

Frequently Asked Questions

1. How often is the Homeowner Hotline checked and when will I get a call back?

A trustee checks the Homeowner Hotline (440-638-4304) at least weekly and after weather storms. Calls are returned to residents usually within a week of their call. For emergencies, you will find the phone numbers for the trustees in our newsletters (mailed to homes or on this website). Email messages are checked at least weekly as well.

2. Where can I find the association Covenants & Restrictions?

You can download the Covenants & Restrictions and By-Laws directly from our website under the Covenants & Restrictions tab. Printed copies can also be obtained from the association by calling the Homeowner Hotline at 440-638-4304 to request a copy.

3. Are fences permitted in High Point?

No. Our Covenants & Restrictions prohibit fences (Article VI, Section 2) in the section that addresses Architectural Control. A few fences were permitted by the developer prior to the time control of the association was turned over to the homeowners. Enforcement of the C&R is a fiduciary responsibility of the trustees. Case law was recorded a number of years ago that upheld the consistent and comprehensive enforcement by the trustees, when an individual who built a fence was sued and required by the court to remove the fence. (High Point Association vs. Salvakar) Many residents have chosen to install invisible fences for dogs or used landscaping to screen their yards.

4. Are sheds permitted in High Point?

No. Our Covenants & Restrictions prohibit temporary buildings or structures (which includes tents, shacks and storage sheds). Temporary structures (Article VI, Section 5) are defined in the C&R. A few sheds were permitted by the developer prior to the time control of the association was turned over to the homeowners. Enforcement of the C&R is a fiduciary responsibility of the trustees and this has been done consistently.

5. Can trailers, boats, recreational vehicles or trucks be parked in driveways?

No. Unfortunately the Covenants & Restrictions are clear about this (Article VI, Section 7) prohibition. Trailers, boats and other vehicles prohibited from being parked in driveways must be stored in the residence garage or offsite out of High Point.

6. Can the Covenants & Restrictions be changed or modified?

When established and recorded by the developer in 1976, the Covenants & Restrictions required 90% approval of the members for any change or modification. While that does leave a process, it would be virtually impossible to have 90% of the members agree to anything, including changing the Covenants & Restrictions or the voting requirement.

7. When do I have to have home improvements approved by Architectural Review?

Our Covenants & Restrictions require ALL exterior improvements, modifications and additions to be approved in advance by the trustees who act as an Architectural Review committee for the association. If a building permit is required, that is an indicator that architectural review is probably required. Request forms can be found on this website on the Forms tab. Request forms are usually reviewed and returned within a day or two of being submitted. Interior renovations and improvements do not require approval.

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8. *When I sell my home, do I receive part of my dues back from the association?*

As part of the escrow process in the sale of your home, a number of pro-rations will be done for things like utilities, taxes and homeowner association dues. You will receive credit for the portion of the year the new owner occupies the home from title transfer to December 31 at a rate of \$ 0.91 per day. This will be a credit in your sales transaction and does not come from the association. Check with your escrow agent.

9. *Can we extend our yard into the common area behind our home?*

No. All of our residents are owners of the common area. By design, these properties are within the association as natural buffers and serve to beautify the grounds for all residents. We are unable to allow residents to encroach in the common areas by extending their yard or placing playground equipment in the area for insurance reasons.

10. *What do I get for my association dues?*

High Point is a corporation with many assets, including many acres of common area that require maintenance and care. Annual budget reports can be found on this website and are distributed in printed newsletters to explain where the dues go. Our two largest expenses each year are landscape maintenance and our pool operations. In addition, the association trustees are constantly providing for replacement and renovation of our facilities. Funding for these improvements is done through the normal annual budget. Please refer to the Capital Improvements tab for a complete description of projects. As a corporation, significant resources are required to pay for liability insurance covering the common areas and facilities, and protecting residents who own the corporation.

11. *Why are the only social events the Children's Holiday Party and Easter Egg Scramble?*

These two events are planned each year by the trustees. Over the course of time, a number of other events have been held, but in recent years two things have occurred. First is that the participation has dropped severely in events that were offered. Second, the trustees have had other tasks related to the management of the association and not had time to plan events. We are always willing to have residents step forward to plan events (funded in part by the association), but volunteers are impossible to find.

12. *How can I get a key to the tennis courts?*

If you have an old key inscribed with "TC," you already have one. We have not changed the lock on the tennis courts in the last 10 years. If you do not have a key, you can call the Homeowner Hotline at 440-638-4304 and request a key. One will be sent in the mail.

13. *How do I get pool passes for the swimming pool?*

Each year with the annual dues notice in December, the trustees include a Pool Pass Registration form to be completed by residents and returned with dues payments. Passes are then mailed out in early May. For those who did not submit a form with the dues payment, a form can be completed once the pool is open and left at the lifeguard station. Pass orders are filled and available at the lifeguard podium within a week. New residents use this same process. Forms can be downloaded from this website (forms tab) or obtained from the lifeguards at the pool. Association dues must be paid in full.

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14. How do I know if the pool is open?

Pool hours (once school is out for the summer) at daily noon to 10:00 pm. During the summer, Monday through Friday, a special Toddler Time is offered from 10:00 a.m. to 11:45 a.m. only for younger swimmers 6 years old and under. A schedule of hours for pre-season weekends and post-season (after school returns) is also on this website under the NEWS tab. In case of storms, the pool closes until 30 minutes after the last round of thunder. Should there be a mechanical problem or bacterial release that would require closing the pool, Health Department guidelines establish conditions when the pool can reopen. In any event where the pool is closed, we post a sign on the front door to the clubhouse. In an emergency, you can reach the lifeguards at the pool podium by calling 440-638-4305 (this is not a number for lost & found or other questions).

15. Why would the pool be closed during normal operating hours?

High Point actively manages the water quality at the pool by constantly measuring the chlorine and other chemicals to maintain a safe environment. In the unusual situation where there might be a bacterial release or mechanical problem, the pool may have to be closed temporarily to meet guidelines from the health Department. At no time would the pool be reopened unless all safety conditions are met.

16. When are annual dues due and how do I get an invoice?

Annual dues are set at \$330 and due January 1 of each year. An invoice is sent to each homeowner in late December. A grace period is provided through January, but late fees do apply for payments made in February or beyond. A current year dues invoice can also be downloaded from this website under the Forms tab. Checks are payable to High Point and can be sent to: P.O. Box 361065, Strongsville, OH 44136.

17. How do we request a clubhouse rental?

All of the information you might need is on this website under the Clubhouse Rentals tab. Our rental calendar is available on this website so you can view available dates (a * indicates the date is rented – by clicking on that *, you can view the house number associated with the rental on a given date. Although rentals cannot be made online, you can call the Homeowner Hotline (440-638-4304) and request a date. Your call will be returned within a few days. All contract signings are done at the clubhouse with a required walk-through at the same time.

18. Who do we contact about the High Point Sharks Swim Team?

High Point is fortunate to participate in the Strongsville Swim League (SSL). This is a recreational league composed of homeowner associations in Strongsville and a team from the overall city through the Recreation Department. It is a summer only activity. Many years ago High Point worked out a deal with residents of Deerfield Woods to combine into one team. As a benefit, our residents are allowed to use the Deerfield Woods pool on days when our pool is closed for swim meets. **Information about the team is posted in the January and May association newsletter** (can be found online under the newsletter tab) each year. Our team hires coaches to instruct swimmers and is targeted to be a fun, instructional and competitive league. Volunteers manage the team and parental involvement is required to support the team.

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19. How and to whom do I complain about a neighbor who lives in High Point?

Association trustees are empowered by the Covenants & Restrictions and By-Laws to manage the properties that belong to the homeowner association. In addition, certain responsibilities are outlined in the Covenants and Restrictions, related to individually owned properties within the development. Unfortunately, the trustees do not have a police force or other enforcement agency and must rely on civil proceedings to fight circumstances of non-compliance. Barking dogs should be referred to the City Animal Warden (440-580-3180). Loud neighbors can be referred to the Police (non-emergency number 440-580-3230). Reports about fences, sheds, abandoned vehicles, motorized vehicles in the common area, homes in disrepair, trees down or falling down, or other safety concerns can be reported to the association Homeowner Hotline (440-638-4304).

20. Who is allowed to use the tennis courts, playground and recreation area?

High Point residents pay dues and are the only individuals (and their guests) that are permitted to use the tennis courts, basketball area, playground or open field in the recreation area. Association trustees do not allow the recreation area to be used by outside groups for sports team practice. Teams (young athletes ONLY at the elementary school age or younger – NO middle school or older) could only be in the recreation area if the coaches live in the development and some youngsters are also residents or if the team is composed of all residents. There are no reserved times arranged by association trustees and teams who meet these requirements are limited to one hour use at a time.

21. How many homes are in High Point?

When the Monticello cluster homes are built out, our association will have 635 homes, composed of single family units. That will be the final total, as there are no additional properties that may be developed or added to the development.

22. What are future plans for renovating, improving or adding association facilities?

In January of each year, our newsletter outlines a rolling 12-year budget projection that shows anticipated projects that involve renovating and improving, as well as adding recreation facilities in the association. From 1976 to 2004, association dues were \$270. In 2005, the annual dues were raised to \$330. Out of those dues, association trustees have funded over \$900,000 in facility improvements and replacements since 1995. Refer to the Capital Improvements tab on this website for complete information. In 2009 the pool porch roof at the clubhouse was completely replaced. Planned in 2010 is work on the tennis court that will involve installation of a new synthetic surface over the asphalt and two new rebound boards. Tennis lighting modifications are still being investigated.

23. Why is there no Reserve Fund shown in the annual budget?

High Point association trustees have employed a business process of active budget and proactive facility management, thereby eliminating the need for building up a war chest for unexpected events. Through appropriate risk management and planning, trustees work to anticipate renovation and improvements to keep our facilities among the best of any homeowner association in the State of Ohio and among the finest in the country.