

# Policies and Procedures – Living at the Valley

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## **ALARMS**

If the Main Gate security is notified of an alarm being activated in a resident's home, or if security is notified by phone, the officer(s) will respond in the following manner:

1. When only one (1) officer is on duty:
  - a. Officer will call the Fire and/or Sheriff's department and report the alarm.
  - b. Officer will greet and assist fire and/or police when they arrive and provide a house key if holding it for the resident.
2. When two (2) officers are on duty:
  - a. Officer will call the Fire and/or Sheriff's department and report the alarm.
  - b. Second officer will go to the residence to "observe and report" to the Main Gate any pertinent information.
  - c. If the alarm activated is a fire alarm, officer will "walk around" the house and observe. If the alarm activated is a motion, glass breakage, or security alarm, officer will "observe from a distance."
  - d. Second officer will greet and assist fire and/or police when they arrive and provide a house key if holding it for the resident.
  - e. Officer will not enter the house to judge the nature of the incident. (Exception: "Good Samaritan" assistance permissible in the event of an active fire or medical emergency.)
  - f. Officer will assist fire and/or police personnel when they arrive.

## **ARCHITECTURAL REVIEW BOARD**

The Architectural Review Board (ARB) is a standing committee of the POA. It exists to review all proposed new construction and external changes to existing homes at Cliffs Valley and to encourage site-compatible design and high-quality architectural construction appropriate with the surroundings and conditions indigenous to the Valley Development area.

The process to be followed when building a new home or making external renovations to an existing home is clearly defined in the Cliffs Valley Design Guidelines, which can be found on [valleyconnections.org](http://valleyconnections.org), the POA website. The process includes either an Application for New Construction or a streamlined Application for exterior renovations. Both Preliminary and Final submissions are to be presented to the ARB, which meets on the first and third Wednesday of each month. Removal of trees or major landscaping renovations also require ARB approval, in accordance with established policy.

## **COMMUNICATION**

The Communications Committee provides a wealth of information about the activities and policies that are an integral part of living in the Cliffs Valley, including:

- Welcome packets for new residents
- Email announcements for important community and emergency issues
- A hard copy community directory published annually and distributed to residents.

To further explore the goings-on in the Valley, you are invited to logon to **Valleyconnections.org**, the POA website. A temporary user name and password is provided in your packet.

**Valleyconnections.org is run by residents of the Valley and is distinct from the Cliffs member website (Cliffsliving.com). It the most efficient means to explore what we, the Valley property owners, have to offer one another and it is an easy means by which the POA Board and owners can communicate. A summary of much of what the site contains follows:**

- The ability to send emails to the board and committee members
- A searchable online resident directory
- Photo albums and videos of community events
- Information on social groups and clubs
- Material about community support efforts

The website also includes a Message Board, which will enable you to ask for recommendations on local vendors and services, announce upcoming events and generally communicate with your new friends and neighbors.

## **CONTRACTOR HOURS**

The maximum hours allowed for construction personnel, general contractors, home and property maintenance services will be from 7:00 am to 7:00 pm, Monday through Friday, and 8:00 am to 5:00 pm on Saturday. No contractor will be permitted on Sundays or national holidays. An exception will be made in case of household emergency. Any deviation from these hours needs prior approval of the ARB.

## **DOG PARK & LEASH REQUIREMENTS**

Dogs shall be on a leash at all times except for designated hours in the area known as the "Dog Park". This area is located on TerryCreek Road just north of the soccer field. The dog park is open from 6am to 9pm with designated off-leash hours:

7:00am to 9:30am

3:00pm to 7:00pm

Persons may exercise/train their dogs off-leash during non off-leash hours but must immediately leash their dog when residents pass the perimeter roads or wish to use the facility, including walking dogs on leash. Use of the dog park is at your own risk and dog owners are responsible and liable for the actions of their dogs at all times. Dog owners must remain in the area, have their dog in sight and a leash in hand at all times so they may quickly leash and remove their dog from the area as needed. Dogs must wear valid rabies and registration tags and have current vaccinations. Off leash dogs must be under voice control of their owners at all times. Female dogs in heat, sick dogs and puppies less than 4 months old are not allowed at the dog park. No infants and children under 5 years old are allowed in the area during off leash hours. Dogs showing aggression should be leashed and removed from the area immediately. At all times, it is the owners responsibility to clean up after their dog, either at the dog park or when walking their dog in the community. Bags and a receptacle are provided at the Dog Park and Nature Center areas. In other areas of the community, it is still the owner's responsibility to clean up when walking their dog on a leash.

## **DRAINAGE**

An Owner who alters the original state of a Lot is responsible for ensuring that natural drainage patterns are preserved or that modified patterns do not adversely affect neighboring properties or the Common Area. Any change in natural drainage that might affect neighboring Lots requires prior approval by the Architectural Review Board. Any change in natural drainage that might affect the Common Area, especially roads, requires approval by the Board of Directors or its authorized representative.

Where the Owner of a vacant lot fails to comply with these standards, the Property Manager shall attempt to contact the Owner and arrange for an immediate resolution. If the Owner fails to rectify the situation within ten (10) days of notice, the Property Manager will arrange for a resolution at the Owner's expense.

Where an emergency condition exists that, in the sole judgment of the Property Manager, does not allow for prior notice to the Owner, the Property Manager shall arrange for an appropriate resolution at the Owner's expense.

## **DRIVING**

The roads in the community are inherently dangerous: hilly, winding, narrow, sidewalk-free and unlit. Joggers, bikers and walkers often use the roads within the community. To protect them and other residents, it is important that speed limits be observed. Signs are clearly posted showing speed limits on roads within the community, but if you are unsure of the speed limit, remember that nowhere in the Valley is there a speed limit that exceeds 25 mph. Speed Limits are radar enforced, and the registered owners of vehicles exceeding the limit are subject to written warning and fines. For safety reasons and out of courtesy to the above, vehicles should slow below posted speed limits when approaching or passing pedestrians and bikers.

## **DRONES**

Drones may not be launched or landed on POA property. The drone owner is fully responsible for all liability associated with use of their drone within the community.

## **EMERGENCY & URGENT COMMUNICATIONS**

In the event of an emergency or urgent situation, such as a wildfire, icy roadways or downed trees blocking roadways, residents may be notified via an automated calling system. When activated the system will automatically call residents at the first phone # listed in the Resident Database. This is usually, but not always, the resident's landline. Residents also are encouraged to monitor their email for messages from the POA for timely information on the situation. In addition to the automated calling system, Security also may use Molly Mail to provide information to residents; therefore also check this resource. Since the efficacy of our automated calling system depends upon up-to-date data, please notify the POA at [cliffsvalley@nhe-inc.com](mailto:cliffsvalley@nhe-inc.com) of any changes to your profile, particularly telephone numbers.

## **ENTRY & EXIT PROCEDURES**

The purpose of these procedures is to control access to our community so that residents can enjoy a reasonable level of security. This security is enhanced by cameras located at the Terry Creek and North gates. The intent is to provide positive exit and entry control while not unduly inconveniencing residents and visitors.

**Main Gate:** There is no free access entry through the Main gate. Visitors (contractors, service providers and guests) must be logged in with a Security Officer. Residents can enter by using an access card or, or may be let in by the Security Officer. Resident entry with a clicker or card is through the right hand gate. There is free exit via a rollover in-ground sensor which will open the gate when a vehicle approaches the gate.

**Terry Creek Gate:** There is no free access entry through the Terry Creek gate. Entry is through the use of access cards and clickers. There is free exit via a rollover in-ground sensor which will open the gate when a vehicle approaches the gate. The call button may also be used to call Security, who can open the gates remotely.

**North & Foxboro Gates:** Entry through these gates is through the use of access cards and clickers. The call button or phone may also be used to call Security, who can open the gates remotely. There is free exit via a rollover in-ground sensor which will open the gate when a vehicle approaches the gate.

### **Procedures:**

**Resident Procedures:** Residents and non-resident property owners can enter all gates through the use of access cards or clickers. All gates allow free exit via a rollover in-ground sensor which will open the gate when a vehicle approaches the gate. Access devices (cards and clickers) can be purchased and are limited to one per registered vehicle. **Access cards and clickers shall be used only by authorized individuals in registered vehicles and are not to be given to guests, service providers or contractors.** Note that owners' remote entrance clickers/cards maybe be deactivated by the POA for dispersing clickers/cards to unauthorized individuals and/or for carrying a balance with the POA over 60 days.

**Guest Procedures:** Residents must email ([cliffsvalleysecurity@gmail.com](mailto:cliffsvalleysecurity@gmail.com)) at least one day in advance or phone (864-836-4411) the Main gate to advise of guest arrival and departure dates. Temporary hangtags will be issued to guests entering through the Main gate to cover the duration of their stay. If requested by the resident, guests may be issued temporary access cards that will allow for unrestricted entry and exit through all gates. Access card requests must be made 3 business days before guest arrival. These cards must be returned to Security (Main gate) at the end of the guest's stay. Residents will be held responsible for unreturned cards. Visitors may also be "buzzed in" through the remote gates (see instructions below). In the event visitors are "buzzed in," the resident must call or email the Main gate with the name/date/and time of entry.. If the guest is here for an extended stay, then a hangtag or temporary access card should be obtained from the Main gate at the earliest convenience.

When a visitor arrives at one of the gates and requests entry to visit a resident and there has been no prior notification, and the individual is not on the resident's "permanent" guest/contractor list, the security officer will call the resident. If the officer is unable to contact the resident after calling all the resident's listed phone numbers, he or she will leave a message. The visitor will be denied access until the resident confirms his/her authorization to Security.

Security may require very large vehicles to enter and exit via the Terry Creek gate. Commercial vehicles exiting through the Main gate are subject to inspection of their contents by Security,

**Procedures for "Permanently" Authorized Visitors:** Some service providers with multiple clients in the community (e.g. housecleaners, lawn maintenance firms, trash collection firms) may qualify for annual passes. In addition, for guests and other service providers who will be visiting a resident repeatedly, residents and property owners may send

a once-a-year letter to Security naming these frequent guests and service providers. Security will keep the letters on file and issue a temporary hangtag to the visitor whenever entry is needed. Without an annual pass or standing letter on file, residents must email or phone the Main gate to advise of the visitor's arrival date.

**Employee Procedures:** The Cliffs employees will be allowed entry via a current windshield decal. Cliffs employees must have a windshield decal. In unique instances, some employees may be issued access cards for remote gate entry and exit. The Safety and Security Committee will monitor and approve the issuance of any employee access cards.

**"Buzz In/Out" Procedures:** Residents have the ability to allow individuals to enter through the Terry Creek and Foxboro gates. An individual requesting entry through one of these gates may place a call to the resident through the keypad located at the gate. The individual must call the number listed in the directory by following the printed instructions on the screen. Once reached by phone, the resident pushes "9" on their keypad and hangs up. The entry gate will then open. When using this procedure, residents must call the Main gate to advise the Security officer of the entry.

#### **Resident Vehicles:**

To better serve the community, all residents must register all their motorized vehicles with Security. It is the resident's responsibility to keep Security informed of vehicle disposals, vehicle additions and current license plates, and to stop at the Main Gate with any newly acquired vehicle so that Security can affix a decal to the vehicle.

### **FIRE DEPARTMENT**

Valley residents living in South Carolina are serviced by the Glassy Mountain Fire Department and in North Carolina by the Green River Fire Department. In the case of an emergency, after calling 911, if possible, please notify Valley Security at (864) 836-4411 and provide details regarding the emergency. **IT IS IMPORTANT TO CALL 911 FIRST AND NOT SECURITY; OTHERWISE RESPONSE MIGHT BE DELAYED.**

You should consider leaving a key to your home with a neighbor or with Valley Security. In addition, KNOX Boxes are available through the Glassy Mountain Fire Department.

### **FIRE SAFETY**

**Open fires and campfires:** All open fires and campfires are prohibited because of the danger of igniting a wild fire.

**Fire Pits & Wood Burning Fireplaces:** Although fire pits and outdoor fireplaces are safer than open fires, there is still a potential for sparking a larger fire. Therefore, residents must comply with the following:

- Permanent fire pits and outdoor fireplaces must be approved by the ARB.
- Do NOT start a fire if burning conditions are reported to be "HIGH". To determine if burning conditions are considered "HIGH", call Forestry Services at 800-986-5299.
- Do not burn trash, leaves, paper, cardboard, plywood or twigs. Avoid using soft woods such as pine or cedar which are more likely than hardwoods to throw off sparks.
- Do not overload the pit or fireplace which may result in a large fire which is difficult to control.
- Do not use flammable fluids such as gasoline, alcohol, diesel fuel, kerosene and lighter fluid to light or relight fires.
- Establish a six-foot safety zone with no combustible materials within that area.
- A responsible adult must be present at all times and an active fire pit or fireplace should never be left unattended.
- Keep a fire extinguisher and garden hose available.
- If anything goes wrong call 911 directly. After calling 911, please notify Security.
- To safely extinguish the fire, follow these steps:
  - Allow wood to burn completely to ash, if possible.
  - Pour ample amounts of water on the fire to drown all embers, not just the red ones.
  - Pour until hissing sound stops.
  - Scrape the sticks and logs to remove any embers.
  - Stir and make sure everything is wet and cold to touch. If it is too hot to touch, it is too hot to leave.

\*Note: At gatherings where a common fire pit or outdoor fireplace is utilized (Stonehouse and Corbin Mountain Pavilion), a responsible adult must be assigned to adhere to the above instructions.

## **FIREWORKS**

Personal use of fireworks in the Valley is strictly prohibited.

## **LIGHTING**

Exterior lighting may only be permitted to continuously remain on from dusk until 11 pm. No exterior lighting may continuously remain on from 11 pm until daylight. The only permitted exception is low voltage lighting at the driveway entrance to a home. Additional information on the types of exterior lighting that are allowed can be found in the Cliffs Valley Design and Construction Guidelines.

Holiday lighting in good taste is permitted. Lights cannot be displayed prior to Thanksgiving and must be removed by January 31 of the following year.

## **HUNTING & SHOOTING**

Firing of all type of guns in the Valley is strictly prohibited.

Capturing, trapping or killing of wildlife within the Properties, except in circumstances posing an imminent threat to the safety of a person using the Properties, is prohibited. Hunting within the Valley is strictly prohibited. Exception would be hunters hired by the Community Association for the elimination of pests such as feral pigs.

## **INTERSECTION LANDSCAPING**

The Landscape Committee provides landscaping at intersections as the budget permits. In recognition that some residents may want to move more quickly than the budget allows, neighborhood residents may seek approval from the Landscape Committee to plant a common intersection with low maintenance and drought tolerant plans.

## **MEMORIALS**

A Memorial planting will be permitted IF the Landscape Committee has approved the location and type of plant. No mementoes, plaques, or markers will be allowed on Community Association property. Maintenance and arrangements for plantings are the responsibility of the donor.

## **NOISE ABATEMENT**

In consideration of our neighbors, the association encourages all residents to be cognizant of the noise level of their activities. This would include but is not limited to, use of outdoor speakers and/or sound equipment by residents and construction crews, loud and/or large gatherings, and unmuffled vehicles. Any complaints of excessive noise levels should be made to the Property Manager.

## **OVERNIGHT PARKING**

Overnight parking is not allowed in any common areas. Parking of commercial vehicles, recreational vehicles, motor homes, trailers, mobile homes, boats or other watercraft or other oversized vehicles, stored vehicles or inoperable vehicles in places other than enclosed garages or other portions of the lot screened so that they are not visible is prohibited by the covenants.

## **ROAD USAGE**

Valley road usage is intended for vehicles and pedestrians. Drivers should be very cognizant of pedestrian traffic. Bikers and walkers are permitted with the understanding that they should use extreme caution on hilly, curvy roads as they may not be seen by vehicular traffic. The roads in our community, with respect to cyclist and bikers, are for the exclusive use of Valley residents and their accompanied guests. Roller blades and roller skates are NOT permitted above the level of the clubhouse and Wellness Center.

## **STORM DAMAGE TO VEGETATION**

It is the responsibility of the Landscape Committee and contractors to clear all roads and common areas of fallen trees and debris following a storm. Fallen trees or debris from a storm on private property should be collected and removed by the property owner at his or her expense. Fallen trees and debris become an issue that needs to be corrected when it is a hazard or an eyesore. It is classified as an eyesore when a resident complains about the condition. Clean up should be accomplished in a timely fashion.

## **TREE REMOVAL**

No tree measuring five inches (5") or more in diameter at a point two feet (2') above ground level, any native deciduous flowering trees or shrubs, or any evergreens may be removed without the written approval of the ARB, unless located within twenty feet (20') of a building. Exception would include damaged trees, or trees which must be removed because of any emergency. The ARB should be notified after the emergency removal.

The cutting of the forest canopy is STRICTLY PROHIBITED unless approved by the ARB. Tree removal and topping is STRICTLY PROHIBITED within fifty feet (50') of a lake or the golf course.

## **VACANT LOT CLEANING**

Before any vacant lot vegetation cleaning can begin, a Vacant Lot Cleaning Permit must be completed with an approved copy being placed on file with the ARB Administrator. The Vacant Lot Cleaning Permit must be posted on a wooden post clearly visible from the road. Please refer to the documents portion on the website to obtain a copy of the Lot Cleaning Guidelines and the Permit, or you may contact the Property Manager.

## **WEEDS & KUDZU**

Dense or uncultivated, herbaceous and/or woody growth in or within the platted areas which is over 18 inches high creates a nuisance due to unsightliness and serves as a breeding ground for mosquitoes, a refuge for vermin infestation and/or creates a fire or traffic hazard. Owners of vacant lots are responsible for control of these weeds. This is especially critical for properties bordering improved lots. Owners of vacant lots that are not in close proximity to one or more improved lots are still responsible for ensuring that no condition exists that could create a fire or traffic hazard. When the owner of a vacant lot fails to comply with these standards, the Property Manager will attempt to contact the owner and arrange for an immediate resolution. If the owner fails to rectify the situation within 10 days of the notice, the Property Manager will arrange for a resolution at the owner's expense. Where an emergency condition exists, the sole judgment of the Property Manager allows for resolution without prior notification.

Kudzu of any size or magnitude is NEVER acceptable within the community. Should Kudzu be present on POA common property, the POA will take immediate action to control and eradicate it utilizing professional certified contractors who will only utilize currently approved industry methods for the application of herbicides which will minimize the damage to native beneficial vegetation, have no impact on water bodies or sources, while maximizing the eradication of the Kudzu. Should Kudzu be present on a property owner's property, the property owner will likewise institute treatment of the infected area in the same manner. If the property owner desires or refuses to act on his or her own, the POA will arrange for treatment at the owner's expense.

Owners of improved lots are responsible for maintaining their property in accordance with the Cliffs Valley Construction and Design Guidelines and the Community Association's policy governing Landscaping of Lots.

## **Wildlife**

We are very fortunate to be able to live in such a beautiful mountain setting. As residents, we want to ensure that we do the right things to respect and maintain this unique environment. An important part of this relationship is learning to live in harmony with the diverse wildlife that live with us in our community. A major part of this responsibility is being able to co-exist with the local black bears. Their population has been increasing in the Upstate and, consequently, we are having more and more encounters in the Valley.

Simply seeing a bear is not cause for alarm and should be viewed as a unique experience as they are one of the last thriving large carnivores in North America. Importantly, no one has ever been injured by a black bear in South Carolina in its recorded history. Most bear problems in residential areas are temporary and usually occur in the spring and summer months between the time the bears emerge from their dens and when the summer foods such as berries ripen. During this period, bears will travel widely in search of food. Additionally, breeding season occurs from June to August and male bears tend to roam farther than in search of mates. During this same time, young males are dispersing to new territories and often wander into residential areas.

Bears have a natural fear of people and will avoid them unless repeatedly tempted by food. Bears naturally investigate food odors and are attracted to almost any foodstuff. Once a bear receives a "reward" of any residential food, it will return to the same area several times, even after food is removed, to search around the general area for similar foods. The solution to most bear problems is to remove the food attraction before conflicts occur. In South Carolina, it is illegal to entice bears by any means. Further, the law states that you must remove any food attractants if and when

bears are coming onto your property.

These wildlife requirements have been approved by the Cliffs Valley POA Board of Directors and it is the responsibility of all residents to ensure that they followed:

1. **Do Not Feed The Wildlife** - Feeding bears is illegal in the state of South Carolina. This is just asking for trouble as it habituates the animals as to where their next meal is coming from. Additionally, it is unnecessary to feed songbirds as they have survived in our forests for hundreds of years without our help. Bird feeders invariably attract other animals including damaging rodents (raccoons, squirrels, rats) and bears.
2. **Contain Your Household Waste** - Animals recognize our garbage as a free meal. Be sure your garbage is in a closed container and place it at street side just prior to collection. Do not put the container out unprotected overnight or allow it to overflow. Also, keep charcoal and gas grills clean as animals love the fat that accumulates in them.
3. **Safely Store Foodstuffs** - When not in use, keep garage doors and other home entry points closed to prevent animals from foraging for food. Store pet food where it is not accessible to other animals.

Willful disregard of these requirements by any property owner will result in further enforcement by the Cliffs Valley POA and/or the South Carolina Department of Natural Resources including fines, if warranted.

Here is a link to a SC DNR publication entitled A Homeowner's Guide to Living with Bears:

<http://www.dnr.sc.gov/wildlife/bear/08Bearbrochure.pdf>. Please do not call SC DNR just because you see a bear; they are being overburdened with calls. If you have a significant bear encounter at your residence, please notify Cliffs Valley Safety & Security who will investigate and contact SC DNR if required. By working together we can help protect our wildlife and our community.