

BELLA VISTA TOWNHOUSE ASSOCIATION

# POLICY MANUAL

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## **Table of Contents**

### Administration

- Assessments - Owner Obligations

- Assessments - Association Obligations

### Utilities & Other Service Fees

### Grounds Maintenance Services

### Landscaping & Trees

### Drainage & Golf Cart/Storage Sheds & Meeting Facility

### Dwelling Maintenance

- Interior

- Exterior

- Painting

- Vinyl Siding

- Roofing

- Propane Tanks

- Approval

### Maintenance of Structures, Parking Pads/Driveways & Sidewalks or

### Access Walks

### Lake Access Stairs & Docks

### Parking, Recreational & Commercial Vehicles

### Carports

### Antennas & Satellite Dishes

### Cooking Grills

### Pets

### Refuse/Trash/Recycling

### Mailboxes/Postal Service

### Nuisance

### Suspension of Privileges

### Signs

### Important Phone Numbers

Welcome!

The Board of Directors and staff of the Bella Vista Townhouse Association (BVTA) are pleased to have you as a member of our community and the Association. As a townhouse owner, you are automatically a BVTA member.

The Annual assessment provides for regular grounds maintenance of BVTA limited common property including mowing, weed-eating, shrub & tree trimming, weed spraying in rock beds, leaf cleanup, maintenance of Court lights, operations facilities and infrastructure.

BVTA is governed by a seven-member Board of Directors, all of whom are deeded townhouse owners elected by majority vote of the membership. The Board meets on the third Wednesday of every month at 9 AM at our 2 Cora Office in Drake Courts and you are encouraged to attend. During the meeting, Board members and staff are available to answer questions or address issues that you may have.

Please take some time to read through this policy manual and familiarize yourself with your responsibilities as a townhouse owner along with BVTA's services and responsibilities to you.

As a resident of Bella Vista, you are governed by the City and subject to compliance with City laws and ordinances. As a property owner, you are a member of the Bella Vista Property Owner's Association and subject to compliance with BVPOA Covenants and Restrictions in addition to those of Architectural Control (ACC) and BVTA. For more specific information, please go online to BVTA's website [www.bvth.com](http://www.bvth.com), the Property Owner's Association [www.bellavistapoa.com](http://www.bellavistapoa.com), the City of Bella Vista [www.bellavistacityar.com](http://www.bellavistacityar.com), or ACC [www.bellavistavillageacc.com](http://www.bellavistavillageacc.com).

If you have questions, would like to schedule a time to meet with the Association's General Manager, or would like to receive "Townhouse Talk", our quarterly e-newsletter, please call the office at 479-855-9328 or email us at [officemanager@bvth.com](mailto:officemanager@bvth.com) or [generalmanager@bvth.com](mailto:generalmanager@bvth.com) . Please send mail correspondence to P.O. Box 5301, Bella Vista, AR 72714. For the latest information and updates, please visit our website at [www.bvth.com](http://www.bvth.com).

Sincerely,

Your Bella Vista Townhouse Association Board of Directors & Staff

# Administration

## Assessments - Owner Obligations

The BVTA is authorized by Article XII of the By-Laws to collect annual assessments. Payment may be made monthly, quarterly, semi-annually, or annually. Assessment installment payments are due the first business day of the month and incur a penalty if not received by the 15th and additional charges if not received by the 30th. Any returned checks are subject to a charge of \$30.00 plus bank fees. Owners are encouraged to use automatic bank draft as the method of payment. A form for initiating auto-pay is available from the BVTA office or online at [www.bvth.com](http://www.bvth.com). There is a \$100.00 Property owner transfer fee charged to cover administrative cost to transfer property to a new owner. All current assessment and fee schedules can be obtained from the BVTA office. Additional copies of this policy manual can be printed online at [www.bvth.com](http://www.bvth.com) or are available for purchase at the BVTA office for \$5.00 each.

## Assessments - Association Obligations

Utilize funds to maintain Limited Common Property as determined by the Board of Directors and finances available. Grounds maintenance includes, but is not limited to, mowing, weed-eating, shrub and tree trimming, weed spraying of rock beds, leaf cleanup and maintenance of facilities and infrastructure. Please direct all questions or requests for these services to the BVTA office.

Maintenance of a blanket liability insurance policy of \$2,000,000.00 on the limited common property and property insurance on the equipment and buildings which it owns. Payment of real estate taxes on the limited common properties, payroll and income taxes, if any. Payment of utility bills occurred in maintaining the limited common properties.

Maintenance of an office with up to date records of all transactions and expenses involving townhouse properties. Maintain for rent, by townhouse occupants, a limited number of golf cart/storage sheds.

## Utilities & Other Service Fees

In addition to fees set by the BVTA, you are also responsible for:

- Trash, electric, telephone, cable TV, real estate taxes and dwelling/household insurance.
- Village Wastewater (sewer system) is a separate corporation not connected to the BVTA. Fees are set and collected separately
- Bella Vista Property Owners Association (BVPOA) is a separate corporation not connected to the BVTA. Besides the POA assessment, this organization provides and collects fees for water service.

**Please be aware that you are responsible for repair or replacement of all utility lines including the main water and sewer line for your townhouse. Restoring BVTA limited common property damaged or disturbed as a result of utility work is also your responsibility. This includes adequately burying cable TV and telephone lines, so they are not cut or damaged by mowers or other equipment. BVTA is not responsible for any improperly installed utility lines broken or damaged by our employees or equipment.**

## Grounds Maintenance Services

BVTA primary services of mowing, weed-eating, shrub trimming, weed spraying and leaf cleanup are all performed on a regular cycle and scheduled on a court-by-court basis. We cannot and do not notify owners/residents when services will be performed, nor can we return, prior to the next regular cycle, if you don't want or were unable to provide service the day we're there. Trees are trimmed so riding lawn mowers can safely cut grass under the trees. If you don't want the tree trimmed it's your responsibility to maintain the yard at your

expense. If you elect to do your own maintenance the BVTA monthly fee must still be paid in full. If you request for BVTA not perform any of these services, please contact the BVTA office and you will be put on the "Do Not" list for that service for that cycle or the length of time you request.

**Please refrain from asking BVTA employees about other services while they are working, as we maintain a tight schedule and must perform services for all 1,048 townhouses. Instead, please call, email or stop by the office with your questions or requests.**

## Landscaping

Changes or additions to any landscaping on the **limited common property including but not limited to trees, bushes, shrubs, flowers, and plants are not permitted unless approved** by the BVTA General Manager.

BVTA will remove dead shrubs and bushes at the owner's request and may replant up to 5, no larger than 3-gallon in size, in rock beds, if provided by the owner. Please call the BVTA office in early spring for this service.

BVTA does not replace trees that die or require removal for any reason. Fertilizers and weed or pest control, watering of lawns and bushes are the responsibility of the owner.

BVTA is not responsible for any irrigation system, sprinkler heads, improperly installed lines or ornamental pieces broken or damaged by our employees or equipment.

## Trees -- Trimming, Removing & Planting

Townhouse owners can make written application to BVTA to trim or remove trees, underbrush, and vines in the immediate area surrounding their townhouse, at their own expense. If approved, BVTA must be notified when work is to be done and will monitor all work. No dirt work is allowed because of potential washout problems.

If an owner has trees removed, he/she is responsible for all cleanup. Any stump removal will be at owner's expense.

When a townhouse owner requests a tree be trimmed or cut down, BVTA will do the following:

1. If a tree is determined to be an 'imminent danger' to the townhouse structure, BVTA will trim or pay for the removal of the tree. If the owner wants the stump removed, it is at the owner's expense.

2. If the tree is determined to not be of 'imminent danger' to the townhouse structure, but the owner wants it trimmed or removed and the General Manager approves, it can be trimmed or removed at the owner's expense.

**BVTA does not replace trees that died, had to be cut down or removed. Owners may be permitted, with the approval of BVTA General Manager, to plant a replacement tree at their expense.**

## Drainage

Drainage issues are assessed on a case-by-case basis. Storm runoff from streets falls under the scope of street maintenance and is the responsibility of the City. Drainage issues and erosion resulting from roof runoff, clogged or damaged gutters or downspouts that do not properly divert water away from foundations or neighboring Townhouses, are the responsibility of the owner. In certain cases, BVTA will assist owners in alleviating drainage issues.

## Golf Cart/Storage Sheds

- BVTA members in good standing may lease Golf Cart/Storage Sheds. Currently the Association has 75 units, however, a waiting list is likely. For more information, please contact the BVTA office. Payment in advance is required.

# Meeting Facility

- BVTA members and their Tenant in good standing may use the meeting facility located at 2 Cora Circle in Drake Courts. The current charge is \$20.00 per use for each ½ day, full day or evening. Each additional day/event will be another \$20.00 charge. This fee is non-refundable and must be paid at the time of reservation. Contact BVTA office for reservation application.
- Security Deposit: A \$50.00 deposit is required and is fully refundable if the facility, including the outdoor area, restrooms, and kitchen, are cleaned, swept/vacuumed, and returned to "as was" condition.
- Equipment: Table, chairs and fully equipped kitchen. No audio/visual equipment available. (Table set up, etc. responsibility of applicant).
- Capacity: No more than 40 persons, per fire regulations.
- The person in Charge: Applicant must be present at all times when the building is in use. The building will be locked when not occupied.
- Gambling, smoking, drugs and pets are not permitted.

## Dwelling Maintenance

### Interior

All work including but not limited to, painting, plumbing, appliances, etc. shall be the responsibility of owner - no permit required by BVTA. Plumbing and electrical work may require a permit from ACC and/or the City.

### Exterior

All building or site modifications including but not limited to, carports; walkways; deck extensions, enclosures, and additions; awnings; painting; roofing; windows and doors require application and approval from BVTA, ACC and/or the City. Snow removal and cleaning of debris from walks, gutters/French drains, parking areas,



decks, and roofs are the responsibility of the owner. Construction of a fence of any kind is not permitted.

**If you incur personal property damage to your townhouse or vehicle as the result of felled trees/limbs or post-storm damage contact your insurance company immediately. This is deemed an Act of God and covered under property/casualty or auto insurance coverages. Please report dead/storm damaged trees to the Association for evaluation.**

## Painting

All individual buildings, whether they are one, two, three or four units must be, as near as possible, to the same color. If all units are not to be painted at the same time, the individual owner or owners are, upon approval of their application, responsible for the paint match. It is recommended that a chip from an inconspicuous place be taken to a paint store where it can be matched. In all cases, color selection must be within the range approved by the Bella Vista Architectural Control Committee (ACC). If the entire building is to be painted, then the approved color must be compatible and in harmony with all other buildings in the same court.

## Vinyl Siding

It is recognized that maintenance free exteriors are desirable. However, compatibility is a major factor in granting approval. It is most desirable to have an entire building done at one time. If that is not possible, then the approved color must be as close as possible to the rest of the structure, including the foundation. If the entire building is to be done at one time, the approved color must be compatible and in harmony with all other buildings in the same court. The installation of vinyl siding shall be vertical over vertical and/or horizontal over horizontal. All horizontal and vertical trim boards shall be capped with flat vinyl fascia panels (not lap panels) the same trim around windows and doors. Examples of trim boards are the 1x8's located at the bottom of the wood structure and concrete block foundation. Approved provision shall be made for a clean break

between units where a continuous common wall exists. All vinyl siding shall be grooved or textured.

## Roofing

It is most desirable to have all units in a single building be roofed at the same time. If this is not possible, then the approved color, texture and style must match as near as possible to the remaining roof. If the entire building is to be re-roofed, the approved color, texture and style should be compatible and in harmony with all other units in the same area. Existing shake roofs can be repaired only. If full replacement is required, it must be done with an architectural covering.

## Propane Tanks

Installation of LP gas tank(s), over 20 lb. capacity, for generators, heating, cooking or fireplaces must meet all State and Local requirements and be approved by the BVTA General Manager. Only (2) 100 lb. cylinders or (1) 420 lb. cylinder are permitted and must be located within 5' of the structure and screened from view.

## Approval

All exterior work must first be approved by BVTA and then submitted to ACC for final approval. Contact BVTA office for forms and instructions on proper procedures. All permit applications must be accompanied by a color sample and material sample, if applicable. A site visit will be made, and applications will be available for pickup within 2 business days. The Bella Vista ACC, as always, has final approval of any color, material, construction, etc. **PLEASE SECURE A PERMIT BEFORE STARTING!**

## Maintenance of Structures, Parking Pads/Driveways & Sidewalks or Access Walks

A member who has restricted use of BVTA Limited Common Property for that member's or his or her guests' exclusive use shall be responsible for the proper maintenance of structures located on that

property. Proper maintenance shall include the cost of structural maintenance or replacement of structures located on the Limited Common Property. Structures are defined to include carports, sidewalks, parking pads, retaining walls and railings, driveways, docks, ramps, bridges and other similar structures which are restricted in use to the member.

## Lake Access Stairs & Docks

Townhouse owners with only Limited Common Property between their townhome and the lake may seek approval to construct access stairs to the lake's edge and a dock. Stairs and the dock are to be placed as close to directly behind the owner's property as possible. Application must be made to the Townhouse Association and approval granted prior to obtaining a design permit from Architectural Control and construction permit from the City. As most lake frontage townhomes are in 'complexes', space may not be available to each individual property for the addition of stairs and/or dock. The Association reserves the right to deny or amend any request due to space restrictions and/or the number of existing stairs and docks. As lake access stairs cross Limited Common Property, they may be used by other members. Docks, however, are for the exclusive use of the owner. Owners are responsible for regular and proper maintenance to ensure the safety of stairs and docks. Failure to do so may result in repair or removal of stairs and the owner assessed the expense.

## Parking, Recreational & Commercial Vehicles

Two (2) spaces are allocated for each unit, however, these spaces may not always be together in front of the unit. Townhouse areas may have some visitor parking spaces.

No boats, motor homes, trailers, cargo trailers, campers, trucks over a ¾ ton or commercial vehicles are allowed to park in townhouse areas. In rare cases, special permission may be obtained from the BVTA General Manager. In some areas parking spaces are pre-assigned. If an unauthorized vehicle is parked in space pre-assigned to another unit, the owner of the pre-assigned parking space may, after a failed request to move the vehicle, have the

unauthorized vehicle moved at the owner's expense. Also, see Motor vehicles under Nuisance paragraph.

## Carports

Carports and front entry areas are not to be used for any type of exposed storage, including but not limited to appliances, trailers, boats, campers and other recreational vehicles.

## Antennas & Satellite Dishes

TV antennas only and satellite dishes less than 1 meter in diameter are permitted within FCC guidelines so long as they are in no way affixed on Limited Common Property or neighboring units. Please contact BVTA prior to installation.

## Cooking Grills

Standard propane barbecue grill tanks 17lb. capacity and under require no permit. For all larger tanks see section F under Building Maintenance. **Charcoal Grills are not permitted on wooden decks.**

## Pets

Pets must be walked on a leash and all droppings promptly cleaned up and properly disposed of. Fences of any kind including invisible fences, dog houses, runs, pens or chains are prohibited on Limited Common Property, in carports or on decks/patios. Pets defecating/urinating on decks/patios is a violation of City Ordinance 2008-03. Exotic pets must be kept inside at all times. Exterior pet habitats for domestic or feral animals are prohibited.

## Refuse/Sanitation Service

Republic Services provides contract sanitation service for the City of Bella Vista. Most Courts have curbside service; a few areas have dumpsters and all properties must subscribe to trash removal service.

If your area is curbside, poly carts with wheels and attached lids are provided with your service by Republic in either 95 or 65-gallon sizes. Please contact Republic at 1-800-431-1507 or via email at [COzarks@republicservices.com](mailto:COzarks@republicservices.com) with service or billing questions.

Keep your cart as close to your residence as possible and if you have a carport or garage, store your cart there. Please bag all trash, place it in the cart/dumpster, clean up any spills or messes that occur and as soon as possible, after pick-up, return your cart from the street.

Everyone is encouraged to recycle. The Bella Vista Recycling Center is located on the east side of Hwy. 71, immediately south of the Town Center exit on Pinion Buff Dr. Household items accepted include plastic, glass, steel & aluminum cans, cardboard, newspapers, and magazines.

## Mailboxes

Most Courts are served by locking, cluster-mailbox units. Renters can pick up the key from the rental office. A few areas have conventional mailboxes, supplied by the townhouse owner and are found grouped in convenient neighborhood locations, approved by the U.S. Postal Service. Contact the Bella Vista Post Office for lost keys or locking mailbox problems.

## Nuisance

In consideration of neighboring townhome residents, all loud noise, disturbances, music, musical equipment and amplifiers must always be kept inside. Outdoor activities on decks, patios and/or lawn areas must be kept to a minimum after 10:00 P.M.

**Fireworks are not permitted in townhouse areas at any time.**

Clotheslines are not permitted. Bedding, clothing, towels or other items are not to be displayed or hung on decks or railings. Mopeds, motorcycles, ATV's and/or other mechanized vehicles are to be used for transportation only, not racing, off-road or other sports activity in

townhouse areas. "Jungle gym" and other recreational equipment, including but not limited to, swing sets, trampolines, treehouses, fences, etc. shall not be situated on limited common property. Motor vehicles, golf cart trailers or other conveyances that do not display current registration or are otherwise inoperable and/or have not been moved for an extended time and appear to be abandoned constitute a nuisance. BVTA, upon such discovery of a nuisance conveyance, shall try to determine the ownership of said conveyance. The owner shall be notified that unless evidence to the contrary is received, or the property in question is removed within ten days, action will be taken by BVTA to declare the conveyance "abandoned". If the owner cannot be determined, posting of such notice on the conveyance and at the Townhouse office for ten days shall be deemed adequate notice. Upon such declaration and notice to the owner, BVTA will arrange removal of the conveyance at the owner's expense.

## Suspension of Privileges

All townhouse occupants, owner, renter, lessee and approved guests are expected to abide by all BVTA policies. The Board of Directors may suspend privileges of anyone found in violation of BVTA policy.

## Signs

Any sign stating, "For Sale", "For Rent" and/or "For Lease" either by owner or realtor cannot be larger than five (5) square feet in size or displayed over five (5) feet from any townhouse. Signs must be mounted on the structure or in an existing rock bed. It cannot be displayed on Townhouse Common Property and in any way that interferes with regular grounds maintenance. Only one sign per unit may be displayed unless the unit is on a golf course or lakefront, then a sign may be displayed front and rear. Signs found in violation or in unkempt condition will be picked up and taken to the BVTA maintenance building. No other signs allowed unless approved by the BVTA General Manager, ACC and/or the City.

# Important Phone Numbers (479) Area Code

Police, Fire, Ambulance Emergency 911  
Non-Emergency Police 855-3771  
Non-Emergency Fire 855-8048  
Bella Vista Townhouse Association 855-9328  
City of Bella Vista Administration 876-1255  
Republic Services (Trash) 1-800-431-1507  
Village Waste Water Company 855-7613  
Bella Vista Village Architectural Control 855-8080  
Bella Vista Property Owners Association 855-8000  
U. S. Post Office, Bella Vista 855-6121  
Village House (Adult Day Care) 855-4449  
Recycling Center 876-5343  
Animal Shelter 855-6020  
Riordan Hall 855-8170

This booklet is prepared for your convenience with the approval of  
*Bella Vista Townhouse Association* Board of Directors.

Adopted New Manual

**January 2010** - Eliminating references to recreation.

**April 2010** - Meeting Facility revised to reflect the change to allow alcohol and deposit increase to \$50.00

**July 2011** - Nuisance revised to reflect the change in dealing with abandoned or inoperable vehicles.

**May 2014** - Pets revised to include unsightly/unsanitary conditions  
City Ordinance 2008-03, pets defecating/urinating on decks/patios.

**June 2016** - Add - Lake Access Stairs & Docks

**October 2016** - Refuse & Recycle

**February 2018** - Change of approved Propane Tanks & installation requirements.

**January 2019** - Adopted an owner transfer fee of \$100.00, increased late fees & Cart Shed fees. Meeting Facilities revised to allow Owners with business ventures and a Tenant of Owners to rent facilities.

**September 2019** – Add - What to do about property damage due to trees or storm damage.

Bella Vista Townhouse Association  
PO Box 5301  
Bella Vista, AR 72714

Corporate Office location: 2 Cora Circle

Hwy 71 (I-49) exit 98, Lancashire Blvd West (Hwy 340),  
right on Dogwood Drive, right on Cora Circle

479.855.9328