

## FAQ'S

We understand questions come up. Find answers to frequently asked questions, whether you're a current homeowner, future homeowner or just looking to get more information.

### **1. WHAT DOES HARSTON WOODS BILL FOR EACH MONTH?**

*Excellent question! Monthly you will receive a bill from Harston Woods which will include site rent, water, sewer, and trash. As a resident, you will be responsible to set up all other utilities.*

### **2. WHAT BREED DOGS ARE NOT ALLOWED ON HARSTON WOODS MHC PROPERTY?**

*While we welcome most breeds 75 lbs or under with open arms, we do not accept the following full- or mixed- breeds: Chow Chow, Doberman, German Shepherd, Pit Bull, American Bull, Terrier Bulldog, American Bulldog, American Staffordshire Terrier, Presa Canario, and Rottweiler.*

***Service Animals are exempt from breed restrictions but must have proper certifications and training. Online certifications are not acceptable.***

### **3. WHAT HAPPENS IF I NEED TO BREAK MY LAND LEASE?**

*We understand that the unexpected can happen. In the event you must break your land lease, you need to contact the office immediately to give written notice and to discuss your termination requirements as well as the disposition of your home.*

### **4. WHAT IF I WANT TO PUT MY HOME UP FOR SALE?**

*We're sorry to hear you will be leaving us! There are several requirements before putting your home up for sale, so please reach out to the Harston Woods office to review these procedures.*

### **5. WHAT WILL I NEED TO QUALIFY TO LIVE IN HARSTON WOODS MHC?**

*We're thrilled to hear you want to move in. All potential residents must complete an application and pay a \$55.00 application fee. After you finished your application you will receive a confirmation email with a preliminary approval. In order to make your approval final the office team will need photo identification, income verification in the form of pay stubs, W-2's or proof of other funds.*

### **6. WHAT SHOULD I DO IF I WITNESS UNUSUAL ACITIVITY AFTER HOURS?**

*If you feel unsafe, or witness suspicious activity happening presently, we request that you call 911 immediately.*

**7. CAN A HOMEOWNER HAVE A FENCE AT THEIR HOMESITE?**

*We understand that you may want privacy. However, to keep a consistent look and feel to our community we do not allow any homesite to have privacy fences.*

**8. HOW DO YOU RESERVE THE CLUBROOM?**

*We love sharing our clubroom with you, your friends and family. Once you know the date of your event, contact the office to reserve the clubroom in advance. We will require a \$500 deposit and \$50 cleaning deposit to hold your reservation, both deposits are eligible for refund when the clubroom is left in good condition.*

**9. WHAT ARE THE RULES FOR ACCESS CARD USE?**

*Great question! Access cards give residents access to our pool, fitness center, and clubroom. Any guests under 18 years of age must be accompanied by an adult to access these areas.*

**10. IS THERE A REFERRAL PROGRAM IF I HAVE A FRIEND THAT WANTS TO LIVE AT HARSTON WOODS?**

*Friends make the best neighbors! We are proud to offer a referral fee to our residents who refer their friends. Contact our office to learn more about Harston Woods' referral program.*

**11. DOES HARSTON WOODS HAVE WI-FI?**

*We understand the importance of connecting. So much so we offer free Wi-Fi in our pool area and clubroom.*