AdvanceHOAManagement
Moving Communities Forward

The Canyons™
CASTLE PINES

Homeowner Orientation Guide

The Canyons Owners Association and The Canyons Metropolitan District No. 7

Welcome to The Canyons! As an owner in The Canyons, you are a member of both The Canyons Owners Association ("Association") and The Canyons Metropolitan District No. 7 ("District"). The services provided by each entity work in cooperation to provide a common basis for preserving, maintaining, and enhancing homes and property through the establishment of a system of property rights, binding covenants and restrictions and rules and regulations.

CONTACT INFORMATION

Advance HOA Management Team:

- General Manager: Ben McDowell | 303-482-2213 x229 | ben.mcdowell@advancehoa.com
- Assistant Manager: Hannah Wasson | 303-482-2213 x354 | hannah.wasson@advancehoa.com
- Architectural Coordinator: Sophie Fairbairn 303-482-2213 x357 sophie.fairbairn@advancehoa.com

Maintenance and General Service Requests: Please direct all service requests to Client Services.

- 303-482-2213 option 2
- clientservices@advancehoa.com
- www.advancehoa.com Go to Owner Log In. Via owner portal, click on the "Resident Request" tab.

Architectural Requests:
Applications are required for all exterior improvements. To obtain an application for architectural review, please log in to the community website or contact Advance HOA Management at clientservices@advancehoa.com. You may submit your application via the website at www.advancehoa.com/homeowner-login or at clientservices@advancehoa.com. Please reference the Canyons Metro District No. 7 Residential and Design Guidelines. Owners must complete installation of front, rear, and side landscaping within 90 days of taking title to the property, unless title is taken between October 1 and April 1 in which case completion of landscaping can be delayed until the next occurring June 15.

After-Hours Emergency Maintenance:
Please call 800-892-1423. Emergency maintenance is an event that has caused major damage to community property and/or is causing damage to the property and requires immediate attention.

Amenities: For room rentals, pools cards and access, access to mycanyonsliving.com and questions on community events, please contact BlueStar Resort & Golf.

- Lifestyle Director: Pati Sawyer Boex | 720-673-8857 | pati.sawyerboex@mycanyonsliving.com
- Club General Manager: Joey Sanders | 720-673-8761 | joey.sanders@mycanyonsliving.com

COMMUNITY SERVICES

Common Area Maintenance: The Association owns and operates The Exchange, the pool, the Green, and the Canyon House. These facilities are directly managed by BlueStar Resort & Golf, an amenity management company. The District, a quasi-municipal corporation and political subdivision of the State of Colorado, owns and maintains District-owned Property, such as common areas, parks, trails, playgrounds, etc. Residential streets are maintained by the City of Castle Pines.

Trash Removal: Trash service has been contracted through the Association and the cost for the service is billed to residents as an additional charge with the monthly assessments residents pay to the Association. Trash days are Wednesdays and recycling occurs every other week. The service provider is Waste Management. They can be reached https://www.wm.com/ or 866-909-4458.

Snow Removal:

- Snow removal on sidewalks and trails is provided by the District. It is conducted on the trails after 4" of accumulation and around the mail kiosks when accumulation reaches 2" inches.
- Snow removal around The Exchange and The Canyon House is provided by the Association. It is conducted on sidewalks when accumulation reaches 2" and in the parking lot when accumulation reaches 4".
- Snow removal on the streets is conducted by the District until the streets are accepted by the City of Castle Pines. The following link identifies the responsibility for each street: https://www.castlepinesco.gov/city-services/city-departments/public-works/snow-and-ice

Covenant and Architectural Enforcement: Enforcement is conducted by the District for the entire community. Please familiar yourself with the Declaration of Architectural, Use and Maintenance Restrictions for The Canyons, along with the Residential Landscape Design Guidelines. These can be found on your homeowner portal www.advancehoa.com.

Amenities: All lifestyle and amenities of the Association are managed by BlueStar Resort & Golf. BlueStar Resort & Golf is your direct contact for all questions related to The Canyons Village, room rentals, reservations, pool cards, events, etc.

ASSESSMENTS, FEES, AND MILL LEVIES

Association:

- Assessment and Trash Fee: The Canyons Owners Association charges a monthly assessment and monthly trash fee.

District:

- Operations Fee: The Canyons Metropolitan District No. 7 charges a monthly operations fee.
- Mill Levy: The county will assess a District mill levy as part of your taxes each year. This mill levy funds the operations, administration, governance, and financing of the community. You may find the current mill levies at the Colorado Department of Local Affairs at https://dola.colorado.gov/lgis/.

WEBSITE INFORMATION

- www.advancehoa.com/homeowner-login
  Advance HOA Management offers a community website to make payments, view your account, submit architectural or general requests, and to access community information. This login gains you access to both your Association and Metro District accounts and these accounts will be linked via a toggle on the top left of the home page. Once you have a username and password, you may also download the mobile app, Community Link by eUnify. For assistance, please contact Client Services at clientservices@advancehoa.com or 303-482-2213.
- www.canyons7metro.org
  Please go to this site for Metro District documents and meeting postings.
- www.mycanyonsliving.com (MCL)
  This website is your source for community events, neighborhood updates, and lifestyle. MCL is managed by BlueStar Resort & Golf. For access, please scan the QR code or contact Pati Sawyer Boex at pati.sawyerboex@mycanyonsliving.com or Joey Sanders at joey.sanders@mycanyonsliving.com. Or call 720.673.8857. It may take up to 1 to 3 business days for your access to be initiated by BlueStar.

ROLE OF ASSOCIATION AND DISTRICT

Association

- Operation and maintenance of amenities (The Exchange, pool, Green, Canyon House). These facilities are managed by BlueStar Resort & Golf, an amenity management company.
- Trash collection.
- Snow removal at The Exchange, pool, green and Canyon House.

Metro District

- Maintenance of District owned parks, trails, playgrounds.
- Architectural review and covenant enforcement.
- Snow removal on District common areas.

UTILIITES

- Parker Water and Sanitation District
  - Water and sewer supplier for The Canyons
  - Website: www.pwsd.org
- Black Hills Energy
  - Natural gas services for The Canyons
  - Website: www.blackhillsenergy.com
- CORE Electric Cooperative
  - Electric service for The Canyons
  - Website: www.core.coop