

# Frequently Asked Questions

The Knolls Master Homeowners Association  
[www.knollsmasterhoa.com](http://www.knollsmasterhoa.com)

## A. What is an Irrigation Emergency & Who do I contact?

- ✓ Irrigation Emergencies are uncontrolled breaks; if left unchecked, they will result in damage to property. If you can slow or shut off a water break using your service valve, it is not an emergency. Please contact CIC Management Solutions at 970-549-9044 or email [info@cic-hoa.com](mailto:info@cic-hoa.com) to report your issue.
- ✓ Don Gutentag, our Landscape Liaison, can assist you with general irrigation questions and can be reached at (970) 260-3526.
- ✓ Daytime emergencies contact Bookcliff Landscaping at (970)242-7769. After-hours EMERGENCIES ONLY (970) 589-7115.

## B. Who do I contact about the Irrigation System or how do I find out more about the system?

- ✓ If you have general irrigation issues or questions, such as low water pressure or an outage, contact CIC Management Solutions at (970) 549-9044 or [info@cic-hoa.com](mailto:info@cic-hoa.com).
- ✓ Contact Don Gutentag about general irrigation issues at (970) 260-3526.
- ✓ Refer to the Knolls Irrigation System Guide, which is included in this mailing, or you can find it on our website at [www.knollsmasterhoa.com](http://www.knollsmasterhoa.com).

## C. When am I required to submit an Architectural Request Form for Approval?

- ✓ All major additions, alterations, or deletions of landscaping and driveways visible from the street.
- ✓ All changes to the exterior of your home.
- ✓ All new construction of fences, walls, canopies, or other structures visible in front of the home or above a six-foot fence.
- ✓ Any construction of structures, such as storage sheds or additions to the home.
- ✓ All exterior painting other than touch-up of existing paint color.
- ✓ Any new roof other than the replacement of the original.
- ✓ All exterior lighting and security lighting with sensors.
- ✓ **NEW** - Owners approved a ballot amendment in 2023 to allow a flag pole maximum height of 12 feet and a flag no larger than 3 feet by 5 feet. Location of the flag pole requires approval.

Remember: The Association may require non-approved changes to be removed or corrected. Failure to seek approval for a pending change constitutes a violation of these rules.

## D. Does the Knolls have a specific color palette for houses and fences?

- ✓ The fences in the Knolls are stained the same color using a solid stain. The color is Sherwin-Williams Monument. "Monument" is not an official Sherwin-Williams color. It is specific to our neighborhood, and each retail store has our color on file. Ask the manager if the staff cannot help you.
- ✓ Earth tones are specified as the color palette for all homes. All exterior house colors are subject to approval by the Architectural Control Committee.

## E. What MAY be done without review or approval?

- ✓ Exterior alterations within an enclosed yard and not visible over a six-foot fence. ie; landscaping decks, patio flooring.
- ✓ Minor additions or alterations to existing landscaping in the front yard.
- ✓ One FOR SALE sign. As a common courtesy, two election signs must be displayed 30 days before an election and removed 1 day after the election.
- ✓ All signs not to exceed 18 x 24 inches.

**F. Are there any other activities that require approval from the Association?**

- ✓ **Yes, any organized party in the Common Area**

**G. What are some of the most common restrictions of our community?**

- ✓ **NEW!** Owners approved a ballot amendment in 2023 to revise the Covenants to prohibit short-term home rentals or leases. A minimum of one year's lease is allowed.
- ✓ **NEW!** Owners approved a ballot amendment in 2023 to comply with the Colorado Common Interest Ownership Act, allowing limited xeriscaping.
- ✓ Other than a temporary visitor, vehicles must be parked in the driveway.
- ✓ Fireworks are prohibited by city ordinance due to fire hazard.
- ✓ External television, radio, or other antennas are prohibited. (Small satellite dishes may be installed where not visible from the front of the home, and after approval by the Architectural Review Committee (ARC).
- ✓ External window-type air-conditioning units are prohibited.
- ✓ Vegetables grown outside the perimeter fence. Only in the backyard, please.
- ✓ Altering the fence. Fence repair expenses are shared by each neighbor.
- ✓ No damaged or non-operating vehicles in the driveway or street.
- ✓ Swimming in the irrigation ponds. Pond area is private property.
- ✓ No boats, trailers, non-operational, unlicensed, or unregistered vehicles, campers, recreational vehicles, or commercial vehicles shall be parked or stored on or adjacent to the side or back yard of any home.
- ✓ Boats or other vehicles may be parked to load or unload for 48 hours only.
- ✓ Motor homes may be parked to load or unload for a period of 48 hours only.
- ✓ No motorized vehicles shall be allowed to park around the common areas for a period of more than 48 hours.
- ✓ Soffit perimeter lighting shall be removed 15 days after Christmas.

**H. Are there guidelines for the maintenance and upkeep of our properties? Yes!**

- ✓ Trash cans are to be returned behind a fence within 12 hours after pick-up.
- ✓ Sidewalks are not to be obstructed by shrubs, branches, tree limbs, etc., which affect the full use and safety of the sidewalk.
- ✓ All fences to be maintained in good condition, ie, no broken boards, unsightly holes, leaning or propped boards, and no flaking, faded, discolored, or peeling paint.
- ✓ Fire hydrants are to be clearly visible from the street and unobstructed by shrubs, plants, trees, or any construction materials.
- ✓ The yard and house are to be kept in harmony with the neighborhood. No unsightly weeds, shrubs, or trees. No patchy or peeling paint/stucco.
- ✓ Shrubs and other growth should be trimmed so that it does not touch or extend beyond your property line.

**I. How do I report a possible covenant violation?**

To report an alleged violation of the covenants by submitting the covenant complaint form, found on the Knolls HOA website, to the Community Association Managers at CIC Management Solutions using [info@cic-hoa.com](mailto:info@cic-hoa.com). You may also call them at 970-549-9044.

**J. Who do I contact about my Assessments?**

Contact Les McPherson for questions about your Annual Assessment billing at 970-644-5330 or [lesmcperson62@gmail.com](mailto:lesmcperson62@gmail.com).

**For more information about the Knolls Master Association, the governing documents, its policies and procedures, and frequently asked questions, please visit the website at: [www.knollsmasterhoa.com](http://www.knollsmasterhoa.com)**