

## NEW TOWN ISSUES – UPDATES

*August 12, 2015*

- **SALES OF NEW HOMES -** Homes continue to be sold by both builders. Homes by Whittaker purchased Phase 10B to build an additional 255 homes. Gateway District will add another 220 homes. McBride continues to sell homes in Phase 10A (Beach District).
- **ARCHITECTURAL REQUESTS** – All changes to the exterior of your lot (paint, stain, storm doors, deck, fence, retaining walls, extensive landscaping or removal of landscaping, hardscaping, play structures, pool, etc.) **MUST** be approved prior to installation or removal.
- **PROJECTS:**
  - Mailroom #3 – Relocate Beach District boxes to new mailroom (old GA) - IN PROCESS
  - Common Areas – Domain, N. & S. Mester Courtyard – UNDER REVIEW FOR LANDSCP
  - Tree Trimming – Common Areas – IN PROCESS
  - Tree Replacement – ADDITIONAL REPLACEMENTS IN FALL
  - Lake wall repair at front lake – (Hempstead side) – ADDITIONAL BIDS REQUESTED – TBD in Fall when lakes are low
  - Bollard Repair – at entrance and on S. New Town – SCHEDULED IN 2 WKS
  - Business Sign posts to be painted – DONE
  - Kiosks - power wash – DONE
  - Rock –
    - Lakes – IN PROCESS
    - Koi Pond – ON ORDER
  - Lake Signs – Repairs - IN PROCESS – possibly ordering new signs
  - Obelisk – Bollard Repair – at entrance (2<sup>nd</sup> time this year) – SCHEDULED IN 2 WKS
  - Playground at Civic Green – repair to foundation pad – DONE
  - Pool buildings – staining/painting – IN PROCESS
  - Shrub Replacement throughout common areas – Most Completed – Some in Fall
  - Security Officer hired temporarily – on nights of events for Common Grounds
  - Pet Waste – ST. CHARLES ORDINANCE – Please pick up after your pets. **IT IS THE LAW.**
- **VANDALISM** – Please report all vandalism issues to the St. Charles City Police Department. 636.949.3309. Several instances have occurred recently to property owned by the GA.
- All questions should be directed to the General Assembly at their office 636.916.2085 or through the website at [www.ntga.net](http://www.ntga.net). **Please do not send requests through the Facebook Page as it is not monitored regularly.**
- **EVENTS** – See [New Town Event](#) List for 2015 [www.ntga.net](http://www.ntga.net)

## **Answers to Commonly Asked Questions**

- Who should I call for information concerning New Town? The General Assembly is the first place to start. Their number is 636.916.2085 OR visit [www.ntga.net](http://www.ntga.net).
- Should I rely on information in Facebook to be accurate? Unless it is posted by the GA – NO.
- The City owns all streets and alleys within NT except for Island Harbor which is owned by the Founder and Berrang, Wheelhouse, Camp Streets which are owned by the GA (they are paved). The GA also owns the Civic Cr., Civic Ln. and alleys on either side of the Amphitheater.
- Snow Removal:
  - The City plows all streets in New Town except for the private 1-ways in the Beach District, Island Harbor, and Civic Circle, and Civic Dr.
  - The following alleys are also plowed at every event with the public street plowing in New Town:
    - North Canal Way alley - west of Canal St. between Hempstead St. and North New Town Ave.
    - South Canal Way alley – west of Canal St. between South New Town Ave. and Arpent St.
    - Hempstead Place alley – south of Hempstead St. west of Canal St.
    - Shuttan Way alley – east of Shuttan St. between Hempstead St. and Galt House Dr.
    - Hempstead Way alley
  - The remaining alleys in New Town, as well as other City alleys, are not always plowed with every event. Decisions are made by the snow operations management team on an event-by-event basis as to whether conditions warrant snow removal on the remainder of the alleys in the City following clearing of all public streets, including New Town.
- The City approved the acceptance of the sewer system as of March 5, 2013. Sewer issues should be reported to the Water Dept. at the following contact numbers:
  - 7am-3pm - 636-949-3363
  - 3pm-7am - 636-949-3366
- The Common Ground is the responsibility of the GA. This includes: parks, canals, lakes (except Phase 10 and the lakes in the very back of the community at Island Harbor Dr.), playgrounds, pedestrian bridges, parking lots between Rue Royale & Domain St., pools, restrooms in Town Hall, Civic Green, and around Amphitheater, etc. In addition, the GA owns the Marsala's Market building, the Town Hall, the Town Hall Mailroom, the 6 kiosks on the Amphitheater along with 4 bathrooms at the Amphitheater and the stage at the Amphitheater.
- The Founder (WBI Resolution, LLC) is responsible for the land/lots/units they own. NT Home Builders, LLC is responsible for the lots they own, McBride & Son Homes is responsible for the lots they own, & Credit Concepts is responsible for the lots they own.
- NT Leasing is responsible for the Hiram Street Apartments and Apartment Mansions on North & South New Town Avenue
- The GA is governed by a Board of Governors & the Declarations & Rules & Regulations for New Town.
- The Districts are governed by their governing documents and their Board of Directors. Resident elections are handled according to those documents.
- The violation process is clearly identified within the governing documents. Many homeowners have extenuating circumstances and the GA does their best to work with the residents to

resolve their violation issues. However, according to the GA attorney, due process must be given.

- The GA sends a “friendly reminder” letter to the homeowner advising of the violation, what must be done to remedy the violation and the number of days to be completed.
  - If the violation is not remedied, a second letter is sent advising that the violation remains and a hearing may be called.
  - If the resident still makes no contact with the GA or does not remove the violation, a hearing date is set.
  - If the violation is still in place on the date of the hearing, the hearing is held by the Property Manager, Town Architect and resident with the violation. Fines are determined at this hearing.
  - Many times residents may remove a violation (for instance, a trash can), only to repeat the violation several months later. The Town Architect works with the GA in determining violations, fines, etc.
- The New Town Trust provides entertainment to the NT Community (concerts, movies, etc.).
  - Homeowner assessments DO NOT fund the Trust. The New Town Trust is funded by the TAD, and re-sale fees of .2% when a home sells from a previous owner, along with private donations.
  - The Trust has its own Board of Directors and is NOT governed by the GA. The Trust Board appoints the Event Committee members.