



Welcome to Pioneer Hills!

The Pioneer Hills Owners Association congratulates you on the purchase of your new home and welcomes you to the community! To assist you in making yourself at home, please review the following information. Understanding the Association and its role will enhance your ownership experience. It is also important to review and become familiar with the Association's Governing Documents, including the Design Guidelines and Rules and Regulations. All HOA documents, as well as other important HOA information, can be found on the website, www.pioneerhillsoowners.com. Please take time to and review the various documents.

Association Role and Payment Information

As a new homeowner in the community, you are automatically a member of the Owners Association. The Master Association charges a monthly assessment of \$85.00 that covers insurance, trash removal, management and administrative fees, landscape maintenance, snow removal within the common areas of the community, and maintenance of the pool, playgrounds, and trail system.

Townhome (NIII) and Paired Home (NIV) neighborhoods within the community are subject to an **additional** assessment relating to the specific maintenance requirements of each neighborhood. Townhome monthly assessments are \$200.00 (for a total of \$285.00) and Paired monthly assessments are \$210.00 (for a total of \$295.00).

Online Payments: Please consider activating HOA account access on the Online Portal. You can make payments online by check (no fee) or credit/debit card (convenience fee charged by AppFolio: 2.99% on credit charge transactions and \$9.99 for debit card transactions) and set up automatic/recurring payments. Once we have your email address and trigger the portal link, you will receive an email with instructions on activation via <https://teleosllc.appfolio.com/connect>. Please allow two-three weeks from closing to receive the email.

You may mail your payment, coupons on website to print. Please mail assessment payments payable to Pioneer Hills Owners Association to **6833 S. Dayton St. #163, Greenwood Village, CO 80112**

Insurance (Townhome and Paired Home neighborhoods):

As a residential unit owner, you are strongly encouraged to purchase insurance for losses not covered under the Association's policy. A Condominium Unit Owners Policy (HO6 policy) generally provides coverage for the interior of your unit including personal property, Loss Assessment coverage and personal liability coverage. It is extremely important that you contact your insurance agent or company regarding an HO6 policy.

Homeowners that Lease Property

Homeowners who lease their Pioneer Hills property are required to provide the management company with a completed "Homeowners Lease Packet" within 10 days of tenant move-in. There is a \$200 administrative fee, which is charged to the homeowner's account upon receipt of the Packet. The Packet can be found on the Association's website at www.pioneerhillsoowners.com.

Trash Collection and Recycling

The Pioneer Hills Owners Association pays for trash and recycling collection provided by Alpine Waste. Homeowners provide their own trash and recycling totes or may purchase them from Alpine Waste by contacting them directly at 303-744-9881. Recycling totes must be clearly marked for recycling. Trash collection day is Thursday. Trash **must be** out on the curb or garage apron prior to 7:00 a.m. on pick up days. The 2022 trash schedule can be found on the website at www.pioneerhillsoowners.com.

Snow Removal

Snow removal on the sidewalks is provided by the Pioneer Hills Owners Association. The Association will remove snow on sidewalks located in the common areas, the private streets and their proximate garage aprons. Snow removal will commence when snow exceeds two (2) inches. Owners/tenants are responsible for shoveling front porches in NIII and NIV. The City of Aurora is responsible for Crestline Drive through the Townhome and Paired Home neighborhoods. Homeowners of single-family homes in NI are responsible for snow removal of their sidewalks in accordance with City Code.

Vehicle Registration

Residents in NIII and NIV are required to register all household vehicles yearly with the HOA. Please complete the Vehicle Registration Form which can be located on the website. Guest passes are available upon request to heidi@teleos-services.com

Pool

You are required to fill out a Pool Waiver form prior to the issuance of your fob. The form can be found on the website (pioneerhillsoowners.com) on the HOA & Other Info page under Forms. The Pool Waiver must be completed and emailed to Heidi Brown at Heidi@teleos-services.com or you may mail it to **6833 S. Dayton Street #163, Greenwood Village, CO 80112.**

- If you do not have access to a computer, please contact Heidi at (303) 912-2294 and a form will be mailed to you. Upon receipt of the signed Pool Waiver, a fob will be delivered to you.
- One pool fob per household will be issued at no cost. A second fob can be purchased for \$25. If you would like an additional fob, please mail payment to the S. Dayton Street address. The cost for a replacement fob that is lost or stolen is \$40.
- The pool typically opens the Friday of Memorial Day weekend and closes the Monday of Labor Day weekend. The Pool rules and information will be on the website prior to the pool opening.

Mailbox Key

Mailbox keys can be picked up at the Smoky Hill Post Office located at 18555 E. Smoky Hill Road, Aurora, CO 80015.

HOA Management Contact Information

Teleos Management Group professionally manages the Pioneer Hills Owners Association.

- Your Community Manager is **Heidi Brown**. You can reach Heidi at (303) 912-2294 or via email at Heidi@teleos-services.com.
- For billing questions, please contact **Kelly Connolly** at (720) 428-0342 or email Kelly@teleos-services.com.

Pioneer Hills Owners Association

Teleos Management Group, 6833 S. Dayton St. #163, Greenwood Village, CO 80112
Phone: 303-912-2294; Email: Heidi@teleos-services.com