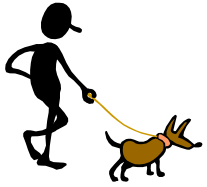


Norbeck Hills Community Newsletter

Spring/Summer 2010



Your Pet, Your Responsibility

Recently, the County Police responded to calls made regarding dogs fighting in the common area near Cannes Lane.

Two dogs were involved, and both were accompanied by their owners. Both pet owners were ticketed by the Police as a result of this incident.

This is the latest in a series of concerns shared by Norbeck Hills residents regarding pets. 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/poltmpl.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.

Community Clean-Up Day

When: Saturday, July 17th

Time: 12:00 noon

**Where: Community Pool
(corner of Hines Road
and MacDuff Avenue)**



This is a great way to meet your neighbors and keep your neighborhood clean! Norbeck Hills will provide gloves and trash bags. You just need to provide a few hours of your time.

2010 Annual Meeting

The 2010 Annual Meeting is scheduled for Thursday, June 17, 2010 at 7:00 p.m. at the ReMax Building, located at 3300 Olney-Sandy Spring Road.

An election will be held for one position on the Board of Directors that is due to expire. Av Wofsey has submitted his name for reelection to the Board. 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 19, 2010.



Snow Removal Costs Hit Hard

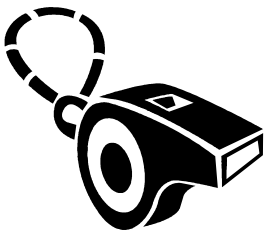
It's no secret that this winter was a tough one on our budget. Norbeck Hills' snow removal costs total **\$53,613** versus an annual budget of **\$25,000**. This means that – assuming it does not snow again in November or December – we will be over our snow removal budget by **\$28,613** this year.

At their April meeting, the Board of Directors reviewed the Association's budget to determine how to make up for this shortfall. In the past, the Board has kept assessments steady by keeping expenses to a minimum; therefore, very few budget items could be adjusted. No maintenance or improvement projects will be done this year except to address safety issues or pressing needs. The Board will also discuss later this year whether to adjust future assessments to help cover the snow removal costs.

What does this mean for you? The Board felt strongly that any changes made should have the least possible impact on homeowners and residents. Therefore, although you may notice some changes, we hope that they will be minimal.

You may notice a difference in the maintenance of the common areas. For example, dead trees are being removed, but the stumps will not be ground out at this time. Areas where new plantings are needed may not be addressed this year, and some maintenance may be deferred.

If you have any suggestions for helping to trim costs, please let us know. Feel free to attend any Board meeting, or send your suggestions in to Ruchita Patel at TMGA.



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.

Report Suspicious Activity

Report crimes in progress or suspicious activity.

| | |
|----------------------|--------------|
| Police Emergency | 911 |
| Police Non-Emergency | 301-279-8000 |
| Security Unlimited | 301-717-4118 |
| Security Cell Phone | 240-750-8370 |

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.

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>.

The Police have a lot of different resources on things such as:

- How to prevent thefts from vehicles
- Keeping your home safe from burglaries

- Babysitter's guide to being safe
- Safety Tips for runners

Check out these publications and more at <http://www.montgomerycountymd.gov/poltempl.asp?url=/content/pol/media/brochures.asp>.



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 occurrences. 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.

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.



Friendly Reminders about Kids and Cars

- Parents, please supervise your children when they are off of your property. At least one adult should be present whenever they are outside.
- The community has two play areas with open fields next to them. Please encourage your children to use these play areas. As an added bonus, they were recently upgraded and have a lot of fun new equipment!

- Please talk to your kids about the need to watch out for cars and to move out of the way when they see one coming.



More Friendly Reminders

- * **Don't drive vehicles onto the grass areas.** This damages the grass and your assessments are used to make any needed repairs.
- * **Except for emergency repairs, no vehicle repairs should be done in the parking lots.** Examples of emergency repairs can include adding oil or other fluids or changing a flat tire. Emergency repairs do not include changing oil, rotating tires or taking apart engines. Fluids from your vehicle can damage the asphalt parking lots and cause costly repairs.
- * **Remove your cigarette butts from the common area or your neighbor's property.** In addition to being trash, these butts can set fire to dry grass or mulch (and to the adjacent home).
- * **Clean up after your pets**
- * **When walking your pets, keep them on common area, and off of other people's yards.** Not everyone is comfortable around pets or wants them on their property. Respect your neighbors and keep your pets off their lawn.
- * **Keep your porch lights on.** The cost is minimal (less than \$10/month, but this can keep your home safe from burglaries and light up the parking lot in front.
- * **Please don't sunbathe on the common areas (unless at the pool).** The pool is a great place to sunbathe, or try your yard. The common area grass has chemicals on it and is used as a restroom by pets.

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.



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!

Financial Report - Quarter Ending March 31, 2010



1. The Association had cash and investments totaling \$79,485.38 in its operating accounts.
2. The Association had outstanding assessments due of \$39,837.31. Of this amount, the auditors project \$23,403.92 may not be collectible.
3. Year-to-date, the Association has an operating deficit of \$7,084.90.
4. The Association had reserve fund cash and investments totaling \$168,284.31. The Association is contributing \$7,169.17 to reserves each month. The Association has contributed a total of \$21,507.51 to the reserves this year.

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:

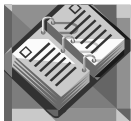
- Communicate important information between the Board of Directors and the residents on your block.
- Help hand-deliver newsletters to save postage costs.
- Report lights out on your street.
- Report snow removal problems during storms.
- Disseminate information regarding crimes or other activity.

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.

| Holiday Trash and Recycling Pick-Up | | |
|-------------------------------------|--------------|------------------|
| TOWNHOMES | | |
| <u>Holiday</u> | <u>Trash</u> | <u>Recycling</u> |
| Independence Day | | |
| July 4 th | No change | No change |
| SINGLE FAMILY HOMES | | |
| Independence Day | | |
| July 4 th | No change | No change |

Prefer to pay your assessments on your own schedule?

You can pay online via e-check. This is a **free** service similar to direct debit, except that you choose the date on which to make your payment. You can pay once, or you can set up recurring payments. Visit www.Smartstreet.com and click on the blue box in the corner marked Online Payments.



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, June 17, 2010 – Annual Meeting
- Thursday, August 19, 2010
- Thursday, October 21, 2010

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 |

