes that may arise among owners or residents related to the administration and enforcement of these guidelines.
- The Managing Agent reserves the right to tow vehicles in any named violation in these guidelines.
- Invalidation of any of these paragraphs or sections by judgment or court order shall in no way affect any other provisions that shall remain in full force and effect.
- It is the responsibility of all owners to comply with these guidelines and to instruct their residents, tenants, guests, and invitees to do so also.
- Owners and residents may report violations of the policy to either **Falcon One Properties** at info@falcononeclt.com or **GLENHAVEN AT FIRETHORNE BOARD OF DIRECTORS** glenhavenhoa@gmail.com or the Char/Meck Police or Fire Marshall Department as appropriate.

IMPORTANT

THE MANAGEMENT COMPANY AND BOARD OF DIRECTORS HAVE CONTRACTED WITH A BOOT LOCK & TOW COMPANY. VEHICLES ILLEGALLY OR IMPROPERLY PARKED WILL BE BOOT-LOCKED AND TOWED AT THE OWNER'S EXPENSE. THIS INCLUDES VEHICLES PARKED ON THE GRASS, CURB, FIRELAND OR ANY OTHER COMMON AREAS AND/OR AREAS NOTED IN THIS HANDBOOK BOOK AS BEING NO-PARKING AREAS.

If your car or a visitor's car is boot locked or towed, call the Towing Company information displayed on the tow sign at the entrance of the Glenhaven at Firethorne Community (sign located at bridge).

It is your or your tenant, guest or visitor to pay all fines, storage fees, and/or any other related expenses charges by the Tow Company to retrieve your vehicle. The HOA is not responsible for any towing expenses.

CARS WITHOUT PROPER TAGS WILL BE SUBJECT TO TOWING AT OWNER'S EXPENSE

Noises and Nuisances

No Unit Owner shall make or permit any disturbing noises in the building by self, family, pets, servants, employees, agents, visitors, tenants and licensees, or permit by such other person(s) anything that will interfere with the rights, comfort, or convenience of other Unit Owners and tenants.

No obnoxious, offensive or illegal activities shall be carried out upon common areas, parking areas or within any unit, nor shall anything be done thereon which may be an annoyance or nuisance to other residents.

No Signs, ads, or solicitations are permitted in or about the Condominium Property in windows or outside of unit with the exception of approved "For Sale" and "For Rent" signs.

Homeowners are requested to be considerate of other residents. Please restrict activities to reasonable hours (**7:00 am - 11:00 pm City of Charlotte noise ordinances**). Normal household activities can be annoying to occupants of adjacent units during early morning or late-night hours.

Owners of second story units are should **NOT** install Hardwood, Tile, Ceramic or Stone Floors unless approved by the HOA Board of Directors and any change must provide sound insulation equivalent to the original carpet and padding. Second Floor Condo Units **MUST** have 75% of the floor covered with the use of CARPET and/or AREA RUGS COVERING to reduce noise transmitting into the first-floor unit.

- **Floor Coverings:** No change in the floor covering materials as originally installed in the units by Declarant shall be permitted except with the consent of the HOA. To reduce sound transmission between units, all units shall have all floor areas except entries, kitchens and bathrooms covered with carpet or other material which provides equivalent insulation against sound transmission. Flooring in bathrooms shall be acoustical cushioned linoleum as originally installed by Declarant, or material with the same or better acoustical quality and rating.
- **Sound Transmission.** No unit shall be altered in any manner that would increase sound transmission to any adjoining or other Unit, including, but not limited to, the replacement or modification of any flooring or floor covering or the penetration of any wall, floor or ceiling that increases sound transmissions to any other Unit.
- **Pets.** Allowing or permitting an animal to bark, whine, howl, crow or cackle in an excessive, continuous or untimely fashion so as to interfere with the reasonable use and enjoyment of neighboring premises is unlawful in Charlotte, NC as this is considered a nuisance. [Char-Meck Nuisance Animals Info](#)

Pets/Animals

Some breeds of dogs are simply uninsurable by some insurance companies. Why? Because the actuarial tables show that they are high risk breeds for hurting other pets or people and the insurance companies don't want to take the risk.

Not Allowed:

- Any dog on list below and/or with any of these mixes listed below – NOT ALLOWED
- Any dog over 25 lbs. – NOT ALLOWED
- Aggressive guard dogs – NOT ALLOWED
- Extremely high energy dogs – NOT ALLOWED

Following Breeds are NOT allowed	
Akita	Great Dane
American Staffordshire Terrier	Husky
Bernese	Karelian Bear
Bulldog	Pit Bull
Canary Dog	Rhodesian Ridgeback
Chow	Russo-European Laika
Doberman Pincher	Rottweiler

Note: You may be asked to remove any dog permanently from the Glenhaven premises that fits any of the descriptions listed above as NOT ALLOWED.

Pets – Rules and Policies

All pets must be housed within the units only.

All dogs must be kept on a leash and accompanied by owner when outside the unit at all times.

Outside dog/cat cages, runs, tethers or any other manner of securing such an animal not permitted at any time.

No dog shall be permitted to run free at any time and all dogs must be on a leash when using the common elements.

Animals are prohibited from the pool area.

It is the responsibility of the animal's owner to repair any damage done to the common elements and to clean up any excrement or debris left by the animal. No Unit Owner shall make or permit any disturbing noises in the building by self, pet, family, servants, employees, agents, visitors, tenants and licensees, or any other person(s). No pets shall be permitted to make an unreasonable amount of noise or be a nuisance.

Know the pet laws for Charlotte-Mecklenburg - [CharMeck Animal Care & Control Division](#)

Pets/Animals (continue)

The **City of Charlotte and Mecklenburg County** have strict leash laws that apply to all animals except cats (see the nuisance animal section for laws pertaining to cats).

Animals must be on a leash, contained within a fence or an contained area.

An animal may be loose in its own yard if there is an adult (18 years or older) immediately next to the animal and the animal responds to direct verbal commands of the person.

ALL dog owners that take their dogs for walks in their neighborhoods and/or in public parks (not designated as a dog park) are required to keep their dogs on leash and under physical restraint at ALL TIMES. Please note that having the leash in your possession and not attached to the dog is not considered having the dog on a leash and you will still be subject to a fine.

All regulations aim to protect the health and safety of our citizens. Please be a responsible pet owner and abide by the law. Violations will be investigated and stiff fines may be applied. Fines range from a \$50.00 citation for the first violation and up to a \$500.00 citation and permanent seizure of the animal for a fifth violation.

To report an animal at large, please call 311. Please note that it could take up to 4 hours for an officer to respond. Any information about where the owner lives would help greatly.

- Pets are NOT allowed to run free at any time.
- Only dogs, cats, fish, birds and other domesticated animals are allowed to be kept as Pets. No horses, livestock, wild animals or undomesticated animals are allowed on the Glenhaven at Firethorne property - inside or outside a unit.
- Unattended pets should not be left tethered in yards or on patios.
- All dogs must be kept on a leash and accompanied by owner when outside the unit at all times.
- Pets should be walked in remote areas only. Please keep your animal away from the grassy areas near the buildings. Exercise restraint to prevent damage to flowers and shrubbery.
- Disposal of cat litter, fish tank gravel, bird cage mulch, or other such pet waste and debris shall be in appropriate container with household garbage in the dumpster.
- Pet Owners are requested to clean up after their pets; collected wastes should be disposed of appropriately in the garbage dumpster.
- Any damage to property or injury to anyone will be the direct burden of the owner of the animal.
- Pet Owners are responsible for knowledge and compliance with Animal Control Laws including licensing of dogs and cats.
- Any violations of these regulations will result in the Animal Control Unit being called and the animal will be removed accordingly.
- These rules also apply to visiting pets
- Allowing or permitting an animal to bark, whine, howl, crow or cackle in an excessive, continuous or untimely fashion so as to interfere with the reasonable use and enjoyment of neighboring premises is unlawful in Charlotte, NC as this is considered a nuisance. [Char-Meck Nuisance Animals Info](#)

No more than three (2) pets per household are allowed

Clubhouse Rental

Name of Homeowner(s) _____

Address _____

Association Name _____

Phone/Cell Number _____

Type of Function _____

Date Requested _____

Time of Event Start Time: _____ End Time: _____

Number of Attendees _____ # of Children Under 13: _____

Rental Fee Received: \$100.00 Deposit Received \$ 200.00 (Two separate checks)

The clubhouse facilities may be rented for private events sponsored by residents of Firethorne, Glenhaven at Firethorne and Thorngrove. All clubhouse rentals are limited to the hours of 8:00 A.M. to 11:00 P.M. with a maximum attendance of 50 people. For every 10 guests under the age of 25 years, an adult over the age of 25 must be present during the entire event. The clubhouse is a non-smoking facility and the Firethorne/Glenhaven/Thorngrove RFD BofD reserves the right to grant or deny rental of the clubhouse. In scheduling use of the clubhouse, the Association functions shall take precedent over private events. The sponsoring homeowner(s) must be present for the duration of the event.

The pool is not available for use. Cookers other than microwave/crock pots are not allowed in the clubhouse. At no time, shall grills be allowed in the pool area or clubhouse. However, grills may be used on the front lot in accordance with the fire code.

If any alcoholic beverage is served, homeowner(s) must provide proof of host liquor liability insurance with combined single limit coverage of \$1,000,000 with respect to injuries, deaths or damages. This may be accomplished through a general liability or excess liability (umbrella) rider to the homeowner's policy, or through a separate policy, provided that the rider or additional policy specifically covers host liquor liability. Proof of such insurance must be delivered to **Greenway Realty Management** at least one week prior to the clubhouse rental or this rental agreement is subject to automatic termination by the association.

If any alcoholic beverage other than unfortified wine for beer is served, or any alcoholic beverage is sold, homeowner(s) must obtain a limited special occasion permit or such other permit required by the North Carolina ABC Commission.

Clubhouse Rental (continue)

Events **must** end by **11:00 P.M.** and the parking lot and clubhouse cleared by that time. Doors and windows must be kept closed during private events. No bands, DJs, loudspeakers, or other excessive noise that may disturb the residents is allowed. Clubhouse rental shall not be used for promotions, retail sales or recruitment of any kind. Pets are not allowed in the Clubhouse or pool area.

The resident reserving the Clubhouse will direct guests to park in allotted spaces in the Clubhouse parking lot with overflow parking to be in the visitor spaces in their development area, i.e. Thorngrove guest's park in Thorngrove parking area. Any vehicle parked contrary to the rules stated within will be towed at the owner's resident's expense.

The Management Company (Greenway Realty Management) will officially reserve the facility, subject to availability, upon receipt of the deposit, rental fee and signed rental agreement. Mail these documents to Greenway Realty Management, 833 East Blvd, Charlotte, NC, 28203 or fax to (704) 944-0005.

Each homeowner(s) is responsible for cleaning the clubhouse after the event per the attached checklist. You must bring your own vacuum as one will not be furnished. The Firethorne RFD Board of Directors will perform a complete inspection the morning after each event and confirm that the clubhouse is clean and in order. The RFD Board of Directors will then contact Greenway Realty Management to release the deposit.

The rental fee is \$100 with a refundable deposit of \$200. The RFD Board of Directors requests that you send two checks. Check one (1) for \$100 and check (2) for \$200.

The RFD Board of Directors will retain the rental fee to help with maintenance costs and will issue a refund check after the inspection. If the clubhouse is left clean and undamaged, the deposit check will be mailed back to the homeowner(s). All damage, breakage or theft resulting from the event will be deducted from the deposit of the homeowner. These charges are to be determined and assessed by the RFD Board of Directors. If the deposit is insufficient, the balance will be charged to the homeowner's account.

Clubhouse Rental (continue)

Breaking any Clubhouse rules or general rules governing the Association will result in the forfeiture of your deposit, as well as forfeiture of the rights to use the Clubhouse for future private events.

No alcoholic beverages will be served at the subject event (Initials) _____

OR

Alcoholic beverages will be served/I have obtained necessary forms & submitted them. (Initials)_____

I/We, the homeowner, have read and are familiar with the provisions of the above agreement and the rules of the facilities, and agree(s) to comply with the same. I/We certify that I/We are at least 21 years of age and will be present during the entire party. Cancellation notice must be given at least 1 week prior to scheduled event to receive a complete refund of rental fee.

Liability Release Statement: I release Firethorne RFD from all liability for injuries and damages resulting from my use of facility. I understand I am financially responsible for damages to the facility resulting from my use.

Security Deposit: I agree to restore the facility to clean and undamaged condition upon vacating. I understand that additional repair or cleaning required will be deducted from my Security Deposit. Additional costs exceeding the Security Deposit will be billed to me and I agree to pay them within 10 days.

Homeowner/Resident Signature _____ Date _____

Homeowner/Resident Signature _____ Date _____

NOTE:

The Clubhouse will be opened by Board Member or Maintenance Manager of the RFD Board approximately 1 hour before your scheduled event.

If you need other arrangement, please reach out to Greenway Realty Management for assistance.

FIRETHORNE RFD CLUBHOUSE CLEAN UP CHECKLIST

Date of Event: _____

RFD does not provide a cleaning service after each event. Several events may be booked back-to-back in the clubhouse. Therefore, it will be necessary for the homeowner to leave the facility cleaned; otherwise you will be responsible for the cost of the additional cleaning service. Your fee pays for the management company coordination services, the follow-up inspection and periodic cleaning and supplies.

- _____ Bathrooms cleaned, no trash or water on the floor
- _____ Kitchen cabinets and countertop cleaned
- _____ Refrigerator cleaned and empty
- _____ Sinks cleaned - No food or drinks left behind
- _____ Tables cleaned and all furniture in its place
- _____ Floors cleaned, tile mopped if spills occurred and carpet vacuumed.
- _____ Surrounding grounds in order
- _____ Inspect general overall condition of facility
- _____ Empty trash cans and deposit garbage in the dumpster
- _____ Clean glass doors

Comments: _____

Date of Inspection _____

Inspection Signature _____

Date of Inspection _____

Inspection Signature _____

Swimming Pool Rules & Regulations

The swimming pool is opened around Memorial Day and remains open until Labor Day. The operating period of the pool is regulated by the Boards of Glenhaven at Firethorne, Firethorne and Thorngrove. Residents are cautioned that there are NO LIFEGUARDS at the pool.

SWIMMING IS AT YOUR OWN RISK

The pool gate is kept locked at all times. Each homeowner should have a key to the amenities. Contact the Management Company for keys. The Management Company is not authorized to release keys to Tenants or Guests. Homeowners should transfer keys to new homeowners when selling their unit.

Pool Rules

- Pool Hours: Mon – Thu 10:00 am -- 8:00 pm
 Fri - Sun 10:00 am -- 8:00 pm
- NO children under the age of 16 are allowed in the pool area without parental or guardian supervision. Children are to be controlled so as to prevent disturbances to other homeowners and their guests.
- Maximum of four (4) guests per unit. Residents **MUST** be present with the guests.
- No glass containers of any kind are allowed in the pool area.
- No pets are allowed in the pool area.
- Do not tamper with skimmers or other pool equipment.
- No running, pushing, wrestling, dunking, diving or other horseplay. No Frisbees or ball playing. No floats when the pool is crowded - be courteous.
- Proper swimming attire required. No cut-offs, etc. Babies in diapers are not permitted in the pool.
- Radios, etc.; Volume is to be kept low so as not to disturb anyone - EARPHONES ARE ENCOURAGED.
- Please do not reserve lounges, chairs or tables; these are available on a first come basis. Do not leave towels, beach bags, etc. when vacating the pool for extended periods of more than 15 minutes.

Swimming Pool Rules & Regulations (continue)

RFD (Firethorne/Glenhaven at Firethorne/Thorngrove)

Pool Membership Registration Form

As residents of Glenhaven at Firethorne Homeowners Association, Inc., we all need to comply with pool rules and also be responsible for enforcing any infraction that may be observed. The rules are to ensure all residents have a safe, quiet, and enjoyable time at the pool.

SWIMMING I DONE AT YOUR OWN RISK

Household Name(s) _____

Adult Name	Children Name	Child Age

Address: _____

Home/Cell No: _____

Work No: _____

Email Info: _____

Emergency Contract: (REQUIRED)

Name: _____ Phone #: _____

My Household agrees to abide by the FRD (Firethorne/Glenhaven at Firethorne/Thorngrove) Pool Rules, Regulations & Policies.

Signature _____ Date: _____

Fitness Room Rules & Regulations

- Only homeowners and renters over 18 years of age are permitted a key and use of the weight equipment. Younger residents must be with an adult.
- No food or drinks, other than water, are permitted in the fitness room. Alcoholic beverages are prohibited. No glass containers are allowed.
- Use of the weight room is at the risk of the user. Exercise responsibly and safely.
- The weight room is in a community building used by others for business meetings. Please keep your music, radio, voices, etc. at low volume, respecting others.
- Any problem with the weight equipment should be reported to:

Glenhaven at Firethorne HOA
c/o Falcon One Properties
6303 Carmel Rd. Suite 103
Charlotte, N.C. 28226

Phone: 704-447-0159
Email: info@falcononeclt.com
Website: www.falcononeclt.com
Office Hours: Mon-Thurs 8:00 AM – 4:00 PM
Friday 8:00 AM – 2:00 PM

Cable Television Service

- Cable Television Service is available to each unit in Glenhaven at Firethorne Homeowners Association, Inc. on an individual basis through Time Warner Cable.
- Each unit is constructed and pre wired for cable.
- Interior alteration of cable wiring is restricted to the Homeowners unit and shall not infringe or cause damage to adjacent units or common areas of their building.
- No exterior building penetration or relocation of cabling is permitted without written notification of and approval by the Glenhaven at Firethorne Board of Directors.
- Underground cable only is permitted in Glenhaven at Firethorne Homeowners Association, Inc., no overhead service is permitted.
- Service by cable companies to underground service must be authorized by the Board of Directors.
- All landscaping must be restored and all building damage must be repaired as a result of cable service installation or repair.
- The Homeowner being provided cable installation or repair service is liable for all damages and/or violation of these rules and regulations associated with the service.

For Time Warner Cable:

Customer Service - (New or transfer service & Customer Support)..... (704)-377-9600

Digital Satellite Systems – DSS (TV Dishes)

NO DISH IS ALLOWED TO BE ATTACHED TO ANY STRUCTURE

NO digital satellite system (DDS) either sending or receiving installation shall be installed on the roof, chimney, or exterior of the building . Any DSS Dish installed on Glenhaven ground/property **MUST** have prior written consent of the Board of Directors.

DSS Dish should be installed on a pole which is put in the ground. No dish shall be mounted to the walls of the building structure and/or on roofs or chimneys. DSS dish locations should be as inconspicuous as possible, particularly from the front of the buildings or from the street. **If you do 'NOT' get the proper approval your dish will be taken down at the owner's expense.** DSS equipment shall **NOT** be roof mounted. The location of the equipment is restricted to the ground area corresponding to the homeowner's unit. Pole installed equipment should be on the homeowner side who is requesting equipment – if equipment is installed outside of your area you will need approval or your equipment may be removed at the owner's expense.

Requests for DSS approval and approval of receiving dish placement must be made in writing to the Glenhaven Board of Directors. Requests must include the Homeowner name and unit number, name of the proposed digital satellite system provider, manufacturer and model of the DSS equipment, dimensions of the receiving satellite dish, and the proposed location for mounting the dish and the attachment method. **No unit is permitted more than one exterior DSS dish.** The dish may **not** exceed eighteen (18) INCHES IN DIAMETER. No equipment exceeding this dimension is permitted. Only DSS receiving equipment is authorized for use or consideration. Cable connection must be made to the existing exterior cable connections. **Penetrations of the building are not permitted.**

NO DISH CAN BE REPLACED WITHOUT A SIGNED AGREEMENT BETWEEN THE HOMEOWNER AND THE BOARD OF DIRECTORS, WHICH INCLUDES A \$200 DAMAGE DEPOSIT. The purpose of the agreement and the deposit is to inform the homeowner that they are **totally responsible for all costs of any repairs necessary to the building whether inside or outside caused by the installation, repair, or removal of said equipment. If an owner sells their unit and moves without removing the dish, the cost of the dish removal and any required roof repairs will be deducted from the dish deposit.** If a homeowner moves and does remove the dish and makes all related roof repairs, the full \$200 deposit will be refunded to the owner. Should an owner sell their unit, including the dish, to a new resident the owner will be refunded the full deposit. But the new resident must then also sign a dish agreement with and submit a \$200 deposit to the Board.

NO dish will be approved by the Board that is unsightly to other homeowners or detract from the symmetry of the building and the landscape. This is to protect the beautification of Glenhaven, in which we all take pride, for the homeowners. If you install your dish in an area that is **NOT** approved by the Board, it will be taken down at the owner's expense.

Due to the need to locate the receiving dish in a particular orientation, the line of signal orientation may be obstructed by other buildings or trees and vegetation for some units. This condition is both unfortunate and unavoidable. These units may **not** have access to digital satellite system.

Digital Satellite Systems – DSS -TV Dishes (continue)

Between Glenhaven at Firethorne HOA and Glenhaven at Firethorne Owners

I, (Owner) of Glenhaven at Firethorne: _____

Unit # _____ have read and agree to abide by pages titled "Digital Satellite Systems-DSS-TY Dishes of the HOA hand book, revised March 2016.

Name of DSS Provider: _____

Manufacturer & Model of DSS _____

Proposed Location of Dish _____

Attachment Method _____

Homeowner's Signature _____

HOA Board Member Signature _____

UNAPPROVED OR IMPROPER INSTALLATIONS WILL BE REMOVED AND THE UNIT OWNERS WILL BE CHARGED A REMOVAL FEE, PLUS ANY AND ALL CHARGES FOR DAMAGES.

Tenant / Renter Information

- **Units purchased for Corporate use is strictly prohibited.** Short term rental or lease of your unit is also prohibited.
-
- It is the responsibility of the owner of the unit to provide their tenants/renter with the Rules and Regulations of the Association, along with all necessary correspondence/information that will affect the tenant.
- Tenant/renters are to abide by the same Rules and Regulations as are the homeowners, all leases must be subject to all documents governing Glenhaven at Firethorne
- Owners are responsible for any damages caused by their tenants/renters.
- Owners are to inform the Property Management Company of the names and emergency information (cell phone numbers and email addresses) of their tenants/renters, each time their unit is leased or rented.
- Owners forfeit their use of all facilities at Glenhaven at Firethorne to their tenants/renters when they lease or rent units.
- Tenants/renters may attend Open Association Meetings, but may **not** vote or voice comments or opinions on pending business before the Association.
- Tenants/renters may not attend any meeting of the Board of Directors, except as so requested or stipulated by the Board.

Owners of second story rentals units that have any flooring other than carpet (Hardwood, Ceramic Tile, Stone or anything other than carpet) **MUST** require tenants/renters to have 75% of the floor covered with the use of CARPET and/or AREA RUGS COVERING to reduce noise transmitting down into the first floor unit.

- Owners of rental units must send copy of lease to the Property Management Company.

Mailing Address

Glenhaven at Firethorne HOA
c/o Falcon One Properties
6303 Carmel Rd. Suite 103
Charlotte, N.C. 28226

Office Location

Glenhaven at Firethorne HOA
Falcon One Properties
6303 Carmel Rd. Suite 103
Charlotte, NC 28226

Phone: 704-447-0159
Email: info@falcononeclt.com
Website: www.falcononeclt.com
Office Hours: Mon-Thurs 8:00 AM – 4:00 PM
Friday 8:00 AM – 2:00 PM

- Owners of rental units must follow "Mecklenburg County Law", effective June 1, 2013 and supply copy of lease and the names of renters to the Charlotte Police Department.