

Heritage Harbour Frequently Asked Questions

1. What are the children's hours at the pool?

Indoor: SAT/SUN 12-2pm, SAT EVE 6-8pm

Outdoor: Memorial Day to Labor Day - 12-3pm access to all areas, 5-7pm access to far lane; Children have access to the entire pool all day on Memorial Day, July 4th, and Labor Day.

2. Can I bring a guest to the Lodge or golf course?

You may bring a guest to the Lodge but you must accompany your guest at all times. You may bring a guest to the golf course but you must fill out a form at the course for billing purposes as there is a guest fee for 9 or 18 holes.

3. Do we have in-house physical therapists?

We do not provide physical therapy services. However, you may use the fitness center with your own physical therapist as your guest.

4. What are the hours for the Caring Network?

M-F 9:30am-12:00pm in the Card Room of the Lodge or call 410-224-8370.

5. Can I pay my bill by credit card?

The management office only accepts checks for payment of invoices and assessments. Wilder Café accepts credit cards at the time of service.

6. How do I get a resale package?

Use the Maryland Resale Request form available on the HH website (under *Buying & Selling*) or pick up one in the Lodge office. Once completed, return to the Lodge office with a check in the amount for the service requested.

7. What amenities are included in my HHCA monthly assessment?

The amenities include access to Lodge facilities and events, tennis & pickleball courts, Wilder Fresh Café and the golf course. Also included are common ground maintenance and snow plowing for community-owned streets. Note: Condos have their own contractors for grounds maintenance/snow removal.

8. What are the guidelines for renting a room for a private event?

Please see details on the HH website under *Forms for Residents, Private Party Room Reservation*, or pick up a form in the Lodge office.

9. Can someone remove wildlife from my property?

Management does not remove live wildlife. If there is a nuisance situation, please contact Anne Arundel County Wildlife Services. If there is a carcass on a county road, contact Wildlife Services to remove it.

10. Does the association cut my grass?

The community's contractor cuts the grass that is on common ground. For villas/townhomes, grass that is on your property is your responsibility. Condos have their own lawn maintenance contractors.

11. Who is responsible for snow removal?

The community's contractor plows community-owned streets. The County plows county-owned streets within HH. Condos have their own snow removal contractors.

12. When is trash/recycling pick-up?

Monday is the designated day for pick-ups. However, the schedule is one day behind for certain Federal holidays, indicated on the county website.

13. If I want to make a change to the exterior of my home, what do I do?

Please submit an Architectural and Environmental Change Form (AERC), available on the HH website or in the Lodge office.

14. Can you recommend a contractor?

The Association does not recommend contractors. Residents may wish to speak to their neighbors for recommendations.

15. Are solicitors allowed in the community?

There is no law prohibiting solicitors. Residents may post "No Solicitation" signs on the windows or glass portion of their doors, which may deter soliciting.

16. What exactly does security do?

Security personnel man the desk in the Lodge lobby when the office is closed. Security calls 911 in cases of suspicious activity or in emergencies that they observe. Residents must call 911 if they observe emergency situations.

17. Does Heritage Harbour have transportation services?

We have a community bus for local trips to shopping centers on Monday, Wednesday and Friday. Please check *Harbour Lights* or the HH website for more details.

18. How do I get a recycling bin?

Contact AA County Bureau of Waste Management Services 410-222-6100 or order online. Three sizes are available.

19. Where are the closest post offices?

Annapolis PO @210 Legion Ave., Crownsville PO @1333 Generals Hwy, and Riva PO @3123 Riva Rd.

20. How do I receive important emails from the Lodge office?

If you are not signed up with the My Green Condo email notification service, please contact Patty in the Lodge office 410-266-8677.

21. How can I get access to the HH website?

Please contact the Lodge office or heritageharbourweb@gmail.com.