

Norbeck Hills Community Newsletter

Spring 2011

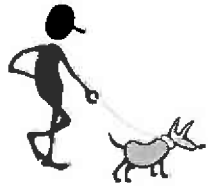
2011 Annual Meeting

The 2011 Annual Meeting is scheduled for Thursday, June 16, 2011 at 7:00 p.m. at the ReMax Building, located at 3300 Olney-Sandy Spring Road.

An election will be held to fill three positions on the Board of Directors that are due to expire. A call for candidates will be mailed out shortly and nominations will also be taken from the floor on the night of the meeting.

In order for the Annual Meeting to be held, a quorum of 224 homes must be represented in person or by proxy. Please take a moment to complete the Proxy Ballot that is sent to you so that we can try to reach this quorum.

If a quorum is not met, then the Annual Meeting will be rescheduled to Thursday, August 18, 2011.



Attention Pet Owners!

Most pet owners are responsible and respect their neighbors and their community. Thank you for doing so!

Unfortunately, a few pet owners don't take their responsibilities as seriously, and create safety, hygiene and maintenance issues for the neighborhood. If you own a pet, please remember:

- ✓ **Dogs must be leashed when off their owner's property.** Being under voice command is no longer sufficient, unless the dog is a service animal, is in a dog exercise area or participating in a County approved activity. The fine for violations is \$100.
- ✓ **Cats must be responsive to verbal commands or leashed when off their owner's property.** Cats should not be allowed to roam loose. The fine for violations is \$100.
- ✓ **Pet droppings must be removed and disposed of promptly and in a sanitary manner.** In other words, please pick up after your pets. The fine for violations is \$100.

✓ **Pets are not allowed to walk on or enter another person's property without permission.** The fine for violations is \$100.

✓ **Pets should not create noise that is loud or persistent enough to disturb another person's quiet enjoyment.** The fine for violations is \$100.

✓ **If a dog is in an unfenced yard, it should be leashed, under the control of its owner or secured so that it cannot impede, threaten or attack neighbors or passersby.** The fine for violations is \$100.

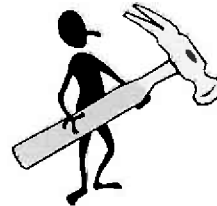
For a complete summary of the Animal Control Ordinances for Montgomery County, visit the County website at <http://www.montgomerycountymd.gov/poltempl.asp?url=/content/POL/districts/MSB/animal/summarylaws.asp>.

To report an infraction of the Animal Control Ordinances, contact the Police Animal Services Division at (240) 773-5960.

One final note for cat owners and lovers...

If you own a cat, please don't allow it to roam loose, so that it can dig in your neighbors' flower beds or leave "presents" on their porch. You may think this is adorable, but your neighbors probably don't.

Also, please don't feed the wild cats that live in and around the community. Feral cats can carry disease and create a nuisance and safety hazard to other residents and their pets. Feral cats can fend for themselves, and do not need to be fed.



Home Inspection Process

Each year, Norbeck Hills inspects every home and notifies homeowners of maintenance or compliance issues that need to be addressed. The purpose of this inspection is not to create additional work for you. Instead, it is intended to protect the market value of your home and the overall appearance of Norbeck Hills by ensuring that homeowners maintain their property and

follow the Design Guidelines. Some of the things that we focus on during inspections include:

- ❖ Have all of the modifications on your home been approved by the AECC?
- ❖ Does your home comply with the Design Guidelines for the community?
- ❖ Is there any peeling paint or rotted wood?
- ❖ Are your shutters faded or missing?
- ❖ Is your landscaping properly maintained (i.e., are there any dead or overgrown shrubs, are there excessive areas where your grass is dead, are your trees overgrown)?

This is only a partial list of things that will be inspected. Generally, the community will be looking for obvious maintenance concerns and improvements that have been constructed without approval and/or not in conformance with the Design Guidelines. A copy of the Design Guidelines has been posted on the website (www.norbeckhills.org) and made available to all homeowners; therefore, please review this document for more details.

How does this affect you?

- ❖ Please look at your home objectively to determine if it needs maintenance and is in compliance with the Design Guidelines. Take corrective action as needed so that the Association does not have to send you a letter.
- ❖ If you do get a letter, please respond to it. The Association is more than willing to work with homeowners who are responsive. However, if no response is received from you, then we have no choice but to assume that you are not taking any corrective action. The letter contains detailed instructions regarding your options. If you have any questions regarding how best to respond, please call TMGA at 301-948-6666 or email them at TMGAInc@TMGAInc.com.
- ❖ If you need any extension of time to address the issue, please let us know. We understand that you may not be able to fully resolve the issue within the timeframe provided due to financial or other reasons. If you feel that you cannot meet the timeframe given, please request an extension in writing by contacting TMGA at TMGAInc@TMGAInc.com.

If you should have any questions regarding the Design Guidelines, the inspection process, or how to respond to any letters that you receive, please contact Ruchita Patel or Melissa Carroll at TMGA. Your cooperation in

reviewing the Design Guidelines, objectively inspecting your home and responding to any letters that you receive is much appreciated!

What are turf weeds?

“Turf weeds” is a term that is usually used to describe weeds that grow in your grass (as opposed to your mulch beds). Turf weeds include clover, dandelions, chickweed, to name a few examples.

Turf weeds can spread to neighboring yards or the common area, causing a maintenance problem. For this reason, all homeowners are asked to control turf weeds in their yard. Weed control products can be purchased from most hardware or home improvement stores, or you can contract with lawn treatment firms. There are also ways in which to discourage weed growth organically and without the use of herbicides. Check with your local nursery or online for more options for organic turf management.

Pool Season is Almost Here!

Pool pass applications are on their way to you by mail. **Remember, pool passes will not be mailed back to you.** Your passes are kept on site at the pool throughout the summer.

Also remember that pool passes will not be issued to you if you have a delinquent balance or any open maintenance or architectural issues on your home. If you are not sure what your account balance is or if you have any open violations, please contact TMGA at (301) 948-6666 or TMGAInc@TMGAInc.com.

Attention Home Sellers!

If you plan to sell your home, please remember that you are legally responsible for disclosing any outstanding violations on your property. Violations include architectural or maintenance issues about which you have been notified **AND** any other deviations from the Association's legal documents or architectural guidelines.

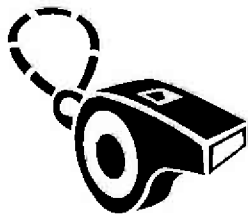
The purchaser of your home may be able to recover damages from you if this information is not disclosed to them. Please be sure to let your realtor and prospective home buyer know of any outstanding violations on your property.

More Asphalt Repairs Planned

In 2010, the Board started the first phase of a 4 year project to mill and pave the common area streets and parking lots. Due to the age of the community, many cracks and potholes have developed in the asphalt, and repairs alone were no longer sufficient.

So far, Longview Lane and Boastfield Lane have been milled and paved. This year, the pool parking lot, Jenner Court and the townhome section of Sandy Knoll Drive will be addressed. Work will be done in the fall, after the pool closes for the year.

Neighborhood Safety Starts With You



This past winter, we experienced a rash of break-ins to vehicles and vandalism to private property. These incidents occurred in both the townhome and single family sections of the community and, in fact, throughout Olney.

It is not practical for the Police or the community patrol company to be on site at all times. We need your help to keep crime at bay in Norbeck Hills.

What can you do?

* If you see possible GANG activity, report it to the Police Special Investigations Division at **(301) 840-2500**.

* If you see possible DRUG activity, report it to the Police Narcotics Division at **(301) 840-2500**.

* If you see SUSPICIOUS INDIVIDUALS, call the Police non-emergency number at **(301) 279-8000** or call **9-1-1**.

* If you see a BRAWL BREWING OR DESTRUCTION OF PROPERTY, call **9-1-1**.

* For crimes in progress, call **9-1-1**.

Tips and information can be provided anonymously.

Police Hotline Numbers

The following are hotline numbers as provided by the Montgomery County Police Department:

Gang Tip Hotline	240-773-4264
Drug Tip Hotline	240-773-3784
Abandoned Vehicles	301-840-2454
Records Division	240-773-5330
(to obtain copies of reports)	
4 th District Station	240-773-5500
(finger printing/accident reports)	
Job Line	240-773-5300
	(press "5")
Animal Services	240-773-5925

Information can also be found on the MCPD website at <http://www.montgomerycountymd.gov>.

Rules Changes Approved

At their February meeting, the Board passed two rules changes that impact townhome owners in particular. Effective April 1, 2011, reserved parking privileges will be revoked for any homeowner whose account with Norbeck Hills shows a balance of two months' assessments or more. In addition, parking privileges will be suspended for a period of 30 days for any homeowner with an architectural or maintenance issue on their home about which they have been sent at least three notices.

A significant portion of the annual budget is spent each year on legal fees to collect delinquent accounts. Delinquent homeowners are encouraged to contact Norbeck Hills to arrange a payment plan, and we are happy to work with you to do so. If, however, it is necessary to file a lien against a home and/or spend legal fees to try to collect the balance due, this also means that that homeowner is not paying their fair share for services that they receive (e.g. trash removal, snow removal), and all of their neighbors are picking up the tab.

Similarly, many homeowners in Norbeck Hills take great pride in their homes and maintain them nicely. However, some homeowners do not, and this takes down the appearance of the entire neighborhood. Any homeowner who receives a maintenance notice can contact Norbeck Hills to ask for an extension of time to complete the work or to discuss the issue if they feel that they were cited incorrectly. However, some residents have not responded at all to several letters and, as a result, may lose their parking privileges.

The Board hopes that these rule changes can be used as little as possible. Please call us to work out payment arrangements on your account if you are delinquent or respond to the maintenance notices that you receive.



Speeding and Pocket Bikes

Per Montgomery County law, vehicles may not be driven on roadways unless they are registered or specifically exempted by the law. **Motorized skateboards, motorized bicycles, motorized mini-bikes and go-carts are not registered in the State of Maryland and cannot be driven on roadways.** Mopeds and motor scooters can be registered in Maryland and can be driven on the roadways.

Violations of Maryland State laws regarding unauthorized vehicles can result in fines of up to \$315 per occurrence. Parents can be held responsible for the behavior of their children.

Please also note that, under no circumstances may motorized vehicles be driven on sidewalks or on the common areas. Help us to keep Norbeck Hills safe for your children and other residents by abiding by these very important laws.

Financial Report – Quarter Ending December 31, 2010



1. The Association had cash and investments totaling \$58,870.51 in its operating accounts.
2. The Association had outstanding assessments due of \$36,847.67. Of this amount, the auditors project \$20,642.47 may not be collectible.
3. Year-to-date, the Association has an operating deficit of \$33,416.62.
4. The Association had reserve fund cash and investments totaling \$90,026.28. The Association is contributing \$7,169.17 to reserves each month. The Association has contributed a total of \$86,030.04 to the reserves this year.

The financial statements are posted on the community website at www.norbeckhills.org. Please feel free to download a copy. If you would like to receive a hard copy of the statements in the mail, feel free to contact Ruchita Patel at 301-948-6666.

REMINDER

The tennis courts are for use for tennis only.

Please do not use the tennis courts for riding bicycles, skateboarding, rollerblading, or any other similar activities, as this will damage the surface and cause expensive repairs.

Thank you!

Did You Know?



Grass clippings, leaves, tree limbs, prunings from shrubs and other yard waste is collected by Montgomery County and recycled. **HOWEVER**, yard waste will not be picked up if it is not packaged properly. Remember:

- Grass clippings and leaves must be in **PAPER** bags.
- Tree limbs must be **BUNDLED** with string.
- Shrubs must be **BUNDLED** or **BAGGED**.

For more information, call the County Recycling Program at (240) 777-6410 or visit the County website at www.montgomerycountymd.gov.

Townhouse Recycling Carts Available

Montgomery County now offers smaller wheeled recycling carts for townhomes. Each cart is 2' wide x 2.5' deep x 3' tall.

To order one, please contact the County Recycling Program at (240) 777-6410 or go to http://www.montgomerycountymd.gov/apps/dep/solidwaste/store/index.asp?var_action=itemdetail&itemid=104.

Grilling Safety

Barbecue grills used near homes or parked vehicles can create a serious safety hazard to you and your neighbors. Embers and fuel from the grill can ignite mulch from the mulchbeds, gasoline in a vehicle's gas tank or the siding or roof of a home. **For these reasons, the Montgomery County Fire Department requires that all grills be used a minimum of 25 feet away from all homes and parked cars.**

The Association also requires that parties and other social events be kept within your home or back yard, where they do not become a nuisance. When grills are used in the

parking lots or front yards, this creates a noise and visual disturbance to your neighbors. Trash and food left behind can also be a nuisance.

For these reasons, if you plan to use a grill, please do so in your back yard and not in the common areas, parking lots or front yards. Your cooperation will help keep you and your neighbors safe and the community clean and appealing.

Towing



Each townhome owner has been assigned a reserved parking space. If an unauthorized vehicle is parked in your space, you may request that it be towed by contacting TMGA at 301-948-6666 (800-783-0882 after business hours). You will be requested to provide your space number, name, address, and a description of the vehicle parking in your space. The tow company must give priority to police calls; therefore, it may take up to an hour for a tow truck to reach you.

Double-Parking of Vehicles

If you double-park your cars on MacDuff Avenue or other County or townhome streets, please be aware that your car can be ticketed and/or towed.

It is important to keep these roadways clear to avoid traffic jams, safety hazards resulting from children running out from behind double-parked cars, and so as not to block access for emergency vehicles.

If you are double-parked on the townhome streets, your car can be towed without warning. On County streets, your car can be ticketed by the Montgomery County Police Department (including the off-duty police officers who patrol the community). These vehicles may also be towed under special circumstances.

Please be sure to park your vehicles only in marked parking spaces or along unmarked curbs.



Report Streetlight Outages

Properly functioning streetlights are an important tool for keeping your community safe.

If a streetlight near your home is out or is not working properly, please call TMGA at 301-948-6666 to report it. Please be sure to provide the nearest street address or the number that is on the light pole so that the correct light can be repaired. Remember, TMGA does most of their inspections during the daytime, so please don't assume

that they know when a light does not work. Call it in and, after a week, if the light still does not work, follow up with them to let them know. Thank you!

Report Suspicious Activity

Report crimes in progress or suspicious activity.

Police Emergency	911
Police Non-Emergency	301-279-8000
Security Unlimited	301-717-4118

For crimes in progress, please call the police emergency number. To report suspicious individuals or activities, contact the police at either their emergency or non-emergency numbers and/or Security Unlimited, Norbeck Hill's patrol service contractor.

Payment Plans Available

Are you behind in paying your assessments to Norbeck Hills? If so, please call TMGA at 301-948-6666 to arrange for a payment plan to pay off your balance.

Remember, by taking no action, you can potentially add several hundreds of dollars in collection fees and legal fees to your account. By working with the Association, you can arrange a reasonable payment plan without incurring significant additional fees.

Please contact Ruchita Patel at TMGA at 301-948-6666 if you are having trouble making your assessment payments to work out a payment plan.

Street Captains Wanted

Street captains are needed to help with the following:

- Communicate important information between the Board of Directors and the residents on your block.
- Help hand-deliver newsletters to save postage costs.
- Report lights out on your street.
- Report snow removal problems during storms.
- Disseminate information regarding crimes or other activity.

Our goal is to have at least one street captain per street (more for larger streets). Volunteering for this position takes very little time, but serves an important role in communicating with your neighbors. If you are interested in volunteering or would like more information, please contact Eva Tax at (301) 253-6370.



Meeting Dates

The Board of Directors meets on the third Thursday of every even numbered month at 7:00 p.m. at the ReMax Building at 3300 Olney Sandy Spring Road. We welcome and encourage all homeowners and residents of the community to attend, as the Board makes their decisions based on community feedback. The upcoming meetings will be held on the following dates:

- Thursday, April 21, 2011
- Thursday, June 16, 2011 (Annual Meeting)
- Thursday, August 18, 2011

Holiday Trash and Recycling Pick-Up

TOWNHOMES

<u>Holiday</u>	<u>Trash</u>	<u>Recycling</u>
Memorial Day May 30 th	No change	Friday, June 3 rd
Independence Day July 4 th	No change	Friday, July 8 th
Labor Day September 5 th	No change	Friday, Sept. 9 th

SINGLE FAMILY HOMES

Memorial Day May 30 th	No change	Saturday, June 4 th
Independence Day July 4 th	No change	Saturday, July 9 th
Labor Day September 5 th	No change	Saturday, September 10 th



Important Contact Information

TMGA – Ruchita Patel/Melissa Carroll

Main	301-948-6666
	800-536-8642
After Hours	301-948-6662
Fax	301-963-3856
	301-948-6663
E-mail	tmgainc@tmgainc.com
Address	20440 Century Blvd, Suite 100 Germantown MD 20874-7115
Community Website	www.norbeckhills.org

Police

Emergency	9-1-1
Non Emergency	301-279-8000

Montgomery County

Animal Control	240-773-5925
Building Permits	240-777-6200
County Council	240-777-7900
County Executive	240-777-2500
Hazardous Waste	240-777-6410
Land Records	240-777-9477
Landlord-Tenant Affairs	240-777-3636
Recycling	240-777-6410