

VILLAGE EAST METROPOLITAN DISTRICT NOS. 1, 2, 4 & 5  
Community Update and Informational Items as of 06/29/2023

Residents:

We have been requested to reach out to you with a few community concerns and updates. Please review, noting that this information will also be posted to the District's website.

- 1.) July Billing – Invoices are being processed this week and will be sent to the printer on July 3. You should receive your invoices in the mail on or around July 10. We understand that there can be some delays or issues with the US Mail. If you have not received your invoice by July 15, please email us at [contact@frommco.us](mailto:contact@frommco.us) and we will email you a copy of your invoice. Payments are due 30 days from the date of the invoice. Again, please note that we have had an address update and be sure that you are remitting payments to the revised address. Additionally, please note that any invoice with a prior balance due that remains unpaid, will receive a certified letter and additional \$30 fee in October. If left unpaid, the accounts will be turned over to the County in November for collection with the 2024 property taxes as a special assessment.
- 2.) Hostilities within the District – Domestic and legal issues need to be reported to the Town of Severance police department. Community living requires neighbors to have common courtesy with and for neighboring properties. The Rules, Guidelines & Restrictions are in-place to hold all residents to the same standard of courtesy and to maintain property values up. The District is not responsible for ensuring that neighbors cooperate with each other. Residents must attempt to resolve domestic issues with their neighbors. Personal issues that require an immediate and personal response (to include fireworks) or that involve a personal altercation must be reported to the police department, not to the metro district.
- 3.) Communications with Management - Due to ongoing harassment and dangerous threats to our staff, they are not permitted to exit their vehicles or personally interact with residents while on-site. If contact occurs, we will immediately contact the police department. We do understand that enforcement proceedings are difficult, but they are necessary. If you have an issue or concern, please submit an email to [contact@frommco.us](mailto:contact@frommco.us). Please note that when leaving requests for a call back, we do request your email. It is necessary we have a written copy of communications with residents for the file. We will return your call if we are unable to address the issue via email. Additionally, any threats made towards our staff via email, text and/or telephone, will be immediately reported to the Town of Severance police department. Management staff is hired to carry out the requests of the Board of Directors. Finally, please reserve URGENT calls for emergencies only. 90% of the calls received are labeled as urgent, and this is not the case with the majority of the matters. Non-urgent items are responded to in the order that they are received. Normally we are able to respond within the same day but do allocate 24-48 business hours for non-urgent matters.

- 4.) ARC Requests – Please note that any and all property improvements need to be submitted to and approved by the ARC, before installation. This information was given to you at the time of closing, remains posted on the website, and has been repeatedly transmitted with emails, invoices, and newsletters. Obtaining an approval prevents costly and time-consuming corrections and enforcement proceedings. There is a standard 30-day review period as submittals are processed in the order that they are received. ARC submittals received from properties with a delinquent balance and/or a non-compliant property will not be reviewed until the account is brought into good standing, and the property is restored to a compliant status.
  
- 5.) Review Documents – Please thoroughly review the documents that are provided to you. 90% of the questions and problems that are received are addressed within these documents. This saves the District and residents valuable time, staffing and resources that are needed for other matters. Please utilize the District’s website whenever possible. We do our best to keep residents informed by keeping the website as up-to-date and accessible as possible.

We greatly appreciate your time in reviewing this information and the understanding that it takes to cooperate with us in these matters. We understand that community living can be challenging and do our best to communicate the requirements via all avenues that are available to us.

We wish you a safe, happy, and healthy 4<sup>th</sup> of July holiday.

Sincerely,

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