



A PRIVATE COMMUNITY

Rules and Regulations

The following section has been created to inform homeowners of the Rules and Regulations governing The Westlands and to help make this community one of the finest residential areas in Knoxville. All residents are responsible for familiarizing themselves with and abiding by them.

1. SIGNS, ADVERTISING, AND SOLICITING

(A) **ATTENTION:** Signs (e.g., realty, garage sale, estate sale, (online) auction, security, landscaping, or any other commercial event that allows public access to the premises, etc.), notices, or advertising is prohibited anywhere on The Westlands premises.

(B) Only residential unit numbers may be displayed.

(C) Solicitation is prohibited on The Westlands property.

(D) **ATTENTION:** Garage sales, estate sales, (online) auctions, or any other commercial-type event/sale that requires public access to the premises is prohibited. If a homeowner wishes to dispose of/sell items, this **must** occur at an off-site venue. It is not allowed on The Westlands property.

2. FRONT GATE OPERATION

(A) Each unit is assigned 2 (two) Car Stickers and 6 (six) Access Codes. The Car Sticker should be located on the upper mid-window on the passenger side of the vehicle windshield. A sensor on the entrance gate will read the Sticker as the vehicle approaches and the gate will

open. It is not necessary to press any buttons or enter any codes to access The Westlands when residents are in their *own* cars with a duly registered Car Sticker attached.

(B) However, if a resident leaves The Westlands in a car other than his/her own (*i.e.*, one *without* a Car Sticker), it will be necessary for the resident to press “#” plus their personal Access Code into the entry kiosk at the Gatehouse in order for the gates to open.

(C) The resident retains 1 (one) of the Access Codes for their own personal use, leaving 5 (five) others for *frequent callers* (*e.g.*, service personnel, domestics, relatives, caretakers) to use for gate access. Each frequent caller will be registered in the Gate Access System with his/her corresponding Access Code and vehicle license plate number. If at any time a frequent caller no longer needs access to The Westlands, their Access Code will be deleted from the system and they will not be able to gain entrance after their final departure. A new Access Code will then be generated for the unit.

(D) The resident can give an *infrequent caller* one of the Access Codes to key into the entry kiosk to open the gate, but for security reasons **this is not recommended**. The *preference* is for the caller to find the resident’s name on the entry kiosk and press the CALL button to reach the resident. The resident then presses the number “9” on his phone key pad to open the gate. If the resident’s *primary* phone listed in the kiosk program is a cell phone, the resident can admit the person, by pressing “9” on the cell phone key pad, *even if the resident is not at home*.

(E) In the instance that an **unknown/unwanted** caller rings a resident’s phone, the resident is advised not to admit this unknown/unwanted caller. In other words, do not press “9” on the phone key pad. Often, review of a transaction has revealed this to be a “mis-dial” (*i.e.*, number transposition) for an intended number. Still, it is better to be safe than sorry: **do not admit an unknown/unwanted caller**. If there is concern, please notify a Board member. There are cameras at the front gate and the caller may be able to be identified.

(F) If a resident changes cars and the sticker cannot be removed from the first vehicle and affixed to the second one, then a second sticker or a replacement sticker can be requested.

(G) When a unit is sold or rented, the new owner will be given a new set of Stickers and Codes and the old ones will be deleted.

(H) In the instance that a resident is hosting a social event and would like to accommodate guests by having the gates open for a specific period of time, a request for this may be submitted to the person responsible for the gate operation. The “open gate” time period will be arranged at that time.

(I) **ATTENTION:** Under no circumstance will a request be granted for the gate to remain open for any commercial event (*e.g.*, garage sale, [online] auction, estate sale, open house, or any other commercial reason that would allow public access to the premises); each of these is strictly prohibited at The Westlands.

THE WESTLANDS FRONT ENTRY GATE OPERATION "CHEAT SHEET"

<u>PERSON SEEKING ENTRY</u>	<u>OPERATION</u>	<u>OUTCOME</u>
1. RESIDENT IN STICKERED CAR	DRIVE UP IN FRONT OF GATE	STICKER READ; GATE OPENS
2. RESIDENT IN NON-STICKERED CAR	ENTER # + PERSONAL ACCESS CODE AT KIOSK	GATE OPENS
3. FREQUENT GUEST/WORKER WITH ASSIGNED ACCESS CODE	ENTER # + ASSIGNED ACCESS CODE AT KIOSK	GATE OPENS
4. INFREQUENT GUEST/WORKER WITHOUT STICKER/ACCESS CODE	FIND RESIDENT'S NAME ON KIOSK AND PRESS CALL BUTTON WHICH CALLS RESIDENT'S: (1) LANDLINE PHONE* (2) CELL PHONE*	RESIDENT ANSWERS: (1) LANDLINE PHONE <i>AT HOME</i> , PRESSES "9" ON LANDLINE PHONE KEY PAD ; GATE OPENS (2) CELL PHONE (<i>WHEREVER RESIDENT IS IN THE WORLD</i>), PRESSES "9" ON CELL PHONE KEY PAD ; GATE OPENS
5. UNKNOWN/UNWANTED CALLER	FIND A RESIDENT'S NAME ON KIOSK AND PRESS CALL BUTTON WHICH CALLS RESIDENT'S PHONE	RESIDENT MAY OR MAY NOT ANSWER PHONE BUT DOES NOT PRESS "9" ON PHONE KEY PAD TO ADMIT CALLER; GATE DOES NOT OPEN;**
	* IF THIS IS PRIMARY-DESIGNATED PHONE FOR KIOSK PROGRAM	**NOTIFY PETE KIRKPATRICK OR JUNE LAING IF THERE ARE ANY CONCERNS V5.10.19

3. CLUBHOUSE

(A) The Clubhouse is for the use and enjoyment of residents and their guests. Guests must be accompanied by the resident at all times.

(B) If a resident wishes to reserve the Clubhouse for an event, a reservation form should be filled out and submitted to HOA Management at least one (1) week prior to the planned event. (A Clubhouse Reservation form can be found under Section V. Forms.)

(C) No business meetings or business social events are permitted at the Clubhouse.

(D) Inspection of the Clubhouse will occur the day following an event and, if the maintenance staff is required for cleanup purposes, a fee of \$100 will be charged to the resident.

(E) Any damage to the furniture, floor, rugs, or the Clubhouse premises will be repaired or replaced at the expense of the resident using the facilities.

(F) The Clubhouse is locked from 4:00 P.M. to 8:00 A.M. except for the rear entrance to the restrooms.

4. SWIMMING POOL

(A) The swimming pool is for the use and enjoyment of residents and their guests. Guests must be accompanied by the resident at all times.

(B) Children under eighteen (18) years of age must be accompanied by an adult at all times.

(C) Residents are responsible for all actions of their guests. No dunking in the pool or pushing and running in the pool area is permitted.

(D) As no lifeguard is on duty, use of the pool is at the swimmer's risk. The Westlands is not responsible for accidents in the pool area.

(E) Users of the pool must wear proper swimming attire. Babies and young children must wear "Little Swimmers," *not regular diapers*.

- (F) Footwear must be worn going to and from the pool.
- (G) No glass containers are permitted in the pool area.
- (H) Ashtrays only are to be used for smoking materials, not trashcans, to avoid a potential fire.
- (I) Pets are not allowed in the Pool or Clubhouse areas.
- (J) **ATTENTION:** Small toys/objects of any sort are not permitted in the pool. These are apt to be forgotten/lost and will clog the pool recycle system, causing unnecessary repair and expense.
- (K) There is a 911 phone line for emergencies at the entrance to the Clubhouse/Pool restrooms.

5. TENNIS COURTS

- (A) The tennis courts are for the use and enjoyment of residents and their guests. Guests must be accompanied by the resident at all times.
- (B) If courts are in use and players are waiting, the courts must be released after one and a half (1 1/2) hours.
- (C) There is a 911 phone line for emergencies at the entrance to the Clubhouse/Pool restrooms.

6. PARKING

- (A) **ATTENTION:** Due to the limited parking available in The Westlands community, if boats, trailers, or recreational vehicles cannot be parked in the owner's garage(s), off-premise parking should be arranged. **Overflow overnight cars** may be parked **temporarily** at the Clubhouse parking area. **Overnight on-street parking on Orleans Drive is prohibited.** (This does not apply to **short-term** get-togethers at residences.)
- (B) **ATTENTION:** Ensure that other driveways, parking areas, fire hydrants, and mailboxes are not blocked. Parking directly *behind* another resident's garage door can present two problems: (1) When a resident is backing out, he is usually looking right or left for oncoming traffic and may

fail to anticipate a car parked behind him; (2) Also, a car parked too near another's garage door makes it more difficult for the resident to position his car at a proper angle for entering his garage.

7. FIRE AND OTHER EMERGENCIES

(A) For life-threatening emergencies, call 911.

(B) For non-life-threatening emergencies, call HOA Management: daytime phone - 865/558-3030; after hours phone - 865/617-6221.

(C) **ATTENTION:** Residents should maintain storage in a manner that does not cause a risk for fire. This applies particularly to garages where it is convenient to accumulate property, but at the risk of (spontaneous) combustion occurring. The inconvenience of fire damage to a unit – or others – is not a pleasant or uncostly event. “Review and purge” on a regular basis is a good habit.

8. SPEED LIMIT

ATTENTION: The maximum speed limit in The Westlands community is **11 mph**. Walkers and pet owners have a right to safety as they navigate the community's streets and don't need to be frightened because a speeding vehicle comes down the lane towards them. Courtesy and respect are inherent in our lifestyle at The Westlands and this most definitely extends to driving habits.

9. PETS

(A) **ATTENTION:** All pets must be on a leash when out of doors on The Westlands property, and they should be under the walker's control. This is a City of Knoxville law and a requirement by The Westlands community.

(B) Pets running loose, chasing cars, challenging residents, damaging landscaping, or otherwise being a nuisance can be picked up by the City Animal Control. Animals deemed to be a nuisance by the Board of Directors will be banned from the community.

(C) **ATTENTION:** Exercise all pets in Common Areas that are not heavily trafficked. Be considerate of neighbors: Don't allow a pet near plants, trees,

grassy lawns, or the mailbox areas. Pet urine kills plants, trees, and grassy lawns, and pets will “mark their territory” if owners allow them near these areas. Too much hard work and expense goes into our beautiful yards. Control of pets shows respect to neighbors.

(D) Pets are not allowed in the Pool or Clubhouse areas.

(E) Pet waste must be collected by the walker for riddance in an appropriate receptacle. Pet waste stations are available for your convenience on each street in The Westlands community.

(F) **ATTENTION:** After May 31, 2019, no more than two (2) dogs per unit will be permitted. Those units with more than two dogs at that date will be grandfathered in.

(G) **ATTENTION:** After November 1, 2019, no dog over the weight of 45 pounds will be permitted. Those units with dogs over this weight at that date will be grandfathered in.

10. GARBAGE AND RECYCLING, BULK WASTE, AND GARDEN DEBRIS

City of Knoxville Curbside Garbage Pickup Service

Call 311 to request your City of Knoxville *gray* 95-gallon *garbage* bin.

Q: What if an individual unit produces significantly less than 95 gallons of garbage per week?

A: There is a smaller *gray* 65-gallon *garbage* bin available, by request, from the city collection contractor, Waste Connections, by calling 311.

(A) The city garbage trucks will empty **only** bins furnished by the city.

(B) Thursday is garbage pick-up day for all units at The Westlands.

(C) All weekly household garbage must fit inside the bin to be collected. Garbage left beside the bin or in other personal containers will not be emptied and will be left at the curb.

(D) All garbage must be tied securely in plastic bags before placing inside the *garbage* bin. This will help keep items from escaping during the emptying process.

(E) Garbage pickup preparations:

- (i) Place garbage bins at the street curb **no earlier than 6 P.M.** on the day prior to pick-up or **not later than 7 A.M.** on pickup day.
- (ii) Bin lids must be closed with no additional bags placed on top.
- (iii) Place the bin at the street curb with the handle and wheels in the back, facing away from the street. There is a metal bar on the front of the bin that the lifting mechanism on the garbage truck uses to empty the bin.
- (iv) Place the bin away from vehicles, utility poles, or other items that might restrict the garbage truck lifting mechanism from picking up the bin. Do not allow the bin to block traffic, mail service, sidewalks, or cause a safety issue.
- (v) Empty bins must be retrieved **no later than 9 P.M.** on pickup day and brought back to the unit.
- (vi) In order to maintain the optimal appearance of The Westlands community, all garbage bins should be stored inside each residential unit or in a location so the bins are not visible from the street except as allowed for pickup day.

(F) The collection contractor, Waste Connections, has until the end of the pickup day to empty the garbage bin. If the pickup has not been made by this time, call 311 the following day to report this. Calls made more than 48 hours after the miss may not be processed until the next pickup day.

(G) Garbage bins are the personal responsibility of each resident.

(H) If a bin is damaged or stolen, call 311 or 865/215-4311 to report the loss.

City of Knoxville Curbside Recycle Pickup Service

Call 311 to request a City of Knoxville <i>brown recycle</i> bin.

(A) The city recycle trucks will empty **only** bins furnished by the city.

(B) The City of Knoxville recycle contractor, Waste Connections, operates on an alternating "A" and "B" week pickup schedule. Monday of "B" week is recycle pickup day for all units at The Westlands. (**NOTE:** The City of Knoxville provides a pickup calendar at <http://www.knoxvilletn.gov/recycling> for easy tracking.)

(C) For those who currently have a City of Knoxville recycling cart, please note that during the times when you have accumulated more recycling than what can fit in the recycling bin, any overflow recycling should be placed in paper bags, a cardboard box, or another container clearly marked as recycling. **(Do not put overflow items in plastic bags.)** Any boxes that are outside of the cart **must** be broken down and placed neatly beside the recycling cart. This is only for when the recycling cart has been filled to capacity. Only the approved items listed below will be collected.

(D) All recycle materials should be loose in the bin - not bagged. Plastic bags may not be deposited in the *recycle* bin: loose items facilitate easier sorting at the recycle center.

(E) **Approved recycling materials include:**

(i) plastic (bottles and caps, cups, milk/juice jugs, containers)

(ii) metals (aluminum, steel, and tin cans and lids)

(iii) paper (newspaper, magazines, phone books, office paper, journals, books, paper with staples, envelopes with plastic windows, shredded paper inside paper bags)

(iv) flattened cardboard (cereal, food, and shipping boxes)

(F) Recycling materials do NOT include:

(i) glass of any type (mirrors, bottles, jars, window glass)

- (ii) plastic bags
- (iii) aluminum foil
- (iv) waxy-coated containers (milk and ice cream cartons)
- (v) chip bags, candy wrappers
- (vi) light bulbs
- (vii) garden hoses
- (viii) Christmas lights
- (ix) plastic toys
- (x) Styrofoam
- (xi) aerosol cans
- (xii) paint/paint cans

(G) Recycle pickup preparations:

- (i) Place recycle bins at the street curb **no earlier than 6 P.M.** on the day prior to pick up or **not later than 7 A.M.** on pickup day.
- (ii) Bin lids must be closed with no additional bags placed on top. Cardboard boxes should be "broken down"; this will reduce bulk in the bin and make more room.
- (iii) Place the bin at the street curb with the handle and wheels in the back, facing away from the street. There is a metal bar on the front of the bin that the lifting mechanism on the recycle truck uses to empty the bin.
- (iv) Place the bin away from vehicles, utility poles, or other items that might restrict the garbage truck lifting mechanism from picking up the

bin. Do not allow the bin to block traffic, mail service, sidewalks, or cause a safety issue.

(v) Empty bins must be retrieved **no later than 9 P.M.** on pickup day and brought back to the unit.

(vi) In order to maintain the optimal appearance of The Westlands community, all recycle bins should be stored inside each residential unit or in a location so that bins are not visible from the street except as allowed for pickup day.

(H) The collection contractor, Waste Connections, has until the end of the pickup day to empty the recycle bin. If the pickup has not been made by this time, call 311 the following day to report this. Calls made more than 48 hours after the miss may not be processed until the next pickup day.

(I) Recycle bins are the personal responsibility of each resident.

(J) If a bin is damaged or stolen, call 311 or 865-215-4311 to report the loss.

Backdoor Garbage and Recycle Pickup Service

(A) Backdoor garbage and recycle pickup service provides for pickup of garbage and recycling directly from the unit instead of requiring that the bin be brought to the street curb.

(B) Backdoor garbage and recycle pickup service is offered to those above the age of 75 or those who have a medical need for this service and have no family member, neighbor, or other person in the household physically able to roll the bin to the curb.

(C) If the above requirements are met, backdoor garbage and recycle pickup service can be requested by calling 311 for an application. (An application form is included in the Manual in Section V. Forms, along with a Backdoor Service Agreement and Waiver form.) Fill out the forms, provide the necessary documentation (copy of driver's license or a doctor's signature), and return the form to the City of Knoxville, 400 Main Street, Knoxville, TN 37902.

(D) **Q.** Is there an option to pay for backdoor service if I do not qualify based on age or medical reason?

A. No. The City of Knoxville's hauling contractor, Waste Connections, no longer offers this service.

(E) If approved for the free backdoor service, garbage and recycling carts may not be placed up or down any stairs, under any roof (including decks, carports, etc.), or placed behind any fences. These rules apply to protect the safety of the sanitation worker.

Bulk Waste

(A) Bulk waste includes household items such as furniture, tires, appliances, and such too large to fit in the garbage bin. These items can be set out next to the garbage bin on pickup day. Allow up to 48 hours from pickup day for qualified bulk waste to be collected.

(B) Appliances containing coolant (*e.g.*, refrigerator/freezer) must be drained of Freon by certified personnel and tagged with proof of proper draining. to qualify for bulk waste removal. Freon-containing appliances not tagged will not be collected. (Residents can also transport these appliances to the Solid Waste Management Facility or to PSC metals where qualified staff can drain the appliance and discard appropriately.)

(C) Items that do NOT qualify for bulk waste removal include, but are not limited to, additional bags of garbage the bin was too full to hold, pianos, auto parts, and construction and demolition material, including small renovation projects (*i.e.*, replacing a door or toilet). Construction waste is the responsibility of the contractor or owner to remove

Garden Debris

Maintenance personnel will pick up garden debris if left at the street curb.

11. **UTILITIES**

(A) KUB will inspect gas furnaces and turn on pilot lights in gas fireplaces. There is a charge for both of these services and the amount varies according

to the time of day and the time of year the services are requested. Call KUB (524-2911) for information concerning these charges.

(B) In winter, disconnect all automatic yard sprinkler systems and outside hoses, even those from frost-free faucets or covers.

(C) Outside faucets should be covered during the winter months to keep the water lines from freezing.

12. MAIL, NEWSPAPER, AND PACKAGE DELIVERIES

(A) Before leaving the community for an extended period of time, arrange for mail and newspaper pickup or call all carriers to stop delivery temporarily. The Westlands is not responsible for any items delivered in the resident's absence.

(B) The Westlands provides a large mail box above the individual mail boxes to receive oversize deliveries. The postperson usually signals a delivery by raising the flag on this box. If a delivery is expected by the resident, watching for the flag or checking the large box is recommended. The large box is NOT for outgoing mail. Outgoing mail is done through the individual boxes and requires raising the flag to signal the postperson for pickup.

(C) Mail delivery at the unit door can be arranged by taking/mailling a physician's statement to the Postmaster, U. S. Post Office, 4434 Sutherland Avenue, Knoxville, TN 37919 confirming curbside mailbox collection presents a physical challenge to the resident.

13. **ATTENTION: SALE OR LEASE OF A UNIT**

(A) The Board of Directors of The Westlands Association and HOA Management, Inc., 120 Suburban Road, Suite 103, Knoxville, TN 37923, the managing agency for The Westlands Association, must be informed when a unit is for sale or lease.

(B) No "Open House" events or signage pertaining to such or to sales/leases are permitted anywhere on The Westlands property.

(C) The Owner of a unit listed for sale or a real estate agent must accompany a prospective buyer while they are on The Westlands property.

(D) Real estate agents must make a prospective homebuyer aware of all Homeowner Association fees, any building or landscape areas that would be his/her responsibility to maintain, and any alterations in the unit that could require approval by the Board of Directors. (See Section 15 (A) for more information.)

(E) When a unit has been sold, the real estate agent must contact the Board of Directors and HOA Management, Inc., the managing agency for The Westlands Association, and report the name of the new Homeowner and their contact information.

(F) Leases must be for a minimum period of twelve (12) months. Any attempts to lease a unit for a shorter period (*i.e.*, a transient rental) will result in a \$5,000 fine per occurrence.

(G) Leases shall include the following provision:

“This is to certify that I/we (the Lessee) will comply with the Covenants, Conditions and Restrictions, Bylaws, and Rules and Regulations of The Westlands Association. I/We have paid a deposit of \$500 to HOA Management, Inc., 120 Suburban Road, Suite 103, Knoxville, TN 37923, the managing agency for The Westlands Association. Said deposit is held as security against any and all damages to outside property, and charges such as unpaid water accounts, other fees, and non-compliance violations. The Westlands Association shall refund said deposit, less any monies due for damages, etc., by mail to the last known address furnished to The Westlands Association by Lessee after the premises have been vacated by the Lessee.”

(H) The Homeowner remains legally responsible for payment of all Homeowner Association fees, including any late charges, fines, water bill charges, and legal fees (whether incurred by the Homeowner or Lessee) that may be charged while the unit is leased.

(I) Signed copies of leases must be forwarded to the Board of Directors and HOA Management, Inc., 120 Suburban Road, Suite 103, Knoxville, TN 37923, the managing agency for The Westlands Association.

(J) If a lease is entered into by a Homeowner and notice as required above is not given to the Board of Directors and HOA Management, Inc. within thirty (30) days of the execution of the lease, a fine of \$500 will be assessed against said Homeowner.

14. MAINTENANCE

(A) Areas of Responsibility

(i) Interpretation and application of the Master Deed, Bylaws, and other documents governing condominium operation are functions of the Board of Directors. Implementation of procedures, policies, guidelines, and resolutions directed by the Board is a function of HOA Management.

(ii) The Master Deed states the Association will maintain the exterior of the buildings and the Common Areas. Common Areas are the grounds and property outside the dwellings intended for the use of all. Limited Common Areas are those areas, such as patios and decks, designed for the exclusive use of one unit. Legal definitions are in the Master Deed.

(iii) Under the Master Deed, individual owners are responsible for the maintenance, repair, or replacement of elements inside their unit and its Limited Common Areas (patios and decks) resulting from normal use, neglect, or abuse. This includes interior doors, windows, trim for doors and windows, skylights, screens, garage doors, garage door operators, exterior light bulbs, electrical outlets, doorbells, and locks. It does not include roofs, chimneys, stucco, and all exterior paint - for which the Association is responsible.

(iv) Element exposure can cause exterior wood trim to need replacing. Replacement is the owner's responsibility and cost, but the Association will paint the new trim. The Association will also provide the owner, upon request, with a small container of "touch up" paint for exterior wood areas. Contact HOA Management to arrange for this.

(v) From time to time, garage doors may need to be replaced. The Association-approved doors are:

1. Overhead Door Company's Model #391 in *chocolate* finish
2. Clopay's Model #4050 in *chocolate brown* finish

(vi) The term "*use*" means normal activity by an owner. The term "*abuse*" is self-explanatory. The term "*neglect*" applies to subsequent complications an owner experiences because of his failure to report an initial injury to the office in a timely manner. The term "*dereliction*" means damage and subsequent maintenance/repair expense to one owner and/or his property caused by the abuse, misuse, and/or failure/deterioration of another owner and/or his property, which maintenance/repair expense shall be the responsibility of the owner at fault.

(B) Lawns, Trees, and Landscaping

(i) Maintenance of lawns, trees, and landscaping on Common Areas is the responsibility of the Association.

(ii) Planting on the Common Areas by owners has occurred in the past and those plantings have added to the beauty of The Westlands. However, the Association does not surrender control of the Common Areas when private plantings are made.

(iii) Private plantings are the responsibility of the owner in all cases and are subject to removal if they hinder maintenance of the buildings, pose a danger to the buildings, or complicate grounds keeping. Common Area planting can be removed without replacement or reimbursement to the owner. Additionally, planting on Common Areas makes the owner responsible for any costs incurred in the maintenance, removal, or replacement of such plantings.

(iv) If an owner still wishes to plant on the Common Areas - and additional landscaping that adds to the beauty of the community is encouraged - plans must be submitted to the Board of Directors for approval.

(v) Such landscaping will then be the responsibility of the owner and any future owners of the unit. Each owner will be responsible for informing any prospective buyer of his/her unit of all private planting that has been done on the Common Areas and for which the buyer will be responsible. The Westlands Homeowners Association will not be held responsible for the owner's failure to inform.

(C) At times the Association must trim and/or remove trees and shrubs. The maintenance staff will make an effort to explain to each owner the necessity for trimming and to ask for guidance when the need arises. However, the Association does not surrender its authority and responsibility under the Master Deed when dealing with trees and shrubs on the Common Areas.

(D) The Association pays for the extermination of carpenter bees. All other pest control and termite protection is the responsibility of the owner.

(E) Maintenance Requests

(i) HOA Management should be notified immediately of any problem in an area of Association responsibility, particularly clogged drains or gutters. Do not approach maintenance personnel with requests for work. These requests will be handled by HOA Management in the order they are received, except in the case of an emergency.

(ii) Maintenance personnel are employed by the Association for the purpose of maintaining the Common Areas. Private requests of Association employees for maintenance, service, repair and other odd jobs to be done within a unit interior or Limited Common Areas may be phoned into HOA Management. Work, if accepted, must be performed outside regular business hours. A decision as to whether to do the work or not will be left to the discretion of the maintenance personnel. The minimum fee for private work is \$15, with \$15 for each additional hour. It is strongly recommended that owners call an outside service person for remedy of problems in their areas of responsibility.

15. ALTERATIONS TO UNITS

(A) Interior

In general terms, only cosmetic changes such as painting, wallpapering, and carpeting may be performed inside a unit without prior Board approval. **Interior changes or modifications that can affect the structural integrity of the building (e.g., load-bearing walls, common walls, ceiling, ducts, pipes, etc.) cannot be made without Board approval.**

(B) Exterior

To maintain the architectural and landscaping integrity of The Westlands, the Board of Directors must give prior approval to all exterior changes or modifications to patios, decks, and buildings. Architectural and Landscape Request Forms must be completed and submitted to the Architecture or Landscape Committees prior to the beginning of any work. (Request forms are included in the Manual under Section V. Forms.) The present owner, or any future owner, is responsible for any maintenance or damage repair to the unit or Common Areas resulting from alterations and additions.

(C) Additions or improvements to *original* Westlands structures are the responsibility of the person who made them, together with damage caused by the making of or resulting therefrom, either now or later.

16. FIREPLACES

The *only approved fuel* for fireplaces in The Westlands is *natural gas* (i.e., NO wood, coal, charcoal, compressed logs, or the like is permitted.). The fireplace construction and materials are made only for gas logs; burning wood in them could result in a fire.

17. GRILLS

ATTENTION: After food is prepared, all outdoor grills must be turned off or covered before leaving the area. Unattended open flames or hot charcoal briquets are a fire hazard.