

Shadowrock Townhomes

Owner and HOA Maintenance Responsibility Guide

Welcome, Owners! This guide clarifies who is responsible for common maintenance items—either individual Owners or the Homeowners Association (HOA). Our goal is clarity, cost control, and consistent service to the community. Please keep this document handy and share it with tenants and vendors working in your home.

This quick-reference summarizes provisions in the Shadowrock Townhomes Community Manual (Bylaws, Rules & Regulations, and related policies).

Maintenance Responsibility Matrix

Component / Task	Owner Responsibility	HOA Responsibility	Notes
Townhome interior finishes (paint, flooring, baseboards, interior doors)	✓		Owners must maintain interiors in good repair.
Glass in windows and doors	✓		Owners must promptly repair/replace cracked or broken glass with standard-conforming glass.
Unit water heater, furnace/air heating & cooling serving one unit	✓		Owner maintains, repairs, and replaces equipment serving only their townhome.
In-unit plumbing fixtures & appliances (toilets, faucets, dishwashers, icemakers, washing machines)	✓		Owner monitors/maintains; damage from failures is Owner's responsibility.
Frozen pipe prevention within unit (heating, dripping, access to cabinets)	✓		Owners must prevent freezing; negligence may shift damage costs.
Fire sprinkler heads and in-unit components	✓		Do not paint, hang items, or obstruct; report malfunctions; Owner liable for damage caused by tampering or violations.
Balcony/porch/deck housekeeping	✓		Keep clean; no storage or unsightly conditions; follow BBQ and use rules.
Exterior architectural elements (doors, windows exteriors, garage doors, balcony structure/appearance)		✓	Changes require ACC approval; HOA maintains common/exterior appearance per governing documents.
Roofs, exterior walls, building structure & common elements		✓	HOA maintains common area and building exteriors.

Component / Task	Owner Responsibility	HOA Responsibility	Notes
Common area landscaping, streets, sidewalks, visitor parking		✓	Use only as intended; no storage on common areas.
Trash/recycling enclosures & common receptacles		✓	Residents must properly use receptacles and arrange private haul-away for oversized items.
Satellite dishes / exterior cabling	✓ (with approval)		Owner must obtain approval and is responsible for any damage from installer; no exterior penetrations except as allowed.
Pest waste removal (pet waste on common areas)	✓		Immediate cleanup required; fines may apply.
Mold/moisture prevention inside unit	✓		Owner/Resident must control moisture, inspect and clean surface mold, and promptly report leaks.
Safety equipment (alarms/extinguishers) misuse/tampering	✓ (do not tamper)		Do not modify safety equipment; follow rules.
Insurance for personal property inside unit and vehicles	✓		Association does not insure personal property; owners strongly encouraged to carry coverage.
Association records, governance, reserve investing, enforcement		✓	Board powers and duties; open meetings; enforcement and fining policies.

Examples for Owners

- **Broken window glass after a storm:** Owner arranges replacement with glass matching community standard; report any associated exterior damage to the HOA.
- **Leaking dishwasher causes water damage:** Owner stops leak, mitigates moisture immediately, and repairs unit finishes. If common elements are affected, notify HOA; owner is responsible for damage resulting from the unit appliance.
- **Low temperatures forecasted:** Owner keeps heat on, opens sink cabinets on exterior walls, and allows fixtures to drip to avoid frozen pipes.
- **Desire to install a satellite dish:** Owner contacts the HOA/ACC before purchase to confirm permitted locations and required installer credentials. Owner is liable for any damage from the install.
- **Barbecue use on balcony:** Only as permitted by law and rules; connect to designated gas hook-up, supervise flames at all times, and keep away from combustibles; never store on front porches.

Owner FAQs

Q: Who fixes a roof leak that stains my bedroom ceiling?

A: Report it immediately. The HOA addresses the roof (a common element). You should ventilate/dry the interior promptly to prevent mold. Finish repairs inside the unit may depend on cause; notify management so responsibilities are coordinated.

Q: A neighbor's pet left waste on the lawn. What do I do?

A: Report with time/photo if available. The responsible owner must remove waste and may be fined. The HOA maintains common grounds but not pet cleanup after individuals.

Q: My garage door exterior is damaged—can I replace it with a different style?

A: No. Exterior changes require prior ACC approval to preserve architectural uniformity.

Q: Can I enclose my balcony or hang items from the trellis?

A: No. Enclosures and many hanging items are prohibited. Keep balconies and porches neat; storage is not allowed.

Q: Do I need insurance if the HOA has insurance?

A: Yes. The HOA's policy does not cover your personal property and may not cover mold; owners should maintain appropriate HO-6 or equivalent coverage.

Q: What happens if I don't comply with rules?

A: The Association can issue warnings, levy fines per schedule, and pursue other remedies after notice and opportunity for a hearing.

This guide is a convenience summary. If any conflict exists, the recorded Declaration, Bylaws, and adopted Rules/Policies control. Contact management for clarifications or approvals.