

WELCOME to West Creek Farms.

West Creek Farms is governed by West Creek Farms Homeowners Association (HOA) and managed professionally by Ghertner & Company. While the management company is based in Nashville, your Community Association Manager Rick Hollis lives in Clarksville and has been a part of the local community for many years. As the leading HOA management company in the state, we offer a variety of convenient ways for the homeowner to be served. The HOA fee is \$25.00 per month.

MANAGER

Rick Hollis

Rick.hollis@ghertner.com

615.277.0338 (o)

615.277.0358 (homeowner service)

HOMEOWNER SERVICE CENTER Our most recent innovation is the Homeowner Service Center. As you may imagine, your manager is on property and in meetings much of each day. The Homeowner Service Center can answer 90% of your questions when you call, so a return call from your manager is rarely necessary. For immediate assistance on issues such as billing, payment of fees, ordering a trash can, reporting a problem such as a street light outage or other neighborhood concern, you may contact the **Homeowner Service Center** at your convenience at **615.277.0358**.

WELCOME LETTER AND HOA FEE PAYMENT COUPONS Always, the first question for a new homeowner is “when will I get my welcome letter and HOA fee payment coupons?” Procedurally, it should take no more than about three weeks for you to receive your welcome letter, and your payment coupons will be sent in a separate mailing. Included with your coupons will be payment options including automatic draft, credit card.

WHAT DOES THE HOA PROVIDE? The HOA furnishes trash service, mows, maintains and landscapes the common areas throughout the property, coordinates the approval process for architectural changes (find the request form (ARC) on the West Creek Farms HOA website), assures that there is insurance on the common area property to protect against damage and liability, monitors the subdivision restrictions found in your deed of restrictions, provides billing services and HOA financial management among other responsibilities.

WEBSITE You may visit the website at www.ghertner.com to log in to your homeowner account to enter a maintenance request, review property information or your account history. To set up your account, a “security key” code will be provided in the HOA fee payment coupon packet. If you have questions setting up your account, you may contact the **Homeowner Service Center** at **615.277.0358** or at hsr@ghertner.com.

SATELLITE DISHES The most prevalent problem for new homeowners is knowing how to properly locate a satellite dish without violating the neighborhood rules. Please have the service provider to locate the satellite dish behind your home so that it is not visible from the street.

TRASH CANS Order a trash can by email to rick.hollis@ghertner.com or by calling the **Homeowner Service Center** at **615.277.0358**. Always furnish your street address.



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615.259.4540 (f)