

# COMMUNITY HANDBOOK

## OLDE IVY AT VININGS



Version 5.0 September 2022  
Olde Ivy at Vinings Neighborhood Association, Board of Directors

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## **Welcome to Olde Ivy!**

This Community Handbook provides information for all residents—both owners and renters. We hope it will help you move into Olde Ivy, settle in comfortably, participate in and enjoy our community.

Living in a shared community governed by a Homeowners Association can be a new experience for some residents. All residents—owners and renters alike—should read, understand and follow the governing documents at [www.oldeivy.org/governing-documents](http://www.oldeivy.org/governing-documents), which provide guidance on how to ensure that the Olde Ivy community remains an attractive, safe and desirable place to own and live.

The material in this booklet and other Olde Ivy communications is intended to provide useful information to our residents in a convenient shortened form. *It does not supersede the Covenants and other governing documents, which always have precedence over other documents.*

## Introducing Olde Ivy at Vinings

Olde Ivy consists of 295 residences grouped in three neighborhoods:

- **Condos** — On each side of the Log Cabin entrance gate, 28 two-story single-family homes with private entrances and detached garages comprise the Condos. Some have two bedrooms with a loft on the second floor; others have three bedrooms. Eight have covered porches and the rest have small balconies. The commercial condos—including the Goddard School—that front along Log Cabin Drive beneath the residential Condos are part of a distinct commercial condominium association, completely separate from and not a part of the Olde Ivy residential neighborhood.
- **The Manor** — The Manor includes 147 one-, two- and three-bedroom condo apartments in the seven buildings located along Ivy Ridge Drive. The buildings include three to five residential floors with a common interior entrance area. Each building has a common garage and is serviced by an elevator. The Manor represents nearly half of the Olde Ivy units.
- **Townhomes**—The Townhomes neighborhood includes 120 single-family homes of two to five bedrooms. Each has a distinctive multi-level design with a private entrance, attached garage and deck or patio. Townhomes are situated in small, attached row-house clusters. The larger courtyard units have enclosed garden areas.

## Mailing Zip Code and Address

The Olde Ivy zip code is **30339**. Although the Postal Service uses Atlanta as the *default* address within the Perimeter, it is fine for Olde Ivy residents to use Vinings. (From a real estate perspective, a Vinings address signals Cobb County and its lower taxes.)

## Governing Documents

The governing documents [www.oldeivy.org/governing-documents](http://www.oldeivy.org/governing-documents) are all available on the Olde Ivy website. The following Neighborhood Association documents apply to all Olde Ivy residents:

- Declaration of Covenants, Conditions and Restrictions for Olde Ivy at Vinings Neighborhood, Nov-19-1999
- Bylaws of Olde Ivy at Vinings Neighborhood Association, Inc.

In addition, each resident is bound by the governing documents [www.oldeivy.org/governing-documents](http://www.oldeivy.org/governing-documents) for their individual neighborhood: the Condos, The Manor or the Townhomes.

The material in this booklet and other Olde Ivy communications is intended to provide useful information to our residents in convenient, shortened form. It does not supersede the Covenants and other governing documents, which always have precedence over other documents. This booklet has been reviewed by the Board of Directors, but has not been formally adopted. *The governing documents of the community remain the definitive authority on neighborhood policy.*

The information in this booklet supplements the Olde Ivy website, available at [www.oldeivy.org/](http://www.oldeivy.org/), which will always have the most current reference information. The website includes the Olde Ivy governing documents.



# Governance of the Olde Ivy Community

Each of the three residential neighborhoods in Olde Ivy has its own governing sub-association. The three sub-associations are members of a master association, governed by a Neighborhood Board of Directors, which handles issues that are common to the entire neighborhood.

If you're unsure of which sub-association governs your unit, refer to the table below.

If your street address is...	Your sub-association is...
4750 - 4804 Ivy Ridge Drive	Condos
4805 - 4955 Ivy Ridge Drive	The Manor
2280 - 2293 Ivy Crest Lane 2300 - 2323 English Ivy Court 4602 - 4686 Ivygate Circle 4709 - 4744 Ivy Ridge Drive	Townhomes

Each sub-association elects a Board of Directors, which is responsible for managing the budget and expenses for that association. Each budget supports work on common elements within that neighborhood, for example, exterior painting and roof repair. Each association also holds an annual meeting, typically in early November, at which association elections are held and important matters are discussed.

The master Neighborhood Association manages the budget for shared community resources including the landscaping, roads, fencing and exterior gates, landscaping, amenities such as the pool and clubhouse, and expenses such as maintenance and insurance on those amenities.

With delegated authority from the Neighborhood Board of Directors, committees may assist with certain aspects of the property and community life. Olde Ivy residents do all committee work on a voluntary basis.

The Neighborhood Association and the sub-associations each employ a professional property management company, Access Management Group, to handle requests for maintenance and repairs, work orders, bill paying, receivables, accounting for the associations and so on.

The structure of Olde Ivy governance is laid out by the documents of condominium, bylaws and other documents. These documents are available through our neighborhood website at [www.oldeivy.org](http://www.oldeivy.org). Since these documents affect all aspects of life at Olde Ivy, it is important that you read and understand the documents for both your particular sub-association and for the master Neighborhood association.

Georgia Condominium law governs The Manor and Condos condominium associations. This means that the operation of their associations is subject to particular legal requirements, and that their residents have different legal rights and obligations than owners of the Townhomes.

Refer to the governing documents at [www.oldeivy.org/governing-documents](http://www.oldeivy.org/governing-documents) for details regarding your responsibility as an owner.

## Community Association Manager

As of December 2021 Olde Ivy began working with Access Management Group, a property management company. The Access Management Group's Community Association Manager, D'Ari Butler is dedicated to the Olde Ivy community, and is on-site Tuesdays and Thursdays by appointment.

His responsibilities include:

- **For the Neighborhood Board of Directors** and the sub-associations, the Community Association Manager assists with Board meetings, including agenda and budget preparation. The Community Association Manager coordinates maintenance and repairs, work orders, bill paying, receivables, accounting for the associations and so on.
- **For residents**, the Community Association Manager should be your first point of contact for information about your account, moving in or out of the community, concerns about common area maintenance and repairs, and assistance with leasing. In addition, contact the Community Association Manager regarding concerns about safety, gate access problems, or issues with the pool, fitness area and clubhouse. (Owners are responsible for maintenance of the interiors of their own units, as stated in the governing documents.)
- **For new residents** (and residents who are moving out), the Community Association Manager will coordinate setting up and canceling water and electricity bills. In addition, the Community Association Manager will make arrangements to have the Log Cabin Drive gate (and, for Manor residents, the garage gate) open for the movers. For Manor residents, the Community Association Manager will have elevator pads installed.

You can reach John by:

- email at [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com).
- phone at 770.802.8361, the main number for Access Management Group.

## Online Resident Portal

Access Management Group provides a Resident Portal on their website where Olde Ivy residents are encouraged to register. From the Access Portal, residents can access their account information, pay bills, update their profile information, and easily report common area maintenance issues. The link to the portal is <https://portal.accessmgt.com/>.

If you have questions about your account, billing, or trouble using the Resident Portal, please call the Access Management Group's office at 770.802.8361 for assistance.

## Register Online

To **register** online, you must use an initial temporary password from Access Management Group. If you have lost the email with that link, email D'Ari at [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com).

## Report Problems

**If there is an emergency** (life-threatening event, theft or fire), **call 911**.

For an **urgent** situation during office hours (elevator not working, a water leak in a building or the irrigation system, building access system not working, or any other issue that might present a danger to building residents), call Access at 770-802-8361.

A live operator answers Access Management Group phones during office hours: Monday-Thursday, 9:00AM-

5:00 PM, Friday from 9:00 AM-3:00 PM.

Calls to 770.802.8361 outside of regular business hours will be directed to a live answering service, whose operator will contact the on-call manager for assistance. Response times vary, but Access Management Group will endeavor to respond within 30 minutes of a call being received after-hours.

To report common-area maintenance issues, use the Requests button in the Resident Portal.

All requests, regardless of submission process, will be logged and tracked in the Access system.



# Access to Olde Ivy

When you close on your Olde Ivy unit, or sign a lease, you should receive the following along with keys to your unit:

- A black push-button remote that opens the entry gates to the community and, for residents of the Manor, the building garage gate.
- A gray or blue fob, used as a wand to open the pool area and the Fitness Center interior door. For Manor residents, the gray fob also opens the Manor building front door.

In addition, you will receive an entry code for the neighborhood gates and, for Manor residents, the front door of your building. You should change this code.

To obtain or replace any of these devices or codes, email the Community Association Manager at [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com).

All residents share a Neighborhood combination code to open the exterior door of the fitness center and restroom area. The same combination code opens a pedestrian gate in the perimeter fence on Log Cabin Drive. To enter the Fitness Center, use the gray fob.

Most residents use the black remote to open the Neighborhood gates on Log Cabin Drive and Beech Haven Trail, but you may also enter your personal entry code for your residential unit into the callbox.

Manor residents use either the grey fob or a personal entry code to enter the main building door. The side doors in Manor buildings that lead to the stairways have separate access codes that you may obtain from your Manor building representative.

Entry Point	Black Remote	Gray Fob	Personal Entry Code	*Special Entry Code
Neighborhood Gates	X		X	
Manor Front Door		X	X	
Manor Garage Gates	X			
Manor Side Doors				X
Pool Gates		X		
Fitness Center and Restrooms Exterior Access Door				X
Fitness Center door		X		
Pedestrian Gate				X

\*To obtain the special entry code that opens the Fitness Center and Restroom exterior access door and the Log Cabin Drive pedestrian gate, email the Community Association Manager at [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com). To obtain the special entry code for your Manor building side doors, check with your building representative.

## Olde Ivy Exterior Gates

The Olde Ivy exterior gates are closed most of the time to provide privacy to our residents. Gate programming

is intended to allow one vehicle to enter at a time. The gates will close after a programmed length of time.

During the commuting hours of 7:00 AM - 9:00 AM and 5:00 PM - 7:00 PM each weekday, the Log Cabin Drive gate is programmed to stay open. This policy speeds up the traffic flow during busy hours and saves wear on the gate mechanism. The gates may also be temporarily opened for Clubhouse or other events, or to accommodate residents as they move in or move out. However, a driver entering the property at the gate has no way of knowing whether the gate is programmed to remain open.

So, when entering Olde Ivy, use your black remote or enter an access code, even if the gate is open when you start to enter. Never attempt to “outrun” a closing gate, which may close on your vehicle, causing damage to your vehicle or the gate.

All exterior gates are monitored by cameras.

## Access for Guests and Services

The Access Call Function allows visitors to find your name in the resident directory at the Neighborhood gates and, when applicable, at your Manor building main door. Your guest can locate your name by scrolling through the callbox directory and pressing the Call button, which rings your designated phone number. To allow entry, press 9 on your phone. The gate or building door will open.

To arrange for the Call function, email the Community Association Manager at [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com). Include your address, unit number (for Manor residents) and the phone number for the gate system to use.

For a callbox shortcut, note the three-digit code that appears next to your name in the callbox directory. Your guests can enter this code to dial your phone directly. (It's like a speed dial shortcut.) You can use the same entry code for your Manor building front doors.

We encourage residents to limit the distribution of their entry codes as much as possible. For example, ask guests, service workers and others to call from the call box for access, rather than giving them an entry code. (Delivery services such as the Post Office, FedEx, UPS and newspaper delivery have their own entry codes.)

## Changing the Black Remote Battery

Removing a single screw opens the black remote for easy battery replacement. An interior sticker is also there with the transponder ID number if the outer sticker has been worn or removed.



Replacement batteries for the push button access fob are 12V type A23. These are available locally at most camera shops, groceries and pharmacies; they may also be ordered online.

## **Homeowner Association Dues**

The Board of Directors of each sub-association sets the monthly homeowner association dues for the units in the sub-association each year. Dues for each sub-association are based on a two-part structure, and include the **sum** of the following:

- A uniform amount set by the Neighborhood Association for each Olde Ivy unit. This money is forwarded to the Neighborhood Association and serves as the foundation of the Neighborhood annual budget to cover common expenses such as the roads, gates, landscaping, pool and clubhouse.
- An amount set by the sub-association where the unit is located. This amount is retained by the sub-association and is determined as follows:
  - For the Condos, Townhomes and, separately, for the Courtyard Townhomes, a uniform amount is contributed to the sub-association.
  - For the Manor, a customized amount is contributed to the sub-association, based on the square footage of the unit.

The Neighborhood Association and the three sub-associations each develop annual budgets, which are available online (at [www.olde.ivy.org](http://www.olde.ivy.org) and the Access Management Group portal [https://portal.accessmgt.com/home\\_v2/Login](https://portal.accessmgt.com/home_v2/Login)), along with monthly financial statements.

Boards evaluate the association dues each year. Depending on operating expenses and Reserve Fund planning, dues may be raised at the first of the year.

## **Paying Your Homeowner Association Dues**

You can manage your homeowner association dues each month through the Access Management Group or set up payment through your bank or credit card.

### **HOA Account Billing Statements**

You can choose to receive billing statements by:

- Annual coupon book
- Monthly mailed statement
- E-Statement. After registering at the Access Management Group Resident Portal ([https://portal.accessmgt.com/home\\_v2/Login](https://portal.accessmgt.com/home_v2/Login)), you can request a monthly email statement from your Account/Payments page.

### **Payment Options through the Access Management Group Resident Portal**

On your Resident Portal account page, you can sign up for the following:

- Automated bank draft—Monthly payments are automatically debited from your checking or savings account.
- Credit card or Debit card— Monthly payment or individual payments are debited from your credit or debit card. This transaction will incur a processing fee set by the bank.
- E-Check online—One-time payment debited from your checking or savings account.

## Other Payment Options

When setting up an account through your bank's online bill pay system or, if you choose to send payment by check via US mail (allow 5-7 business days), use the following address:

<Name of Your Sub-Association> at Olde Ivy at Vinings c/o Access Management Group  
PO Box 95247  
Las Vegas, NV 89193-5247

For assistance with the Access Management Group Resident Portal, email [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com) or call Access Management Group at 770.802.8361.

## Building Representatives (Manor Only)

Each building in the Manor has a volunteer building representative. The building representatives provide a communication link between Manor residents (owners and tenants) and the Community Association Manager, and also to and from the Manor Board of Directors. Occasionally, the Manor Board will ask the building rep to post important notices on the building bulletin board or to deliver a notice to each resident's door.

The Community Association Manager will provide your building rep's name and contact information available at closing or lease signing.

Be sure to give your building rep your phone number and email address, and an emergency contact name and number. (This is in addition to registering with the Neighborhood website to receive community emails and the newsletter.) Your building rep can also help you get acquainted with the community, so contact him or her with questions.

## Olde Ivy Communications

The Olde Ivy community maintains a website and a community email list and occasionally publishes a newsletter by email.

## Community Website

The Olde Ivy website, [www.oldeivy.org](http://www.oldeivy.org) contains information that will help you enjoy your new home. Please take some time to look at the website for information about many aspects of our community, including neighborhood policies that will protect your interests and those of your neighbors. You will find information about restrictions on parking and pets, as well as information about recycling, safety, insurance and much more. The Olde Ivy website also describes how Olde Ivy is organized, governed and managed. In addition, the website includes news items of interest to the neighborhood.

Certain website content such as Board meeting minutes and financials, and the Resident Directory, is protected behind a privacy wall. To be able to see all of the Olde Ivy content, all residents should visit the Oldelvy website and follow the instructions below to register.

## Registering with the Olde Ivy Website

Registering for the website is a two-step process, described below.

1. Complete the registration information on the website, including your email address.
2. Check your email for a verification message, and then click on the verification link.

The purpose of this two-step process is to ensure that your email address is correctly linked to the name and address you entered on the website.

**To register:** (To see all content pages, everyone must register on this new site even if they were registered on our previous site.)

1. At [www.oldeivy.org](http://www.oldeivy.org) click the "Log In" button in the main menu bar.
2. At the bottom of the resulting Log In window, click "Not a member? Sign up". The Member Sign-Up web page displays.
3. Complete the personal information fields.
4. Click the "I am human!" checkbox at the bottom of the page, and then click the "Next" button. The resulting page will instruct you to check your email inbox for a confirmation email containing a verification link.
5. Click the verification link within the email message. A website page which confirms that your email address is verified displays. From there, you can return to the Olde Ivy website and log in using your chosen email and password.
6. **Note:** To manage your personal information or change your password, log in using the "Profile" link at the bottom of the Log In window to access your Profile page.

Once you have registered, you can log in any time to see all material on the site. For example, each Board of Directors regularly publishes its meeting minutes and financials on the website.

## Community Emails

Access Management Group will issue email communications to residents. The Neighborhood Association BOD in conjunction with Access Management Group will send out invitations to community parties and other events.

## Community Newsletters

The Olde Ivy newsletter, *Olde Ivy Vine*, is published occasionally and is made available by email to all members of the community email list. You can find previous editions at [www.oldeivy.org](http://www.oldeivy.org). To view the newsletter on the website, you must be registered, as described in the section above.

The Townhomes Board distributes a monthly newsletter, *Talk of the Townhomes*, via email and posts it to the Townhomes Section of [www.oldeivy.org](http://www.oldeivy.org).

The Manor Board distributes a monthly *Manor Newsletter* that is posted in the elevators and on bulletin boards.

## Enforcement of Covenants

The Neighborhood and sub-association Boards support the covenants outlined in our governing documents [www.oldeivy.org/governing-documents](http://www.oldeivy.org/governing-documents). Resident complaints regarding covenant violations are forwarded to our Community Association Manager upon receipt. The Community Association Manager sends an initial letter to the resident (and to the owner, if the unit is leased) advising of the violation complaint. It is the owner's responsibility to respond to the violation letter.

If the Community Association Manager does not receive a prompt response, a second letter is issued. If the Community Association Manager does not receive a response to the second letter within 10 days, a final violation letter is issued. This letter advises the owner of the amount of the daily fine to be imposed by the Board until the following:

- The violation is corrected.
- The Community Association Manager has been informed of the correction and has verified it.

Ultimately, the owner is responsible for any fines.

Email the Neighborhood Board at [neighborhoodBOD@oldeivy.org](mailto:neighborhoodBOD@oldeivy.org) with your concerns or complaints about issues related to the Covenants.

Frequently occurring Covenants issues involve parking, signs and pets.

## Parking

Parking in most parts of the Neighborhood is limited, so it's important that you understand that your vehicle or your visitor's vehicle may be towed if it is in violation of our parking policy.

### Parking Throughout the Neighborhood

The Neighborhood Association enforces parking regulations set out by signs, red markings on curbs to indicate fire lanes, and other restrictions, and may tow out-of-compliance vehicles or otherwise cite violators.

Generally:

- Parking is restricted to garages, driveway pads, and designated parking areas. When parking on driveway pads the residents or guest vehicles may not extend into the right of way.
- Residents must use the parking spaces assigned to their units for their own vehicles. Reserved parking spaces are labeled with the unit number.
- Guest parking is limited, but available in labeled guest spaces. Residents should not park in these spaces or in unmarked spaces.
- Residents may not park boats, trailers or recreational vehicles such as RVs and motor homes in the Community.

### Immediate Towing

- Any vehicle parked against a red curb or a designated fire lane is subject to immediate towing. This is a Fire Department regulation to ensure access for emergency vehicles. Additional fines will also be applied to the homeowner for a violation related to parking in a Fire Lane.
- Any vehicle parked on a grassy or unpaved area will be towed immediately.

### 24- Hour Notice Sticker Followed by Towing

A sticker with a warning notice will be placed on a vehicle, and it will be towed in 24-hours if it:

- Does not have a current license tag or is obviously inoperable.
- Is parked for more than 14 days in a non-reserved or guest parking space.

If your car is towed, email the Community Association Manager at [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com) or call Access Management Group at 770.802.8361.

### Parking In the Different Sub-Association Areas

- **Condos**—Each Condos unit has one garage space and one marked, assigned parking space. Residents must park their first vehicle in their garage and then use the assigned space for an



additional vehicle. The Condos Covenant prohibits residents from using the garage space for storage. The second level above each garage was designed to provide abundant storage space. This applies to rental situations as well, where owners must make the empty garage space available to their tenants. Guest parking spaces are reserved for visitors. Residents should not park in these spaces or in unmarked spaces.

- **Manor**—Parking spaces in the Manor garages are all assigned to specific units. Some units have two spaces assigned. Residents may not park in a space assigned to another unit without the owner's explicit permission. Residents may not store anything other than a parked vehicle in the garage area. Instead, all storage is limited to the assigned locked storage space for that unit.
- **Townhomes**—Townhome residents must park their vehicles in the garage associated with their unit or on the driveway pad in front of or behind their own unit only after both garage spaces are used for vehicles. They may not use the garage for storage or any other purpose, if that use leads to parking a vehicle in guest or other parking spaces.

## Disabled and Stored Vehicles

Olde Ivy does not allow disabled or stored vehicles to be parked outside on the property. (You may store a disabled vehicle in your garage, if you are not parking an additional vehicle elsewhere in the community.) A vehicle is considered disabled if it:

- Does not have a current license tag or is obviously inoperable.
- Remains on the property for 14 consecutive days without being moved.

If a vehicle parked outside is deemed disabled or stored, a notice will be placed on the vehicle stating the nature of the violation and warning that the vehicle will be towed after 24 hours. The vehicle will be towed after the warning period.

## Parking for Clubhouse Events

For private events at the Clubhouse after work hours in the evening or on weekends, hosts must direct their guests to parking outside of the gates, for example, in the commercial spaces along Log Cabin Drive.

Guests may not park in commercial spaces during work hours. In some cases, hosts may prefer to request their guests to use taxis or services such as Lyft or Uber.

## Pets

Pets are welcome at Olde Ivy, with certain restrictions set out in the Olde Ivy governing documents. For example, you may not have a Pit Bull, Rottweiler, or a pot-bellied pig.

- Your dog **must be on a leash at all times** when out in the Neighborhood.
- You must clean up after your dog. Use one of the 17 dog waste stations located throughout the Neighborhood.
- Steer your dog to the pine straw, avoiding burned-out patches in the grass.
- Keep pets out of flowerbeds.
- Ensure that your dog does not bark and bother your neighbors.

## If you live in the Manor

Residents are urged to take their pets in and out through the garage, rather than over the carpeting to get to the frontdoor. The Manor governing documents, [Declaration of Condominium for The Manor at Old Ivy, 01-17-](#)

2003; [By-Laws of the Manor at Olde Ivy Condominium. 01-17-2003](#), **DO NOT REQUIRE** that residents take their pets in and out of the building via the garage, but **IT IS A COURTESY** to your neighbors to do so.

Please steer your dog away from the common entrances and towards the pine straw to avoid damaging the grass and flowerbeds.

Additionally, you must keep your dog on a leash when in the common areas of your building.

## Bird Feeders

As much as we all enjoy the sight of wild birds around a feeding station, we can't have bird feeders at Olde Ivy without also attracting pests. Bird seed, hanging suet baskets, corncobs, or any other kind of treat you may wish to put out for the birds—whether in a hanging feeder or spilled out onto the ground—are prohibited.

## Speed Limit

**The speed limit at Olde Ivy is 15 miles per hour.** Many of our residents are walkers and runners, while some use motorized wheelchairs. Some families enjoy walks with the baby in a stroller. There are many dog walkers. There are plenty of blind curves.

Please drive slowly and with great care. Remember to stop at the clubhouse stop sign, and to stay to the right on divided roadways.

## **Olde Ivy Amenities**

Olde Ivy residents enjoy use of the Fitness Center and pool, as well as the Walking Trail and landscaped grounds. In addition, the Neighborhood Boards and committees use the Olde Ivy clubhouse for meetings and parties. It is also available for social events hosted by residents. Information about hosting private social events such as holiday parties, receptions, and celebrations is available on the Olde Ivy website.

### **Clubhouse**

The Olde Ivy clubhouse is a wonderful space for the entire community. It is available for use by the residents of Olde Ivy for social events. Residents may reserve the clubhouse for private events, subject to availability and policy. The Clubhouse may not be used for any business or commercial purposes.

To use the clubhouse for a private event, follow the requirements outlined in the [Clubhouse Rules and Agreement](#).

### **Reserving the Clubhouse**

Send rental requests or questions to our Community Association Manager, [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com). Requests must be submitted two weeks in advance of the event date. The fees include a non-refundable usage fee and an additional damage/extra cleaning deposit that is refundable if there are no damages or extra cleaning required. Residents will also be required to acquire a liability insurance policy for their event. Information regarding this requirement is outlined in the [Clubhouse Rules and Agreement](#).

Once your request has been received, the Community Association Manager will contact you with detailed information on the rules and requirements, payment options, receiving the signed agreement, and using the Clubhouse key lockbox on the day of your event.

Do not give your personal entry code to your guests. To arrange for a special one-day access code for the entry gate at the Clubhouse, email [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com).

### **Internet Availability around the Clubhouse/Pool/Fitness Center Areas**

WiFi is available in the Clubhouse, pool area and fitness center. For current WiFi access information, check the bulletin board in the Fitness center, and also inside the television cabinet door in the clubhouse main level.

### **Parking for Clubhouse Events**

For private events at the Clubhouse after work hours in the evening or on weekends, hosts must direct their guests to parking outside of the gates, for example, in the commercial spaces along Log Cabin Drive.

Guests may not park in commercial spaces during work hours. In some cases, hosts may prefer to request their guests to use taxis or services such as Lyft or Uber.

### **Fitness Center**

The Fitness Center provides 24-hour access to all adult residents (please, no children under 18, guests or trainers because of insurance limitations). It includes a variety of workout machines, including treadmills, elliptical trainers, and weight machines.

Enter the access code to access the Fitness Center building and use the gray or blue fob to enter the Fitness Center itself. To obtain the Fitness Center building access code, email [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com).

Complete Fitness Center rules are on the Olde Ivy website (use the website Search function for “FitnessCenter Rules”), but please be aware that no children under 16 are allowed in the center. Personal Trainers are not permitted.

## Pool

The Olde Ivy pool is open to all residents from approximately May 1 to approximately September 30. Hours are 6:30 AM to 11:00 PM. There is no lifeguard, so pool safety is entirely your responsibility.

Use the gray or blue fob to enter the pool area. Please remember:

- No glass or other breakables in the pool area. Broken glass is dangerous and requires a major professional cleaning effort that may require draining the pool.
- Resident family guests may include the resident’s children, grandchildren, siblings and their children. A resident may host two non-family guests.
- No children under the age of 16 are permitted without a parent or responsible adult in supervision.
- The ratio of under-16 children to supervisors must be no greater than five to one.
- Children under 3 must wear swim diapers or other protective pants (Cobb County Department of Health requirement).
- No smoking in the pool area.
- Alcohol consumption in moderation. (No glass bottles allowed.)
- Emergency phone is located on the column nearest the pool steps.

Please be sure to review the pool rules available on the Olde Ivy website.

## Walking Trail

The Olde Ivy walking trail is a loop, approximately a third of a mile long, located in the middle of the neighborhood. It is accessible from a stairway near the pool area and several stairways near The Manor buildings. Pet waste stations are also available at the entrance and exit points for the walking trail.

# Utilities, Recycling/Trash, Deliveries, Home Security

## Gas

Gas installations and billing arrangements vary by sub-association. In addition, they depend on the choice of appliances within the unit. Here is a summary of your options for gas.

If you live in the:

- **Condos**—Gas is not available.
- **Manor**—The cost of gas usage for cooktops and fireplaces is included in the monthly Association dues. There are no sub-meters for individual use of gas and therefore no individual unit bills for gas.
- **Townhomes**—Each townhome has a connection for gas and a gas meter. However, gas and electric installations vary greatly among the townhomes, many with a combination of both gas and electric appliances. Townhome unit owners are billed directly for gas and electric usage.

Note: Atlanta Gas Light is the provider for all gas in the metro Atlanta area, but is not a gas provider to residential customers. Resellers buy gas from AGL and resell it to individual customers. If your Townhome unit uses gas, contact one of the local gas resellers to arrange for service, including a transition for billing from the previous account holder. Continuity of service is highly desirable, because gas resellers require inside access to re-light pilots if service has been interrupted. For a list of gas resellers in this area, see [www.eastcobb.com/information/utilities/](http://www.eastcobb.com/information/utilities/) for a list of utility companies that provide gas service to Olde Ivy.

### **Gas leaks Gas leaks can be CATASTROPHIC.**

A bad gas leak could result in an explosion that could not only destroy a condominium, but an entire building. We ask that you please take note of these safety tips:

If you leave your home, make sure the gas stove is turned off.

- If you leave for extended periods, make sure the gas stove is off and have someone who can check your unit if needed (a friend or neighbor).
- If anyone is going into your home while you are away (house guest, housekeeper, pet sitter, etc.), make sure they double check that everything is shut off prior to leaving.
- When igniting gas, make sure the flame is lit before walking away.
- If you turn the burner on and it does not ignite, make sure to turn it off. Gas may still be flowing.

### **If you smell something, say something.**

If you smell gas, call the emergency number for Atlanta Gas Light at 877.427.4321. Or call 911.

For issues with a unit gas fireplace, call Graves Fireplaces at 770.887.0701 or Spectrum Gas Solutions at 678.432.608

## Electricity

Charges for individual electricity usage are based on meters installed for each residential unit. Georgia Power provides electricity services.

Georgia Power provides individual billing for Olde Ivy residents. You can call the Georgia Power Customer

Service number at 888-660-5890 with any questions about your account.

For new residents, email to set up your electric bill. Depending on when you move in, your first bill may not arrive for several weeks.

## Water and Sewer

Olde Ivy obtains water from the Cobb County Water System. Charges for individual water and sewer usage are based on the water meter sub-meter transmitter installed for each unit.

Individual billing for Olde Ivy residents is handled by Conservice. Call the Conservice Customer Service number at 844-824-0022 with any questions about your account.

For new residents, email [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com) to set up your water bill. Depending on when you move in, your first bill may not arrive for several weeks.

If you think that you may have an issue with your reported water usage, please read and follow the suggestions in Water Usage on page 32.

## Television and Internet Services

Various companies provide cable television, internet (broadband or DSL) and residential phone service for Olde Ivy residents.

Olde Ivy has a preferred provider relationship with Spectrum Communications—for cable television, broadband internet and residential phone services, but you may select any other provider that services Olde Ivy.

## Satellite Installation In the Condos and Townhomes

Residents of the Condos and Townhomes can use DIRECTV satellite services. To set up satellite services, call DIRECTV at 800-622-0119.

**BEFORE YOU INSTALL:** Small satellite dishes may be installed on your unit, but you must check with the [neighborhoodBOD@oldeivy.org](mailto:neighborhoodBOD@oldeivy.org) before signing a contract. The Neighborhood Board must provide prior approval of all dish installations.

## Wired Internet in the Condos

In the Condos, you may set up wired Internet through AT&T. Because AT&T cancelled their project to bring wired services throughout the community, this does not apply elsewhere in the community.

## TV and Internet Options in The Manor

The following companies provide cable television, Internet (broadband or DSL) and/or residential phone service for Manor residents:

- Spectrum (formerly Charter Communications) provides cable television, Internet and residential phone services. To set up services, call 888.438.2427.
- DIRECTV provides satellite television service and can set up bundled Internet service. Each Manor building has a DIRECTV satellite dish. (Manor residents may not install individual dishes.) To set up service with DIRECTV, call 800.622.0119. When calling, identify yourself as living at The Manor-Olde Ivy



Condo, an MTU Community, dealer ID 1716345. You can provide the dealer ID or your Olde Ivy address.

- AT&T provides telephone, wireless Internet service and streaming service. AT&T does not provide any wired services in the Manor. To set up service, call 844.296.2124.

Please be aware that the individual service providers make the decision as to whether or not to provide service in Olde Ivy. The Board does not prevent any service provider from doing so.

## **Access to the Electrical and/or Cable Room (Manor Buildings Only)**

Manor buildings have various configurations, but generally, the electrical room in the garage area is locked. In some buildings, the building cable connections are also in this room. The key for the locked room is stored in a small locked box outside of the room. For the key code, contact your Manor building representative.

## **Home Security Systems**

During construction, John Wieland Homes installed a home security system in each residence. To activate a system and initiate security monitoring, contact a private security contractor.

If you activate the system in your unit, you must register it with the Cobb County police. Registration gives the police contact information in case of emergency. Begin the registration process at [cityalarmpermit.us](http://cityalarmpermit.us).

If you have issues with online registration, call 888.535.4535

For more information, call the False Alarm Reduction Unit at 770.528.3819.

## **Newspaper and Package Delivery**

Home delivery is available for the following newspapers (arrange for delivery directly with the newspaper when setting up your subscription):

- The Atlanta Journal-Constitution
- The New York Times
- The Wall Street Journal
- Marietta Journal (except to units in the Manor)

The US Postal Service, UPS and FedEx all deliver packages directly to your unit, even in the Manor.

## **U.S. Postal Service**

Although the Postal Service uses Atlanta as the default address, Olde Ivy residents may also use Vinings, GA 30339. (From a real estate perspective, a Vinings address signals Cobb County and its lower taxes.)

## **Lost Mailbox Keys and Other Post Office Issues**

For information about lost mailbox keys, post office delivery issues, stamps, etc. can contact the United States Post Office that services Olde Ivy at 770.818.9674 or go to the:

Cumberland Carrier Annex  
1901 Terrell Mill Rd  
Marietta GA 30067

# Trash Collection and Recycling

## Trash Collection

Trash is collected on Fridays in the Condos and Townhomes. It is collected twice a week (Tuesday and Friday) in the Manor.)

Cobb County requires that all trash be placed in plastic bags that are secured with a drawstring or other closure.

Condos and Townhomes residents must put their trash bins out on collection mornings and remove them that evening.

## Recycling

Single stream recycling (except for glass) is available throughout Olde Ivy. Pickups are every two weeks, early on a Friday morning (before the regular trash pickup). When trash pickup is adjusted for holidays, so is the recycling pickup.

Recycling rules are printed on each recycling bin or container. A few important reminders:

- You must break down and fold cardboard boxes. Please remove plastic or other non-paper packaging material from the cardboard boxes before leaving them for removal. (Place these items in the trash.)
- Recycled items must be clean of food: no pizza boxes! Rinse cans and plastic jars and bottles so no food is left to attract unwanted visitors.
- **No glass**, plastic bags, pizza boxes or Styrofoam are allowed in the Recycling bins. Place these items (bagged) in the trash container. The presence of glass in a recycling bin may be considered to contaminate the entire load of recycling items.

## Recycling Availability

If you live in the:

- **Condos**—Residents contract individually with Custom Disposal for recycling pickup. Each contracted unit has recycling bins. Residents are asked to place them curbside in time for the pickup and return them to the unit garage within 24 hours.
- **Manor**—Large recycling bins are available in each Manor garage.
- **Townhomes** —Each unit has recycling bins. Residents are asked to place them curbside in time for pickup and return them to the unit garage within 24 hours.

## Disposal of Appliances and Furniture

Please be aware that the trash haulers will not take televisions, appliances, furniture, computers and other such items. Make arrangements to dispose of these items on your own. The Association must pay additional fees to have these items removed from the property when left by the recycle bins or in the trash room and that's not fair to your neighbors.

Cobb County has various waste disposal facilities that you can use for these and other items, including glass (for hardcore recyclers). For information, check [www.cobbcounty.org/keep-cobb-beautiful/waste-disposal](http://www.cobbcounty.org/keep-cobb-beautiful/waste-disposal) of Paint Cans

The trash haulers will not take unused paint or empty paint cans. If you use a painting contractor, ensure that

the contractor removes all paint cans. The trash haulers will not take unused paint or empty paint cans. If you use a painting contractor, ensure that the contractor removes all paint cans.

If you need to dispose of paint cans yourself, here are a couple of options:

- Atlanta Paint and Disposal (404.333.8763) will come and pick up paint. There is a fee for disposal.
- Benjamin Moore Paint at 1108 Chattahoochee Ave. will accept your paint cans.

## Your Moving Day (In or Out)

Before your moving day, email the Community Association Manager at [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com). You can request a temporary Neighborhood gate entry code for your moving van driver to use at the Log Cabin Drive gate.

## Restrictions on Moving Vans and Trucks

Please be aware of the following IMPORTANT restrictions on moving vans:

- Trucks and vehicles with trailers must NOT use the Beech Haven Trail exit gate, due to a sharp turn. They MUST use the Log Cabin Drive gate instead.
- Use of 18-wheel vehicles is discouraged because of the narrow roads and tight turns in the Neighborhood.
- If your mover plans to use an 18-wheeler, you must obtain prior approval from the Community Association Manager before the truck enters the neighborhood.
- Your moving van must not block driveways or parking places, or park in a fire lane (marked by red curbs and fire-lane signage). If necessary, request your driver to move the van.

Be sure to alert your moving company and van driver about the gate restrictions. Ask them to take extra precautions when driving in the Neighborhood.

## Portable Storage Units

When moving in or out, you are allowed to have a single portable storage unit (PODS unit) in a parking area at one time. The PODS unit may be parked at Olde Ivy for no more than three days. If you plan to park one of these units at Olde Ivy, please notify the Community Association Manager, [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com).

## If you're moving into The Manor

Since Manor residents live in buildings with shared facilities such as the garage and elevator, there are some special issues to be aware of. Residents moving in or out of the Manor must provide the Community Association Manager with a deposit to cover any potential damage to the elevator or other common spaces.

Before your moving day, email the Community Association Manager at [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com) to pay your deposit and request that your building garage gate remain open during the hours you plan to move in or out. The Community Association Manager will arrange for protective elevator pads be hung in your building elevator. Residents are responsible for any elevator damage, so think of the pads as protecting your own interests

On your moving day, please use the garage entrance, rather than the front door of the building, to move your furniture and other possessions.

Two carts are available in each Manor garage. Use these carts for your move, but please be sensitive to other

residents, who may also need them that day for groceries and such.

## Getting Rid of Moving Materials

To avoid overwhelming the recycling bins and garbage bins and dumpsters, you have several options for getting rid of your moving boxes and blankets:

- Arrange for your moving company to remove your moving boxes and blankets.
- Take the broken-down boxes and the moving blankets to a U-Haul or similar location for free reuse by their customers.
- **Do not discard moving blankets in the trash**, as they are not recyclable and will take up too much room in the garbage bins.

The nearest U-Haul facility is located at Your Extra Attic Storage at 2909 Log Cabin Drive. There is also a U-Haul at the corner of I285 and exit 15 (South Cobb Drive).

## Recycling Moving Boxes

If you live in the:

- **Condos** — If your unit has a recycling bin, stack your broken-down boxes in or near the recycling bin on the day of the early-morning pickup. If you do not have a bin, check with a neighbor to see if you can place your broken down boxes in or near their recycling bin on the day of the early-morning pickup. See Recycling on page 21 for more information.
- **Manor** — Large recycling bins are available in each Manor garage. If room is available, place broken down boxes near or behind the recycling bins in the Manor garage. Please do not overwhelm the recycling bins with your moving boxes, even if they are broken down.
- **Townhomes** — Each unit has recycling bins. Stack your broken-down boxes in or near the recycling bin on the recycling pickup day.

For all associations, Recycling pick-up is every other Friday (with an adjustment for holidays). Since they can be bulky, please don't discard moving materials until the day before pickup. Recycling pickup is early in the morning – on the same day, but in a separate truck from Friday trash pickup.

## Insurance Deductibles

Each sub-association has specific insurance deductible requirements, described below. **Please be aware that neither you nor the Community Association Manager has the legal authority to file an insurance claim on any Olde Ivy association's policy.** If you have any insurance issues, please contact your sub-association Board directly.

If your insurance agent requires additional information on the Master Policy for The Manor at Olde Ivy Condominium Association, please contact our insurance agent Kurt Lillie, Account Associate, at Bouvier Insurance Agency at 860.841.9909 or [kliilile@binsurance.com](mailto:kliilile@binsurance.com).

## Condos Insurance Deductible

There currently is a \$2,500 deductible on the Condos community insurance policy. This means that, as an owner who suffers damage from a covered casualty, you would be responsible for the first \$2,500 of any claim on the community policy. (The community insurance deductible is subject to the deductible for your individual policy.)

To provide appropriate coverage for a covered casualty, you may want to consider the following:

1. Ensure that, at a minimum, your Condominium HO-6 policy insurance policy includes the following:
  - a. The contents of your unit plus any upgrades or improvements within your unit.
  - b. A minimum of the Association's deductible amount—currently \$2,500—on LOSS ASSESSMENT.
2. List the Olde Ivy at Vinings Condominium Association, Inc. as an "Additional Interested Party" on your policy. This addition does not cost you anything; rather, it ensures that the Association is copied on changes to your policy and annual renewals.

IMPORTANT: Contact Bouvier Agency agent Kurt Lillie at 615-610-6038 ext. 107 or email [klillie@binsurance.com](mailto:klillie@binsurance.com) with any questions or for guidance on suitable coverage based on the Condos Association insurance policy.

### Manor Insurance Deductible

The Manor community carries an overall insurance policy with a deductible of \$25,000 per occurrence. The community insurance deductible is subject to the deductible for your individual policy. If damage occurs in a Manor unit, owners are liable as follows:

- Association insurance is on a special form, Guaranteed Replacement Cost basis, subject to a \$25,000 deductible per occurrence for damage other than water damage.
- **\$75,000 deductible for any damage resulting from water intrusion or leak damage from washing machines, toilets, showers, sinks, dishwashers, HVAC condensate lines, hot water tanks, water lines within the unit, refrigerator water lines, and activated fire sprinkler heads.**

Should there be damage to multiple units from one occurrence, the insurance deductible is proportioned to the number of units affected. For example: In the event of water damage to five units, the deductible for each unit would be proportioned as one-fifth of the \$75,000 or \$15,000 each.

To provide appropriate coverage for a major event, you are required to do the following:

1. Ensure that, at a minimum, your Condominium HO-6 policy insurance policy includes the following:
  - a. The contents of your unit plus any upgrades or improvements within your unit.
  - b. A minimum of \$10,000.00 on LOSS ASSESSMENT.
2. List The Manor at Olde Ivy Condominium Association, Inc. as an "Additional Interested Party" on your policy. This addition does not cost you anything; rather, it ensures that the Association is copied on changes to your policy and annual renewals.

IMPORTANT: Contact Bouvier Agency agent Kurt Lillie at 615-610-6038 ext. 107 or email [klillie@binsurance.com](mailto:klillie@binsurance.com) with any questions or for guidance on suitable coverage based on the Manor Association insurance policy

### Townhomes Insurance Deductible

There is a \$20,000 deductible per occurrence under the Townhome Association insurance policy that covers buildings. Be sure that your insurance policy covering the personal property/contents of your home also has "building" or "dwelling" coverage at the very minimum equal to the \$20,000 Townhome Association policy deductible, subject to your policy deductible. While the Townhome Association is responsible for most covered exterior damage, you are responsible for damage to the building structure within your unit up to the Townhome Association deductible.

The insurance policies (your individual policy and the Townhome Association policy) provide complete details and exceptions. Nothing stated above changes the actual coverage provided by the Bouvier Agency Townhome Association insurance policy or your insurance policy. The policies will always dictate the actual coverage.

Important: Contact Bouvier Agency Agent Kurt Lillie at 615.610.6038 ext.107 or in writing at [klillie@binsurance.com](mailto:klillie@binsurance.com) if you have questions or need guidance on suitable coverage based on the Townhomes Association Insurance.

## Leasing at Olde Ivy

When you lease a unit at Olde Ivy, you must abide by the governing documents at [www.oldeivy.org/governing-documents](http://www.oldeivy.org/governing-documents). These documents contain important information about life at Olde Ivy, including rules and regulations that apply to all residents, whether owner or renter. Since landlords are responsible for their tenants, they must make sure their tenants understand and abide by the covenants.

All three sub-associations (Townhomes, Condos and The Manor) have contracted with **Rental Monitoring Solutions (RMS)** to assist in managing units being leased. RMS processes background and credit checks for prospective renters. RMS collects a fee from the unit owner for this service.

Owners must be in good standing with their association dues, water bills, etc.

To obtain a leasing permit, apply through RMS. If you have any questions related to leasing your unit, please email [contact@rmsassist.com](mailto:contact@rmsassist.com) for information.



## **General Information**

### **Exterior Decorations**

The Neighborhood strives to maintain a cohesive look throughout. Thus, there are restrictions of various kinds, including on the landscape as noted in the Landscape section below. Further, the Covenants document at [www.oldeivy.org/governing-documents](http://www.oldeivy.org/governing-documents) states that:

“Any planting may be done only with the prior written approval of the Board or its designee or in accordance with the guidelines previously established by the Board or its designee. No vegetable garden, hammocks, statuary or recreational equipment (including basketball goals) may be placed, erected, allowed or maintained within the Community without the prior written consent of the Board or its designee.”

The Covenants do allow for “reasonable seasonal decorative lights” between Thanksgiving and January 15. Otherwise, residents are urged to avoid placing decorative items outside of their units.

Be sure to check the specific Covenants document (for the Condos, Manor or Townhomes) at [www.oldeivy.org/governing-documents](http://www.oldeivy.org/governing-documents) information related to your sub-association.

### **Architectural Modifications**

Olde Ivy maintains a consistent architectural look throughout the community.

Please be aware that ANY exterior modification requires approval of your sub-association Board, even if you feel you are not changing the look of the building. To request approval, submit a completed Architectural Review Form to the appropriate sub-association Board.

The Board must approve both materials and appearance, as well as confirm that the vendors you select are licensed and insured.

Generally, no exterior modifications are permitted for Manor buildings.

### **Screen Doors**

You may install “invisible” or retractable screen doors in your unit, including Manor units. When opened, a magnet secures the screen door on the frame. When closed, the screen retracts into a side unit, where it is almost invisible from the outside. This helps preserve the uniformity of the Olde Ivy buildings.

In the Townhomes, you may put a retractable screen on the back door only.

### **Building Modifications in The Manor**

If you plan to do any major renovations such as window replacement, you must submit a completed Architectural Review Form to the Manor Board for approval. On this form, you include formal approval from any neighbors whose units are adjacent to yours: above, below, or on either side, as relevant.

### **Bedroom Flooring in The Manor**

The policy as written in the Manor Declaration of Condominium states that bedrooms carpeting may **NOT** be replaced by hard-surfaced flooring material on any floor above the ground level. The primary purpose of this policy is noise control for the unit underneath.

The no-hardwood floor policy has *not* been applied in the following situations:

- A bedroom in a unit on a ground floor, because there is no unit underneath to be disturbed by noise.
- A room that does not contain a closet. Such rooms, often used for offices, are not legally bedrooms.
- A unit that was initially sold by the John Wieland Company, where additional hardwood flooring options may have been offered.

Although there is a provision and process for requesting a variance, no Manor Board has granted a request for this variance.

## Landscaping

The Neighborhood Board uses a professional landscaping company to perform all landscaping work. The Neighborhood Board manages this work. If you have a questions or concern about the landscape, please email [neighborhoodboard@oldeivy.org](mailto:neighborhoodboard@oldeivy.org).

The Neighborhood owns all permanent plantings, including trees and shrubs. Residents may **NOT**:

- Remove or replace these plantings.
- Plant additional trees or shrubs.

The Neighborhood Board has the right to remove any unauthorized plantings from the Neighborhood and will bill the owner for replacing or removing any unauthorized plants.

### If you live in a Townhome Courtyard unit

Townhome Courtyard owners are responsible for maintaining the private garden area that is attached to their units. Many Courtyard owners contract privately with a landscape service company for this work. Owner responsibilities include ensuring that:

- Trees are properly trimmed so their growth is controlled and branches do not obstruct other units.
- Tree roots do not damage walls and sidewalks.

## Outdoor Grills

If you live in the:

- **Condos** — Electric grills are permitted for outdoor grilling on balconies or lawns. No grill with an open flame is allowed.
- **Manor** — Electric grills are permitted for outdoor grilling on balconies or patios. No grill with an open flame is allowed.
- **Townhomes** — There are no restrictions on grills for use on the balconies or decks.

## Homeowner Maintenance Issues

If you are new to living with community maintenance, it's especially important that you read the governing documents to understand maintenance responsibilities for both shared and personal space. Maintenance of the interior of a unit is typically the owner's responsibility, and much of the exterior maintenance is typically the responsibility of the sub-association. There are important exceptions, though, so check the documents.

Consider an example: A leak in a sink would be the unit owner's responsibility. But a leak in the water pipes that serve multiple units in a building would probably be a responsibility of the sub-association. If a leak were found in pipes that serve multiple buildings, it could be a responsibility of the Neighborhood association. And, if the leak were in the water main that serves the entire neighborhood, responsibility would fall as follows:

- The water mains on our side of the Neighborhood meter are our responsibility.
- The water mains leading up to the Neighborhood meter are the responsibility of Cobb County.

For every maintenance activity, there is a similar division of responsibility. At first, it may not be obvious who should bear responsibility for what. The answer is spelled out in the governing documents for the various associations. If in doubt about a specific item, check with the Community Association Manager at [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com).

## Recommendations for Plumbing Maintenance

The following are a few critical maintenance issues that affect all of our units:

Please shut off the water to your unit when you are going to be out of town for an extended period. Our units are all almost twenty years old and some have experienced age-related plumbing issues. All plumbing fixtures and lines to the sewer main (Condos and Townhomes) are the responsibility of the individual unit owner.

If you experience a plumbing failure in your Manor unit, any damage to neighboring unit or the units below will be your individual liability. In the Condos and Townhomes, your insurance may or may not cover damage in excess of the deductible.

To avoid problems with plumbing fixtures in your unit, Olde Ivy recommends that you regularly inspect the following elements in your unit, and repair or replace as needed:

- **Main water shut-off valve:** For this valve to shut off water to your unit, you must be able to move the valve to the full closed position. Older valves may not open fully and may need to be replaced. It is a good idea to "exercise" your water valves regularly (for example, when you change your air-conditioner filter) to ensure that it will work in an emergency.
- **Water heaters and pressure reducing valves (PRVs):** Many of the water heaters and PRVs have been replaced by now. Ten years is a common benchmark for the expected life of water heaters, and many PRVs have gone bad also. In addition to having your water heater and PRV replaced, be sure to inspect for signs of leakage or corrosion and replace your expansion tank and water meter as needed also.
- **Kitchen sink hoses:** Some of these have corroded, rusted or worn out and begun to leak. The pullout hose wears out and fails; causing a leak under the sink that will also leak into any unit below. Water on the lines or in the cabinet below the sink is a telltale sign.
- **Garbage disposals:** Ten years is a common benchmark for the expected life of kitchen sink disposals also, with leaks suggesting a crack in the housing or another failure, and time for a replacement.
- **Water line to refrigerator:** This line for the ice-maker has been known to leak and cause damage to

floors (including units below in the Manor), so check it regularly to ensure it is secure and not cracked or leaking. Note that this line should be PEX (cross-linked polyethylene), or stainless steel mesh. We strongly recommend against ordinary plastic lines.

- **Hoses for washing machines:** Need to be checked periodically to ensure that it is secure and not cracked. Even better, install PEX (cross-linked polyethylene) or stainless steel mesh hoses. We strongly recommend against ordinary plastic lines.
- **Pressure regulator valve (PRV):** Olde Ivy units require pressure reduction, since Cobb County water pressure routinely exceeds safe limits for residences. Since pressure regulator valves can fail, check your unit pressure annually.

Ask a neighbor if you need referrals to plumbers or other providers.

Please be aware that if a leak occurs within your unit and causes damage to your unit and/or to any neighboring units, you are responsible for the repair cost.

## If you live in the Condos

Our covenants assign maintenance responsibility for essentially anything serving a single unit to the individual unit owner whether it is within the unit like a water heater, or outside the unit like water lines serving the unit. Some unit owners have experienced water leaks that impact the commercial unit below. In this case, the responsibility for the repair is with the individual unit owner. Similarly, leaks associated with a unit's water meter, water heater, PRV, faucets, toilets, condensation lines, etc. are the responsibility of the unit owner.

Also included in the individual unit owner's responsibility are all glass surfaces (including exterior cleaning), windows, window frames and casings and locks (including caulking of windows); all doors, doorways, door frames, and hardware that are part of the entry system of the unit. You can read about this in more detail in section 18 beginning on page 33 of the Declaration.

A unique feature of a Condos home is the close relationship with the Commercial Association for the businesses below. In the event of a water line leak or other issue that results in damage to a commercial unit below, the Condo owner may be liable for the repair of the source of the leak/issue versus the Commercial Association. Except in a case where the Condo owner has been negligent, the Condo owner would not be liable for repairs to the commercial unit.

If the commercial unit or Commercial Association contacts the Condo owner for any reason, we recommend that the owner contact the Condos Board for guidance.

## If you live in the Manor

Manor owners must ensure that the HVAC system in their own unit is properly maintained. If a leak occurs within your unit and causes damage to your unit and/or to any neighboring units, you are responsible for the repair cost.

## Required HVAC System Maintenance

Recent incidents of water leaks within individual units resulted in significant water damage to surrounding units. The cause of the leaks was line blockage in the HVAC condensate line.

It is strongly recommended that you have your HVAC contractor:

- Service your system twice a year. The contractor must maintain the HVAC units (both on the roof and in your unit), clean the condensate lines, and add algae reduction tablets.
- Check the condensate line to ensure that it is running freely, and unclog it if needed. Damage from a

clogged condensate line in the HVAC unit can cause water damage in neighboring units.

- Install an overflow detector on the water line leading from your unit.
- Install rubber insulation around the line set for your exterior unit. This insulation reduces strain on your unit.

You should inspect your unit for wet areas around water-based appliances and turn the water off at the main valve if you are going away for any period of time.

### **Important Notice for Manor Unit Owners Regarding HVAC Replacement**

Many Manor unit owners are replacing HVAC systems and hot water tanks. To avoid major water damage caused by fire suppression sprinkler heads in the HVAC area, select a reliable and experienced contractor.

HVAC contractors can cause significant water damage to Manor units by carelessly activating a fire sprinkler head in the replacement area. Heat from torches or accidental blows to the fire sprinkler head can activate the fire sprinkler system, releasing a large volume of water into the both owner's unit and the neighboring units. Neighbors may have to relocate from their units while extensive repairs were completed.

### **Requirements for HVAC contractors**

To avoid catastrophic damage to your and others' units, Manor owners **MUST** follow these requirements:

- Select an HVAC contractor who has experience working in areas in which fire sprinkler heads are present. Ensure that the contractor knows that protection of fire sprinkler heads is mandatory.
- Require proof of insurance from the contractor. A unit owner can incur extraordinary expense if a contractor does not have insurance and a catastrophic water damage event occurs.
- Request and contact references.
- Have your HVAC contractor check and clean the condensate line twice a year. Your contractor can also show you how to clean the condensate line.

If you do not already have an HVAC contractor that meets Manor requirements, you may wish to use one of the following known and reliable contractors:

- Bartlett Heating and Cooling at 770.429.0278
- Cool Masters Heating and Cooling at 678.799.7999
- Casteel Heating, Cooling, Plumbing and Electrical at 770.766.1657

These contractors have replaced HVAC systems in Manor units and also provide maintenance service. (*The Manor HOA does NOT receive referral compensation from these vendors.*)

### **Access to HVAC equipment**

All Manor units have both internal and external HVAC (heating, ventilation and air conditioning) equipment:

- The internal HVAC unit (the heat pump) is located within the unit in a special closet area.
- The external HVAC unit is located on the roof. Check with your Manor building representative for the location of the external HVAC access point.

Ensure that your HVAC contractor understands that the unit is on the roof and NOT in the building attic. Access to the attic is forbidden without written permission from the Community Association Manager at [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com).

## Water Usage

Each residence has a water meter and a companion small gray box that transmits meter readings to the water billing company. The neighborhood is responsible for the transmitter and the water meter, but all other plumbing is the resident's responsibility.

## High Water Bill

Water usage varies widely, and there really isn't a good rule of thumb for how much water you "should" use in a month. But if your bill changes markedly and your habits haven't changed, it might indicate a problem.

## Test for Seeping or Leaking

Here are two simple tests a resident can perform to identify the most common problems:

- Take a picture of the water meter face.
- Wait three hours or more without running any water whatsoever—no washing machine, dishwasher, toilet, sink, etc., not even the icemaker.
- Take another picture of the water meter face

If the meter moved when no water was consumed, there's almost certainly a seep or a leak. 90% of the time it's a slow leak related to a toilet, typically water from the upper tank seeping into the lower bowl causing the tank to refill. A handyman or plumber can solve that problem easily.

If that first test shows no motion of the meter for three hours, then there's no significant leak or seep. Unexplained high usage calls the meter accuracy into question.

## Test for Water Meter Accuracy

1. Take a picture of the water meter face.
2. Carefully fill a five-gallon container (for example, a Home Depot bucket) to the brim two times. It is often easiest to do this in a bathtub.
3. Take another picture of the water meter face.

The meter should register 10 gallons of water used between photos. If it shows a significantly different amount, the meter is suspect. Email our Community Association Manager at [Dbutler@accessmgt.com](mailto:Dbutler@accessmgt.com) with your findings.

## **Beyond Our Gates**

The county maintains a comprehensive website at [www.cobbcounty.org](http://www.cobbcounty.org). To sign up for various Cobb County email newsletters, visit <https://mailchi.mp/cobbcounty.org/subscribe> for mailing list options.

## **Cobb County Police**

Olde Ivy is located in Cobb County Precinct 3, located nearby at the intersection of Cumberland Blvd and Beech Haven Dr. Cobb County maintains an active community relations program. Their website is at <https://www.cobbcounty.org/public-safety/police>

To sign up for Cobb County Police email newsletters, visit <https://mailchi.mp/cobbcounty.org/subscribe> and select Police Precinct 3.

## **Cobb County Fire Department**

Our nearby fire station is co-located with the police department at the intersection of Cumberland Blvd and Beech Haven Dr. <https://www.cobbcounty.org/public-safety/fire>

## **Cobb County Public Libraries**

Olde Ivy residents may get free library cards at any public library in the Cobb County library system. The website for the system is [www.cobbcat.org](http://www.cobbcat.org)

The nearest Cobb County libraries are:

- Vinings Library - 4290 Paces Ferry Rd., Atlanta 30339 770.801.5330
- Lewis A. Ray Library - 4500 Oakdale Road, Smyrna 30080 770.801.5335 (limited hours)

Once you have a current library card, you can request books and other materials from any part of the Cobb County library system, either online or in person at the library. You can use your card at any library in the system.

Olde Ivy is located in an unincorporated part of Cobb County, so to get a library card at the Smyrna Library, you must pay an annual fee. The Smyrna library is located in the Village Green Circle off South Atlanta Road.

## **Voting for County, State, and Federal Elections**

For information about voter registration and upcoming elections, or for information on locations and hours for early or absentee voting, visit the Cobb County Board of Elections and Registration at <https://www.cobbelections.org/>



