



HILAND HILLS
TOWNHOUSE OWNERS ASSOCIATION



November 14, 2015

Re: Parking Problems
 Parking Permits Enclosed

Dear Hiland Hills Owner:

Parking Issues Reported by Owners

The Hiland Hills Board of Directors received a number of complaints about parking, including:

1. Finding someone's vehicle in their assigned space
 2. Some residents parking more than two (2) Vehicles in the lot
 3. Some residents parking in an open space for more than 72 hours
 4. Not being able to park in assigned space and not being able to have it towed
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Implementing Solutions

To address the complaints received, the Board chose to sign up with Maxx Auto Recovery and implement a parking permit system. Signs are posted throughout Hiland Hills.

Towing a Vehicle from Your Assigned Space

Maxx will tow a vehicle from your space when you call them, then present your photo ID, plus a copy of a utility bill with your address. Maxx will also ask you to sign on their paperwork before towing a vehicle from your assigned parking space. **303 295-6353**.

Reporting Open Space Parking Problems

For vehicles that are parked in open spaces, including over-time, inoperable or no parking permit, please notify the manager in writing of the location, color, make and license plate number. It is important to include your name, Unit Number, telephone number, and if you have one, your email address. Anonymous complaints can be ignored and no action taken.

New Parking Permits

Enclosed you will find a parking permit sticker and a parking permit hanging tag. Please attach the parking permit tag to the inside, lower left side of the front windshield of the vehicle you most often park in your assigned space. The hanging tag is for your 2nd vehicle, or over-night guests. If you have 2 vehicles and an overnight guest, please request a temporary parking permit.

Temporary Parking Permits (Overnight Guests)

Brad or Sabrina will issue a temporary parking for up to a week. If the guest will be here longer, please ask for a new temporary parking permit just before it expires. The temporary permit should

be placed on the left hand side of the dashboard. *Temporary parking permits will be issued only during regular office hours.* You may send an email to Brad and the permit will be issued then can be picked up the following business day.

Maxx Parking Patrol

Maxx Auto Recovery began patrolling our parking lots in early October. They will tag inoperable vehicles, no license plates/temp ID and other problems. After three (3) days (72 hours), if the problem is not corrected, the tagged vehicle becomes subject to towing at any time for the next sixty (60) days when parked at Hiland Hills. This applies to all parking spaces, including assigned and open/visitor spaces. Vehicles parked in a Fire Lane, or other location not designated for parking are subject to immediate towing.

Selling a Vehicle with a Sticker

If you no longer own the vehicle that has the parking sticker, please notify the office to obtain a sticker for your replacement vehicle. The old sticker will be canceled and no longer valid for parking at Hiland Hills. If the canceled sticker is displayed, the vehicle is subject to towing.

Replacement Hanging Tags

Lost hanging tags can be replaced for \$25 each and the old one will be canceled. If a canceled tag is displayed, the vehicle will be ticketed and subject to towing in 72 hours.

Start Date That Stickers and Tags Are Required

Maxx Auto Recovery will start looking for parking permit stickers and hanging tags in January 1, 2016. Vehicles parked at Hiland Hills overnight without a parking permit sticker or hanging tag can be ticketed. If not corrected, the vehicle becomes subject to towing 72 hours from when the ticket was issued. Towing can occur anytime over the next sixty (60) days if the problem is not corrected.

At this time, motorcycles and scooters will not need a parking sticker or a hanging tag.

Change of Owner or Tenant

An owner that sells will need to give their buyer the hanging tag at closing. Owners that rent will need to arrange for the sticker and provide the tag to their tenant. The owner will need to retrieve the hanging tag from their tenant when they move out; otherwise a replacement will be \$25. Lost tags will be on the canceled list. Vehicles displaying a canceled tag will become subject to towing.

If you have any questions, please send an email to the Board of Directors:

HHTOABoard@HilandHillsTOA.com

propertymanager@hilandhillstoa.com

Thank you very much,

Hiland Hills Board of Directors