

## Frequently Asked Questions

### Meadowslink Account

**1. How do I register for a Meadowslink account?**

You must be a homeowner to register. Visit our [website](#) for New User Registration. Your request will be on hold until Enumerate verifies your information, which may take up to 5 business days, but is typically handled within 1-3 business days.

**2. Why should I make a Meadowslink account?**

When you create a Meadowslink account, it allows you to have access to receive weekly eblasts, check your HOA account balance, make payments online, submit ARC project completion photos, cure your violations, access to the secure documents, and more!

If you are not receiving our eblasts or want to be removed from the distribution list, please reach out to Enumerate Support at [engagesupport@goenumerate.com](mailto:engagesupport@goenumerate.com) or 855-373-5722.

**3. If I'm a renter, how can I stay in the loop?**

Renters are not able to create a Meadowslink account, but they may receive e-blasts.

To register renters, the landlord submits a request to Enumerate. Enumerate will need to verify the renter's and landlord's information, which can be done by submitting a copy of the lease that shows the tenants' names, property address, and lease term. This process may take a few days.

**4. Who do I contact for login and web/app support?**

*Trouble logging in?* Please make sure you have enabled cookies on your browser.

*Forgot your username?* Your username is your email.

*Forgot your password?* [Reset it here](#).

Enumerate Support: [engagesupport@goenumerate.com](mailto:engagesupport@goenumerate.com) or 855-373-5722.

Go to the bottom of website and click "[Technical Support](#)" to determine who to contact.

After exhausting previous options, email Madison Garman at [mgarman@meadowslink.com](mailto:mgarman@meadowslink.com).

**5. Do I need to contact someone if I update any of my personal information?**

Yes! If accounts are not up-to-date, correspondence may be sent to the incorrect home. It is imperative that all contact information is up to date on the account!

Changes to owner information such as mailing address, email, phone number, or removing/adding owners must be made in writing or by email to [kmiller@meadowslink.com](mailto:kmiller@meadowslink.com). The deed must be submitted with the requested change, or it will not be considered. Management will communicate with the owner(s) once the account has been updated.

### HOA Assessments

**1. What do my HOA assessments pay for?**

Assessments are the lifeblood of the community and utilized to deliver essential services that keep the Association running. These services include, but are not limited to, trash and recycling service, landscaping, irrigation, snow removal operations for common areas or amenities owned by the MNC, insurance, utilities, staffing, administration, legal counsel, accounting, swimming pools, repair and replacement reserves, and the upkeep and maintenance of common areas and MNC owned facilities.

Please note The MNC is the Master Association for the community and every resident pays the Master assessment. Depending on where you live, you may also have to pay a Special Service fee for alleyways, shared driveways, and/or a tree lawn. These fees are always paid to the Master Association. Additionally, depending on the neighborhood you live in, you may also be a part of a sub-association, which has their own assessments paid directly to the sub-association.

**2. Where can I find more information on HOA Assessments?**

Visit [Meadowslink](#), go to Community Pages, then select HOA Assessments from the dropdown.

**3. When are assessments due? What are the penalties for late/missed payments?**

Assessments are due on or before the 1st day of each quarter which shall be January 1st, April 1st, July 1st, and October 1st. Assessments not received on or before the date due shall be past due. *If the full amount of any past due assessment is not received by the MNC within fifteen (15) days of the due date, the assessment shall be considered delinquent and subject to a \$30 late fee.*

If your account remains in arrears during the second and third months of the quarter, the management company will charge you a late fee after the 5th day of each of those months. Interest is added the second month delinquent to help cover the costs of collection.

**4. How do I pay my assessments?**

Reduce paper waste and costs to the Association by making payments online! Cash payments are not accepted, but there are several other ways to pay:

- *Online* – Click [HERE](#) for a step by step guide to making a payment on the website utilizing ACH (eCheck) or a debit/credit card. Through this method, you're responsible for updating the balance owed to reflect assessment increases.
- *In Person* – Drop off a check at one of our 24/7 drop boxes located at The Grange and Taft House turnaround loops. These are black drop boxes with The Meadows logo. Checks must be sealed in an envelope and accompanied by the payment coupon.
- *By Mail with Payment Coupon* – Mail a check accompanied by the assessment payment coupon (if you have chosen ACH, you will not have a coupon book) using the address below. Please note that a proper payment mailing address, careful labeling on checks, along with your payment coupon is essential to timely posting.

The Meadows Neighborhood  
c/o, MSI LLC  
P.O. Box 173307  
Denver, CO 80217-3307

- *Bill Pay Services* – If utilizing a bill pay service, your bank does not send a coupon with payment and it is your responsibility to ensure your bank or bill pay service includes the proper information:
  - Check is made payable to The Meadows Neighborhood using the address above.
  - Property address is listed on the check.
  - Ten digit account number that has been provided on the coupon. This will help MSI identify your payment and ensure accurate posting when it arrives.

- 5. I don't want a Meadowslink account, but I still want to sign up for ACH. How do I set it up?**  
Set up ACH with MSI using this [form](#). All you need is a voided check and we'll take care of the rest!
- 6. My accounting is through MSI or my personal bank, who is my point of contact?**  
Valorie Richards, Accounts Receivable, at 720-974-4192 or [vrichards@msiho.com](mailto:vrichards@msiho.com).
- 7. I inputted my payment information on the Meadowslink website, who is my point of contact?**  
All payment information inputted using the "Make a Payment" page is stored with FSPay. Find their support number and FAQs here: <https://quickpay.frontsteps.com/FAQ>.
- 8. I need my account number to set up automatic withdrawal, who do I contact?**  
Call The Grange at 303-814-2358.
- 9. I'm also in a sub-association, so how do I pay both of my quarterly assessments?**  
Azure, Cyan Park, Meadows Filing 20, and Meadows Filing 20 Phase 2 Amendment 6 sub-associations have their own websites with Enumerate to pay dues and you should see this when logging in. If you don't, contact Enumerate Support to link both of your accounts.  
  
Morgans Run and New Haven make payments through their websites, which you can find [HERE](#). Contact your sub manager with questions.
- 10. How can I obtain a statement of my HOA dues?**  
Log in to the website and go to My Account > Payments > Payment History. If you don't have a Meadowslink account, contact Valorie Richards at 720-974-4192 or [vrichards@msiho.com](mailto:vrichards@msiho.com).
- 11. I'm trying to make a payment online, but my balance says \$0?**  
The assessments are charged to the account on the first of the month. You can still make your payment early by filling in the amount you want to pay and it will be a credit on the account until the assessment charge is posted on the 1<sup>st</sup>. If you need to verify the balance owed, please review your Payment History page or contact Valorie Richards at 720-974-4192 or [vrichards@msiho.com](mailto:vrichards@msiho.com).
- 12. I'm set up for auto pay through MSI, why haven't my funds been deducted from my account?**  
Dues will be deducted from your account on the 5<sup>th</sup> of the month. If they haven't been taken out by then, please contact Valorie Richards at 720-974-4192 or [vrichards@msiho.com](mailto:vrichards@msiho.com).

## **Recreation**

- 1. How do I get my pool fobs?**  
Pool fobs are issued from April – September. Forms, information, and Pool FAQs can be found on our website under Community Pages > [Pool Information](#). Email completed forms to [pools@meadowslink.com](mailto:pools@meadowslink.com) or drop them off at The Grange.
- 2. Am I required to get new pool fobs each year?**  
If you own your home and already have pool fobs, you don't need to do anything. Your fobs will remain active while you live in that home.

If you're a renter, you'll need to renew your fobs every year by submitting a few forms. Find them on our website under Community Pages > [Pool Information](#).

**3. How do I get alerted of pool delays and closures due to weather?**

To be notified of pool closures/delays, navigate to your settings, set "Pool Updates" to "Immediately" for email and/or app notifications, then "Update" to save your settings.

**4. How do I register for activities?**

You can register for any activity by calling The Grange at 303-814-2358 or via [WebTrac](#). Note that your log in credentials for WebTrac are unassociated with the Meadowslink website.

**5. How do I rent The Grange or Taft House Docket Room?**

Review our [Facility Rentals](#) page. Submit a facility rental inquiry by going to Resources > Public Online Forms > [Facility Rental Inquiry Form](#). You may also contact Juli Asbridge at [jasbridge@meadowslink.com](mailto:jasbridge@meadowslink.com) or 303-814-2358.

**6. Where can I find information about upcoming programs and events?**

We post information about upcoming programs and events in several locations:

- [Events & Programs Webpage](#)
- [MNC Facebook Page](#)
- [Meadows Living Newsletters](#)
- Association News (aka e-blasts)
- Enumerate App
- Neighborhood entrance banners for community-wide events
- Flyers at The Grange and Taft House

## **ARC/Architectural Approval**

**1. What do I need architectural approval for?**

Architectural approval is required for most things that involve the outside of your home. To learn more, visit our website, then navigate to Community Pages > [Architectural Review Information](#).

**2. How long do I have to complete my project? What do I do once it's complete?**

All ARC approvals are valid for one year. If you complete your project within the one-year timeframe, submit completion photos so we can update your homeowner records. Log in to our website, then go to For Residents > Online Forms > [ARC Project Completion Photos](#). You may also email them to Kirsten Miller at [arc@meadowslink.com](mailto:arc@meadowslink.com).

If you received approval, but didn't move forward, let us know! If you didn't complete your project within one year, you'll need to resubmit.

**3. I'm worried my project won't get approved, what can I do?**

Just like Board meetings, ARC meetings are also open forum. Residents can attend and plead their case to the Committee in efforts to get their application approved. If you have any doubts your application may be denied, come to the meeting and discuss your project with the Committee!

**4. What is an "After The Fact" fee?**

The \$50 After-The-Fact fee is only for those who have made property modifications prior to receiving ARC approval.

**5. Do I need approval if I am painting my house the same color?**

Yes, approval is still required.

**6. Do I need approval for projects in my backyard?**

Please read the ARC guidelines before adding any items to your backyard. Typically, backyard modifications do not require approval unless the homeowner is adding a permanent structure such as, but not limited to, a deck, patio, pergola, retaining wall, walkway, water feature, etc. While most landscaping projects do not need approval, the one exception is the installment of artificial turf, so make sure to apply if you're planning on using this material! Please contact Kirsten Miller at [arc@meadowslink.com](mailto:arc@meadowslink.com) if you have questions.

**7. Who is responsible for fence maintenance?**

The homeowner is responsible for the maintenance, repair, and replacement of any fencing on their property line, including open space and common-area fencing. To review fence guidelines, log in to Meadowslink, then navigate to Resources > Architectural Committee Documents > ARC Guidelines > MNC Fence Guidelines.

**8. Who is responsible for a dead tree?**

The homeowner is responsible for any trees on their property, including the trees on the street lawn. The only exception is if you live in Cityscapes and pay a tree lawn assessment, then MNC is responsible for the street lawn trees. Please note that all residents are required to have a minimum of 1 tree on their front lawn. If you have questions, please reach out to the Covenants Team at [covenants@meadowslink.com](mailto:covenants@meadowslink.com).

**9. Who is responsible for snow removal?**

Log in to Meadowslink, then go to Community Pages > Snow Removal Information to learn about MNC's protocols. To report an area needing snow removal, fill out the [Report a Snow Removal Complaint form](#). For questions or concerns, please contact Kat Egly, Assistant Director, at [kegly@meadowslink.com](mailto:kegly@meadowslink.com) or 303-814-3958.

**10. Do I need to get approval to have a dumpster or Bagster?**

Approval is required and there are conditions to be followed:

- Dumpsters are allowed only during construction and moving. Dumpster placement should be on the driveway whenever possible.
- Dumpsters may not block an alleyway. If circumstances prevent that, residents should contact the TOCR Zoning Department, [Zoning@CRgov.com](mailto:Zoning@CRgov.com), to see about getting approval to place the dumpster on the street. If approved by the Town, residents must submit with their ARC application.
- The homeowner is responsible for securing/covering the dumpster when not in use to prevent scattered debris. Dumpster bags must be emptied when full.

**11. Do I need approval to have a POD?**

Approval is required.

- The POD should be placed in the driveway.

- They may not block an alleyway/street. If circumstances prevent that, residents should contact the TOCR Zoning Department, [Zoning@CRgov.com](mailto:Zoning@CRgov.com), to see if they could get prior approval to place the POD on the street. If approval is given from Town, residents need to submit that with their ARC application.

## Trash

### **1. I'm purchasing a new build, how do I set up trash service?**

Homeowners moving into new builds can set up their trash service by contacting Juli Asbridge at [jasbridge@meadowslink.com](mailto:jasbridge@meadowslink.com) or 303-814-2358. Each household is entitled to have 2 trash bins and 2 recycle bins at no charge. Additional bins are \$5 a month.

### **2. Do I need to set up trash service if I am purchasing an existing home?**

No, trash service is linked to the property address and the service is included in your quarterly HOA dues. The previous homeowners should leave the trash bins at the home for the next owner.

### **3. What day is trash picked up?**

Trash is picked up every Friday and recycling is picked up every other Friday. Please visit our website > Community Pages > [Trash Services – Waste Management](#) to view the Recycling Calendar.

### **4. What do I do if my trash pick up is missed?**

WM has a general pick up window from 7am to 7pm. If they do not pick it up in the morning or earlier in the day, there is still a possibility that they will be arriving before 7pm. If they don't, contact Juli Asbridge at [jasbridge@meadowslink.com](mailto:jasbridge@meadowslink.com) or 303-814-2358 *on the following Monday* to report the missed pick up.

### **5. How will I know if there is a delay in trash service?**

When we are notified by WM of a service delay, we send out an e-blast and post to our [Facebook page](#). Typically, if there is a holiday or heavy snowfall, trash service will be picked up the following day on Saturday. Holidays observed by WM include Thanksgiving, Christmas, New Year's Day, Memorial Day, July 4<sup>th</sup>, and Labor Day.

We encourage you to have your website/app notifications turned on, so you stay informed on delays and other Association memos. If you'd like to be notified directly from WM, call their Customer Service line at 303-797-1600. When contacting Customer Service, please provide your community name (Meadows Neighborhood Company) and home address. You'll need to specifically tell them to add your contact information, so you're alerted of service delays.

### **6. How many trash/recycle bins can we have?**

Each homeowner is entitled to 2 trash bins and 2 recycling bins at no charge. If you want to order a second bin, please contact Juli Asbridge at [jasbridge@meadowslink.com](mailto:jasbridge@meadowslink.com) or 303-814-2358.

If you need more than 2 bins, you'll be charged a small monthly fee, but can order more bins by contacting WM at 303-797-1600.

### **7. What do I do if I have large items for pickup?**

- Call Waste Management to arrange a curbside pickup for a separate fee
- Go to Douglas County's [slash mulch and green yard waste sites](#)

- Take accepted items to a landfill in [Sedalia, Denver, or CO Springs](#)
- Learn where to dispose of hazardous waste [HERE](#)
- Contact a local junk removal company
- [Additional Disposal Resources](#)

**8. What are the “rules” for putting trash out?**

All trash needs to be placed in your bin. Cardboard boxes must be broken down or flattened. Trash can be placed outside the evening before trash day. Containers must be stored out of sight the evening of pick-up. Please store containers and all trash in your garage or behind your fence.

**Violations & Complaints**

**1. How do I report a violation or complaint for a homeowner’s property?**

Log in to Meadowslink, then go to For Residents > Online Forms > [Report a Covenants Violation](#).

**2. How do I report a common area complaint?**

Log in to Meadowslink, then go to For Residents > Online Forms > [Report a Landscaping Maintenance Complaint](#).

**3. How do I report a street light outage?**

The Town of Castle Rock contracts with CORE Electric Cooperative to maintain street lights within your neighborhood. You can call them at 303-688-3100. CORE does require an address where the streetlight is located, so make sure you have that information ready.

**4. How do I report a barking dog?**

Please contact the Town of Castle Rock Non-Emergency Police Line at 303-663-6100.

**5. How do I report a car that appears to be abandoned?**

Please contact the Town of Castle Rock Non-Emergency Police Line at 303-663-6100.

**6. Are commercial vehicles allowed?**

If the commercial vehicle is on someone’s private property, such as their driveway, please complete the [Report a Covenants Violation form](#).

House Bill 22-1139 prohibits MNC from regulating street parking as we do not own the streets. Read the full policy on our website under Resources > Responsible Governance Policies > Parking Rules and Regulations Policy.

**7. Are RVs allowed?**

Recreational Vehicles are allowed to be parked on someone’s property, such as their driveway, for no more than 24 hours within a 4-day period.

House Bill 22-1139 prohibits MNC from regulating street parking as we do not own the streets. Read the full policy on our website under Resources > Responsible Governance Policies > Parking Rules and Regulations Policy.

**8. Are you allowed to rent your home out?**



Please note, the Association is a single-family household community. There are no rental restrictions with the exception that the rental period must be for at least 1 month.

**9. Are there any pet restrictions?**

Information regarding pet restrictions can be found in our Declaration, Section 9.19: Household Pets. You'll need a Meadowslink account to access this document, but once logged in go to Resources > Governing Documents > Declaration.

**10. Are there restrictions on garage sales?**

MNC has two garage sale [events](#) held in the spring and fall. Garage sale (or similar) signage is not allowed per our Flag and Sign Policy. Any signs on Meadow's property that are posted without approval will be removed and discarded at the owner's expense. This includes, but is not limited to, open house, for sale, and garage sale (or similar) signs. Read the full policy on our website under Resources > Responsible Governance Policies > Flag & Signs Policy.

The Town of Castle Rock also has a sign policy that is heavily enforced 7 days a week. Learn more: <https://crgov.com/2082/Signs>.

### **Refinancing, Selling, or Purchasing My Home**

**1. How do I obtain a copy of my HOA statement?**

Answer located under HOA Assessments.

**2. How do I obtain documents for refinancing or closing on a home?**

Visit Meadowslink > Community Pages > [Document Requests for Realtors & Homeowners](#).

**3. How do I obtain Master Insurance?**

Visit Meadowslink > Community Pages > [Document Requests for Realtors & Homeowners](#).

**4. What is the cost for a status letter and transfer fee?**

Normal statement fee is \$200.00 (which includes transfer fee, status letter fee etc.). Exceptions are if the homeowner is with an attorney (\$275.00) or if it is a bank-owned property (\$400.00).

**5. Should I order a resale inspection?**

MNC recommends ALL homes request a resale inspection when purchasing or selling a home in The Meadows. This is to ensure the property is up to compliance and there are no surprises during closing or in the near future. The present owners will be aware of projects needed to be completed before selling, and buyers will be aware of what projects they need to plan for in the future. Without a requested resale inspection, new owners of the property agree to ensure the home is up to compliance when they move in. This may include replacing a spalling driveway, painting the home, replacing a dead tree, etc. It is in every homeowner's interest to protect your present and/or future assets.

**6. Is there anything the HOA requires us to do after we sell our home?**

Everything should be automatically taken care of after you close and the HOA receives documentation the home has been sold, including the following:

- Your Meadowslink account will be deactivated, and you'll be removed from the email list.
- Your accounting information will be removed.
- Your pool fobs can be thrown away as they're nontransferable.



- Do not cancel trash service because the account is under the home address and the MNC, so please leave your trash and recycle bins for the next family.
- If applicable, you'll receive a check in the mail for any overpayment of HOA dues.

### **New Homes & New Builders in The Meadows**

**1. Where can I find a list of builders and new homes for sale in The Meadows?**

Visit Castle Rock Development Company's website at [www.meadowscastlerock.com](http://www.meadowscastlerock.com).

*Note this website is not monitored or managed by MNC, but rather the developer of The Meadows. Therefore, please source HOA information from our communication outlets.*

### **Miscellaneous**

**1. What happens if I lose my mailbox key or my key breaks?**

You'll need to contact the Post Office. For more information, click [HERE](#).

**2. Can I throw a block party?**

Yes! You do not need to notify the HOA about the block party. Please go through the Town of Castle Rock to get the proper permit: [Block Party Permit Form](#).