



About Heritage Property Management

Birchwood HOA has contracted with Heritage Property Management Services. The services that they provide to our community include:

- Facilitation of communication between a community's Board and its residents
- Covenant enforcement via property inspections and the issuance of violation letters
- Solicitation of bids for non-emergency services
- Coordination of general membership meetings
- Record maintenance
- Preparation of monthly financial statements
- Assistance in the development of annual budgets
- Billing, collection and maintenance of homeowner dues
- Processing and handling of delinquencies
- Receipt, review and payment of invoices

Heritage also maintains their Vantaca portal which allows 24/7 access to your account and communications.

Sign up to access the portal today:

- Go to portal.heritageproperty.com/Home/Login.
- Click on: "Sign Up"
- Provide your email, name, phone, property address, association (BIRCHWOOD HOMEOWNERS ASSOCIATION, INC.), and account number
 - Your account number is listed on the address section of this letter
 - If your account number is not listed, contact clientsvc@heritageproperty.com to receive your account number
- Your email address will be used as your "Username"
- After entering your information, click Create.

Video and written guides on using the portal can be found at:

heritageproperty.com/vantaca-guides

Things to Note



Trash Cans (Covenants: 6.13)

Trash pickup is contracted through the county and paid through your county taxes. Trash containers must not be visible from the street except for trash pickup days (currently Mondays) and 6PM or later the evening before.

Commercial Vehicles (Covenants: 6.13)



"No commercial vehicle, house trailer, mobile home, motor home, recreational vehicle, camper, truck with camper top, boat or boat trailer of like equipment shall be permitted on any Lot on a permanent basis"

Recreational Equipment (Covenants: 6.15)



"Recreational and playground equipment shall be placed or installed only upon the rear of a Lot as approved by the ACC."

Signs (Covenants: 6.08)

ACC approval is required for any sign other than a single For Sale sign. 'For Rent' signs are expressly prohibited.



Maintenance (Covenants: 6.14)

"Each Owner shall keep and maintain each Lot and Structure, as well as all landscaping located thereon, in good condition and repair". This includes the lawn, trees and shrubs, the house itself, and any structures such as mailboxes and mailbox posts.

Frequently Asked Questions

Q: I just received a violation notice. What now?

A: It's OK. We've all received notices from time to time. Consider this first notice a friendly reminder. Correct the issue and all is good. Be sure to notify us as soon as the issue is resolved. You can do this via email to: compliance@heritageproperty.com

Q: I see other people doing the same thing that I was issued a notice for. Why am I being singled out?

A: Rest assured that you are not being singled out. Dozens of notices are issued every month. If others are out of compliance, they too have received a notice.

Q: What happens if I don't correct a violation?

A: You have 30 days to correct an issue after receiving your first notice. Failure to correct the violation in that time will result in the assessment of fines. Once fines are assessed they accumulate at \$25 per day. This adds up fast so don't delay in resolving a violation!

Q: Who do contact if I have any questions

A: Contact Heritage Property Management Services (our management company) if you have any questions or concerns.

Q: How do I contact Heritage?

A: You can submit an inquiry 24/7 on the Heritage Vantaca portal at portal.heritageproperty.com. Alternatively you can call the Heritage Solution Center during business hours (9-5 M-F) at 770-451-8171.

Q: How do I log into the Heritage Vantaca portal

A: Full directions on how to Sign Up to access the portal can be found in this welcome letter.

Useful Information



Emergency Numbers:

911 - Any incident that requires immediate dispatch of police, fire, or an ambulance

Non Emergency Numbers:

The citizens of Gwinnett County may call the Non-emergency number 770-513-5700 to report non-urgent incidents that require a police response such as loud music, lost wallets, cell phones, and passports, non-violent animal complaints, etc. The same dispatchers who answer the 911 calls also answer the non-emergency number, so be patient. 911 calls will be answered first then the non-emergency phone.

Sheriff: Contact the Gwinnett County Sheriffs office at 770-619-6500 when requesting information on prisoners, warrants, and the civil process.

Police: Contact the Gwinnett County Police at 770-513-5000 when Requesting information of towed vehicles, obtaining copies of reports, traffic ticket information, follow-up on reports or to speak with a specific officer or detective.

Fire/EMS: Contact Gwinnett County Fire Department at 678-518-4800 when requesting information on burning permits, inspections and billing questions, and educational presentations. The numbers for individual fire stations cannot be given out.



Welcome to Birchwood

The Birchwood HOA Board of Directors and Architectural Control Committee (ACC) would like to welcome you to your new home!

What was it that made you fall in love with this neighborhood and your new home? Was it the rolling landscape, the well maintained homes, the manicured lawns? Maybe it was looking down the street at the beautiful mailbox posts adding to the Birchwood charm.

Birchwood is a covenant community. Your Board and ACC are homeowners just like you and committed to protecting property values and making sure all of us comply with the covenants.

This welcome letter serves as a guide to help you understand your responsibilities as a Birchwood homeowner. Beyond that, we hope you'll find that it contains other useful information. Please hang onto this letter and refer to it when you have any questions.

Note that this is just a guide and is not intended to be a replacement for all of the Covenants, ByLaws, and Design Standards. These documents are available on our website. It is important that you familiarize yourself with all of these documents. You can find them at:

<https://birchwood.org>

Homeowner
Street Address
Lawrenceville, GA 30044

Birchwood Homeowners Association
c/o Heritage Property Management Svcs
500 Sugar Mill Rd, Building B, Suite 200
Atlanta, GA 30350

Account # XXXXXXXXXXXXX