

Cherokee Ridge Estates

New Homeowner Frequently Asked Questions

The CRE HOA and Metro District Published Rules, Regulations, Bylaws & Guidelines are governing should there be a conflict with this informational guide

CRE Website <http://www.cherokeeidgeestates.com>

- Provides contact information, HOA & Metro District Rules, Regulations, Bylaws, Guidelines meeting dates, and information guides including Water Billing, Eye on Water App, Water Leaks and Irrigation.
- To make payments; from the initial website screen, scroll down to the “PORTAL LOGIN” selection and log into the secure portal. **Use caution to pay the correct account (HOA dues vs Metro District water bill).**

Services:

The CRE community is regulated by two distinct entities; an **HOA** and a **Metropolitan District**, each with board members comprised entirely from elected homeowner volunteers. The Community Manager, **Irene Berest** of Novele Community Management is the focal point for homeowner questions, trash service, portal login setup, billing and reporting of issues, etc.

Irene Berest

CRE Community Manager

novelehomeowners@ncmhoa.com

303-200-0065 M-Th: 9-4, Fri: 9-1

Emergencies: leave a message and expect a reply within an hour

1. HOA Fees & Services:

- \$650 annual fee is due each January
- Community Rules & the Design Review Committee (DRC):
 - Fines for unleashed dogs, noxious weeds, fireworks etc.
 - Approvals are required for all exterior improvements (e.g., building, landscaping, painting, additions, fences, etc.). **DRC Guidelines** and **applications** are available on the CRE website.
- Holiday Lights, decorations & social events
- Trash & Recycling pick up is on Fridays (*paid for by the HOA*):
 - Recycle pickup is every other Friday; see the **Trash Calendar** (*on the CRE website*)
 - During holiday weeks the pickup day is slipped to Saturday
 - Homeowners receive 2 large trash totes and 1 recycle tote; **these must be stored indoors**
 - Trash may be put out **after 4:00pm** the day prior, and totes must be **retrieved on pickup day**
 - Up to 4 bundles or bags of yard waste (**no food stuff**) may be placed with the totes for pickup
 - Given the areas high winds, to prevent trash from being blown around the community:
 - Ensure tote lids are fully closed (*don't overfill a tote*)
 - Bag trash that is susceptible to being blown during the tote dumping process and avoid placing loose papers in recycle bins
 - For large item pickup, contact HBS Trash (720) 547-8600 two weeks in advance
 - The HOA provides a large roll off dumpster for community use during the spring and fall

2. Metropolitan District Functions & Property Taxes / Fees:

This is a quasi-municipal entity much like a traditional city council with the authority to assess property taxes and fees. The funds are used to maintain the community's infrastructure, roads, common areas, etc. The following is a brief synopsis of the district's functions & homeowner responsibilities; the **Metro District Rules & Regulations** posted on the CRE website and contain more detailed guidance:

- **Paying down the bond** that funded the initial improvements (*YE 2025 the balance was \$450k*)
- **Snow plowing** of the community's roads (*3 inches of actual depth on the roads triggers plowing*)
- **Septic systems:** while installed and owned by the homeowner, the district provides annual inspections and pumping as required free of charge. Homeowners are responsible for any required repairs. A **Septic Do's & Don'ts guide** is on the CRE website.
- Fines for poor behavior on district property (e.g., speeding, littering, driving ATVs on open spaces)

- **Water wells:** homeowners have the well drilled and then turn the well title over to the Metro District who owns the water rights. The district then becomes responsible for repairs of components inside the well casing and the water meter. Water testing is a homeowner's responsibility. *To date, the district is unaware of any meaningful water quality issues.*
- **Water Use Fees:** are billed annually on December 31st and due January 30th. Water bills are calculated on a tiered gallon use system as follows:

0 to 226,000 is a flat rate of \$500, plus

226,001 to 326,000 is \$6/1000 gal (*this is the authorized homeowner limit*), plus

326,001 to 400,000 is \$18/1000 gal (*a penalized rate*), plus

More than 400,000 is \$36/1000 gal (*the heavily penalized rate*)

Note: *The homeowner on December 31st is responsible for paying the full annual water bill. If the home is sold the new owner is responsible to negotiate with the previous owner for their water usage pro-rata.*

General Information:

Mail Boxes

Mail boxes are located at the front entry. Keys should be passed along from previous owners, or may be obtained from the Littleton post office located at 8200 Shaffer Pkwy (800-275-8777).

Vehicle Security Gates

Previous homeowners should provide new owners with at least 2 entry gate visor remotes. **Section 2.02 of the Metro District Rules & Regulations** provides valuable information including how to obtain personal keypad pin numbers and how to have your visor remotes registered and authorized for continued use.

Fire Department & Hydrants (*typical homeowner insurance requested info*)

- South Metro Fire Station 40 is just north of CRE, 2.1 miles from the front gate
- Fire Hydrant water is provided by two 30,000-gallon fire cisterns equipped with a fire department hook up. These are located on Aspen Leaf Drive; a few hundred yards in from the front gate and the other is midway along the upper section of the road.

Sheriff

Douglas County Sheriff provides our law enforcement services and may issue speeding tickets.

Utilities:

- **Electricity** is provided by CORE Electric Cooperative: **800-332-9540**
- **Natural Gas** is provided by Xcel Energy: **800-895-4999**
- **Land Line Phone** service is available from Century Link: **303-734-7112**
- **Internet:** is available from sources specializing in rural area service. T-Mobile 5G and Starlink are now options. The most common CRE option continues to be the microwave technology from **Xtream Internet: 970-305-5855** (*they worked with our community to bring us a fast and reasonable internet option*).
 - **DSL is not** available on our land lines, and we **do not** have fiber optic or traditional cable lines. *The older satellite-based internet (e.g., Hughes Net, etc.) has very poor CRE reviews.*

Cell Service:

- If you have poor reception, try enabling Wi-Fi assist on your smart phone and consider installing a cell phone signal booster (*free from some providers*)

TV Options

- Off air via an indoor or attic antenna pointed NNW towards lookout mountain
- Satellite based TV (*e.g., Dish Network & Direct TV*)
- Stream programing via your internet

Popular Vendor Guide: See the [Contacts & Popular Vendors](#) guide on the website.