



RESIDENTS' FREQUENTLY ASKED QUESTIONS (FAQS)

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Community in General:

Q. How many homes are in Windward?

A. Our Windward Community has 44 different neighborhoods. When our newest neighborhood, Shirley Estates, is completed Windward will have 2,474 homes.

Q. When were the first homes in Windward built?

A. The first homes were built in 1983.

Q. Why has the Windward Business Park attracted so many national and regional corporations?

A. Beyond the location right off GA 400, fiber-optic cables installed by Bellsouth and a concrete-encased power grid by Georgia Power ensure constant power flow and quality communications. As in our residential section, the commercial district has covenants governing the appearance of the buildings and signs, ensuring consistent appearance throughout the park.

Q. Where is the nearest fire station?

A. We have one here in Windward just off Windward Parkway on Market Place. There are two others close by: on Park Bridge Parkway, and on Webb Bridge Road.

Q. Does the annual Fee include Membership for Pool, Marina, and Tennis?

A. No. Windward Lake Club is privately owned, and its amenities are not included in the annual HOA dues. To learn more, visit www.windwardlakeclub.com or call (770) 442-5783.

Similarly, the Golf Club of Georgia is privately owned. To learn more, visit www.golfclubofgeorgia.com or call 770.664.8644.



Q. What is a "management company," what do they do, and how do I reach them?

A. Access Management Group is the professional service company contracted by WCSA to carry out the instructions of the Board of Directors; their duties include maintenance of common areas and upholding the community's covenants (e.g., landscape and home exterior maintenance). They are available at windward@accessmgt.com or (770) 802-8360.

Q. What is a homeowners' association?

A. A residential community, when it's initially developed, may establish a private association with the purpose of promoting the community's interest, managing common areas, and enforcing covenants intended to foster a well-maintained and consistent appearance. Anyone buying a home in such a community is automatically a member of the homeowners' association and agrees to abide by the CC&Rs.

Q. What are the CC&Rs?

A. Covenants, Conditions and Restrictions. These are the rules governing the use and appearance of properties within the community. They're intended to ensure a reasonably consistent standard throughout the community and to protect property values. Anyone purchasing a home in a community so governed should be familiar with these rules. For Windward, they can be found on this portal under Documents / Governing Documents / Windward Rules and Regulations.

Q. What are the Bylaws?

A. This document provides details on the functioning of the governing body for the community's homeowners' association. They document the rules for composition, powers, and duties of the Board of Directors, including reporting requirements. For Windward, they can be found on this portal under Documents / Governing Documents / Bylaws.

Q. What is the Board of Directors?

A. Seven volunteers are elected or, under specific circumstances, appointed to provide oversight of the homeowners' association's functions within the guidelines of the governing documents. Learn more in this portal under Documents / About WCSA / Board of Directors.

Q. If I am having a problem with a neighbor for a violation of the Policies and Guidelines, what can I do?

A. The first step is to communicate directly with your neighbor. If unsuccessful, the next step is to notify the management company, providing as much detailed information as possible (including photographs) to expedite resolution. Also, you may opt to take direct legal action, as a last resort.



Q. Are Board Meetings open to all residents? If so, where and when are they held?

A. Board business meetings are open to Windward homeowners only. WCSA notifies the community of the date and time of each monthly meeting through broadcast emails, the community website, the Breeze, and the private Facebook group Windward Residents. The Board provides several different avenues for questions and comments between homeowners and Board members. The monthly meetings, however, are for the Board to conduct necessary business; per the community by-laws, discussion and deliberation is open only to Board members — non-Board members may participate in a brief question and answer period if the agenda allows and the majority of the Board concurs.

Q. If I want to serve on a committee, how do I find out what committees are active and how I can get involved?

A. Please reach out to the management company at windward@accessmgt.com or (770) 802-8360 for information and to volunteer. A committee chairperson will contact you.

Q. What is my annual assessment?

A. This is a dollar amount per household assessed each year, as part of the budgeting process based on the costs of fulfilling the HOA's functions and duties (annual dues). You will find the annual amount at portal.accessmgt.com > Billing.

Q. How is the amount of my assessment determined?

A: During the third quarter of each year, a multi-step analysis process is conducted by management, Budget Committee, and Board of Directors. Based on projected expenditures for the coming year, the rate is set and posted.

Q. Will my assessment go up?

A. This decision is reached on a year-by-year basis. Assessments must occasionally increase to cover inflation, replacement of aging materials, and improvements.

Q. What happens if I don't pay my assessment?

A. Paying assessments is a promise you make to your neighbors when you buy a home in the community. If you do not honor that promise, you do not contribute to the maintenance of the community. The Board of Directors has established a series of steps to ensure that all assessments are collected. This progressive enforcement action begins with late notices, proceeds to liens, then to obtaining judgment, followed by court-enforced collections methods.

Q. Whom do I call if . . .

A. The Communications Committee has gathered a list of contact information for everything from garbage pickup to State government. We keep that list up to date and add new

information as we identify frequent requests. Take a look in this portal at Documents / Important Contacts.

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Civic-related:

Q. Where can I learn more about development projects and road improvements around town?

A. The City of Alpharetta has a wonderful resource at <https://www.alpharetta.ga.us/government/departments/community-development/development> where you'll find interactive maps with details and status on all public projects and private development within City limits.

Q. What can I do about unsafe driving (speeding, stop sign running) on my street?

A. The first step is to request enforcement through the Alpharetta Police Department's Interactive Lobby at <https://alpharetta.policetocitizen.com> . If the problem is more prevalent than one or two problem drivers, the next step is to ask the City of Alpharetta's Public Works department (678-297-6200) to assess the extent of the problem by conducting a speed/volume study. The department will assess the study results to determine whether the conditions qualify for further action under the City's Traffic Calming program. Most measures available under this program require signed agreement from 75% of the residents on the affected street. Speed humps are the most frequently requested but the most controversial, and they must be executed within strict engineering guidelines. Additional stop signs are often requested, however they may be installed only in accordance with MUTCD (Manual on Uniform Traffic Control Devices) warrants. Residents often request speed limit reduction. GA DOT establishes speed limits, and the minimum legal speed limit on a public street is 25 mph and enforcement allows up to 11 mph over the limit; enforcement with laser/radar requires that the officer be visible for 500 feet, which is problematic on most streets in Windward. Public Works continues to explore traffic calming options appropriate to residential areas.

Q. Are golf carts allowed to drive on the streets throughout Windward?

A. Golf carts are not allowed on any City of Alpharetta public roadways or public sidewalks. Most streets in Windward are public. However, golf carts can be operated on private roadways. In Windward, for example, Greatwood Manor (past the gate), Club Court, Golf Club Dr (past the guard shack to the club), Ardsley Ln, Blackheath Trace, Portmarnock Dr, and Bay Point Crossing are all private roadways. Golf carts can be driven throughout these neighborhoods, but they cannot leave the neighborhood and enter public roadways.

Q. Can we close Windward streets to through traffic by gating them?

A. When the Windward community was originally designed in the early 1980s, Windward's streets were deeded to the City of Alpharetta. The City owns the land and maintains the curb and gutter and pavement. Some were designated as emergency response routes (e.g., Southlake Drive, Lake Windward Drive, Clubhouse Drive). A few fully self-contained neighborhoods within Windward are gated; their sub associations own the streets and are responsible for their maintenance and for the gate(s). To convert public City streets to private, we would have to buy the land from the City, assume the ongoing responsibility for maintaining the streets, and build and maintain gates at each access point; all of these requirements are cost-prohibitive. Additionally, emergency response routes must remain readily accessible.

Q. Can we restrict on-street parking to Windward residents only, especially near the pocket parks?

A. Unfortunately, no. Except within our gated neighborhoods, all streets in Windward are deeded City streets. The City of Alpharetta can restrict street parking only when warranted by an ordinance; any sign placed without warrant is unenforceable. Similarly, parking decals are unenforceable. If you observe an ongoing problem with on-street parking that you feel may impede movement, especially for emergency equipment, please notify Access Management Group at (770)802-8360. WCSA will refer the matter to the City of Alpharetta.

Q. What can we do about the deer population in Windward? Will deer crossing signs help?

A. Deer are thriving in all of North Georgia's suburbs. This is actually their ideal environment. The Georgia Department of Natural Resources (Wildlife Resources Division) focuses on hunting as the only effective method of population control. While bow hunting deer is legal in Fulton County, it must be in season (in the fall), limited to licensed hunters with the correct equipment, and on private property. The City of Alpharetta tells us that deer crossing signs are ineffective, based on multiple studies across the country: drivers fail to maintain vigilance in the presence of a sign, and deer are so prevalent that they move throughout the area unpredictably. The best advice from driving safety experts is to:

- Slow down and scan the roadsides, especially at dusk and dawn.
- Slow down even more in wet or icy conditions, to improve your stopping distance.
- Use your horn when a deer seems to be hypnotized by your headlights.
- And sadly, if a collision seems unavoidable, brake hard but **DO NOT SWERVE** – by not swerving, you minimize the potential for other damage and may actually do less harm to the unpredictable deer.

Q. What can be done about door-to-door solicitors?

A. The laws affecting community controls over door-to-door solicitation have recently changed. Where several years ago we took advantage of a City of Alpharetta program whereby we



registered the entire community as closed to soliciting, that is no longer valid. Instead, each individual household may register as a no-soliciting household with the City of Alpharetta by clicking [here](#); registered households are then included in a list given to solicitors who apply for the recommended permit. You are also within your rights to ask the solicitor to leave your property. If a solicitor persists, call the Alpharetta Police Department's non-emergency number at 678-297-6300 and provide a description of the solicitor.

Please bear in mind that certain religious, veteran, political, and non-profit groups do have the legal right to solicit.

If you do register as a no soliciting household, the City policy requires that you also post a “No Soliciting” sign on your property. Please be sure to check Documents / Governing Documents / Windward Rules and Regulations for the approved standards for “No Soliciting” signs, reprinted here for your convenience: "Permitted Signs: one (1) professional security and/or non-solicitation sign not to exceed twelve (12) inches by twelve (12) inches in size may be displayed on a Residential Unit and must be placed either within three (3) feet of the front of said Residential Unit or within Residential Unit’s front planting bed which backs up to the front of the house.”

Q. The City of Alpharetta allows residents on lots of one acre or more to keep up to 6 chickens (excluding roosters). Does that apply in Windward?

A. The City’s ordinance allows keeping chickens EXCEPT where an HOA restricts them. Windward’s Rules and Regulations, Section XV, do disallow them: “No fowl, including but not limited to chickens, ducks, geese, etc. may be kept anywhere on the Properties.”

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Communications:

Q. What are the official WCSA communications channels?

A. WCSA uses several different methods to communicate with homeowners including:

The Breeze – the monthly printed magazine that usually arrives in mailboxes the second week of every month. A digital version is also available on this portal, under Documents / Breeze Newsletter.

Public/Marketing website – www.windwardhomesga.com, which provides helpful information for the general public, including prospective homebuyers and area realtors.



Eblasts – the board sends out a monthly eblast to homeowners along with bulletin eblasts as needed. Homeowners can log in to the community website to verify we have an accurate email address on file.

Facebook – WCSA manages two official Facebook accounts: The Breeze public Facebook page and the Windward Residents private Facebook group. The Windward Residents group is for homeowners only, and residency is verified before requests to join are approved.

Resident Portal (Vantaca) – www.windwardhomeowners.com, for homeowners only (requires a login). Provides homeowners with the tools to manage their account, generate and track the status of modifications applications, and find important information about the community and its governance.

Q. How can I submit an article or suggestion for the Breeze?

A. Please email the Breeze editor, Jennifer Goodin, at jgoodin.hoaevents@gmail.com.

Q. Can I opt out of the printed version of the Breeze and just access the digital copy?

A. At this time we do not have a way for homeowners to opt out of the printed version of the Breeze due to our contract with the publisher.

Q. How can I advertise in the Breeze?

A. All advertising in the Breeze is managed by the publisher, Tlehs. Please contact them at 770-623-6220 or sales@kda-communications.com.

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Lake:

Q. Who can use the lake?

A. Lake Windward is a private lake **for residents' use only**. Use of the lake and participation in lake activities is at your own risk.

Q. How deep is the lake?

A. Lake Windward is 40 feet at its deepest point.

Q. Can I swim in the lake?

A. Yes, but it is swim at your own risk.

Q. Is fishing allowed?

A. Residents may fish from their boats, private docks, or the pocket park docks. Fishing is not allowed off the dam. The Lake Committee has an active committee that works on the Lake Eco-

balance. A complete list of fishing-related documents, including Habitat locations, Lake Contour Lines, Fish Population reports, and MossBack locations can be found on this portal, at Documents / Amenities / Lake.

Q. How safe is it to eat fish caught in Windward Lake and does lawn run-offs and catch-basins contaminate water?"

A. Based on the water quality tests that one of our vendors does on a regular basis, the water and the fish would be very safe. We also have a company that assesses the health of the fishery, they rate our fishery very healthy. The lawn run-offs and drains on the streets all flow into the lake and do cause some degradation in the quality of lake but compared to most lakes, it is rated extremely healthy water-wise and fishery-wise.

The number one way to improve quality is to continue to remind homeowners around the community not to blow lawn clippings and other debris in the drains. As well, the owners on the lake to not blow directly grass and debris in lake. Secondly, we consistently are adding bait fish or crawfish to the lake every 1-2 years plus adding habitat that allows the fishery to be even healthier.

The water is sampled 3 times per year. As always, all use of the lake is at your own risk, including eating the fish, but our water quality is good and the fish are healthy. Also, we have a fishery regulation that all fish 16 inches in length or larger be released back into the lake. You may keep as many smaller fish as you want.

Q. How does a resident get access to the boat launch on Lake Windward Drive?

A. Download the Gate Fob registration form [here](#). Complete the form and mail it along with the fee to Access Management's office. Boat Launch rules are available on this portal, under Documents / Amenities / Lake / Boating.

Q. Is there a map to assist in navigation around the lake?

A. Yes, please find the Windward Boating Map on this portal, under Documents / Amenities / Lake / Boating. We also have a Boating on Lake Windward document for reference.

Q. What kind of watercraft are allowed?

A. Per the Windward Rules & Regulations:

Watercraft with affixed gasoline engines may not be put into the water. Only electric, wind powered, or hand/foot powered Watercraft is permitted on Lake Windward. For Personal Watercraft (PWC) such as stand-up paddle boards, surf boards, kayaks, jet skis, hovercraft and

similar Watercraft, only hand and/or foot powered PWC are allowed. No engine or motor propelled PWC (e.g., gas, electric, battery, solar power etc.) are allowed. Each Watercraft operated on Lake Windward must have a current decal issued by the WCSA. The decals must be affixed to the bow (front) on the port (left) side. Such decals may be obtained from the WCSA's property manager.

Q. Is boat rental allowed?

Q. Please contact the Windward Lake Club at (770) 442-5783 on this topic.

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Modifications:

Q. Do I need to submit an application for a tree removal?

A. Yes.

Q. What about an emergency tree removal?

A. Take a picture along with an application and send it to Access Management with the heading Emergency Tree Removal.

Q. Do I need to submit an application if I am painting my house the same color?

A. Yes.

Q. Where do I find the application?

A. On this portal, from the Dashboard, click on "Submit a New Request".

Q. Are there any fees for doing a modification?

A. There is only a fee for very large scale projects as we will need the Professional Services team to visit the property more than once.

Q. How do I request a free 30 minute consultation with the Professional Services Team?

A. Contact Access Management Group at 770-802-8360.

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Property and Landscaping of Common Areas:

Q. Will I be notified prior to my neighborhood entrance being updated?



A. Yes. Residents in these neighborhoods will receive a notification prior to installation that will include a drawing of the plans and an overview of the major changes. Residents will be given 2 weeks to respond with any questions or concerns before installation begins.

Q. My neighborhood entrance was recently updated. Some of the new plants have died. How do we get these plants replaced?

A. If you notice new plants that did not survive, please contact Access Management. When we update a neighborhood entrance, the plant materials are warranted for 1 year. The plant replacement may not be immediate as the time of year may dictate when the replacement takes place.

Q. I've seen new pine straw going down in several neighborhoods but I think that they missed my neighborhood. How do I get new pine straw in my neighborhood?

A. Reach out to Access Management with your concerns - windward@accessmgt.com. Access Management will contact our landscaping service provider and have the issue corrected.

Q: Why are there pet stations in some locations and not others? Since we see frequently see pet waste along our streets and in our yards, can we request more?

A: The pet stations you see along some of Windward's corridor streets were donated by a private funding source (that no longer exists), then WCSA assumed the responsibility for stocking and emptying them. Materials and labor to install each cost approximately \$1,150; WCSA pays roughly \$500 per month in maintenance. They were installed originally to encourage use. Sadly, though, we still see pet owners not picking up waste even along streets where pet stations are available. Ultimately, each pet owner is held responsible by both City ordinance and community covenant to bag and remove their pet's waste, and must do so whether a pet station is present or not. WCSA shares regular reminders of this in its print and online media.



Social Activities:

Q. Where is the schedule for the social events?

A. Social events are announced in the monthly *Breeze*, on Windward's Facebook pages (Windward Breeze, and Windward Residents), and through timely eblasts.

Q. Are non-residents allowed to participate in social events?

A. Social events are designed for residents, their families and any out-of-town guests who might be visiting.

Q. How do I get more information on the Lake Windward Yacht Club?

A. LWYC is a private organization and not part of WCSA oversight. Please email lakewindwardyachtclub@gmail.com or visit <https://www.sites.google.com/site/lakewindwardyc/home> .