

serenbe

General Community Information FAQs

HOA Ticket System

Tickets are the best way to communicate with HOA Team Members

Tickets can be submitted in the following ways:

1. Via the app - HOA Ticket Button on the home screen
2. Send an email to hoahelp@serenbe.com
3. Call and leave a message at 678-Serenbe

The first two ways to submit a ticket are preferred

Tickets can be created for any maintenance request, questions or concerns. The ticket system is monitored Monday-Saturday 9am-5pm and Sunday 1pm-5pm

Once a ticket has been completed you will receive a survey asking how we did.

We appreciate comments!

Pets

While pets are welcome and encouraged as part of life in Serenbe, there are a few rules to keep in mind.

1. All Dogs MUST be on a leash when not on private property. This is not only for the safety of everyone, but it is also Fulton County and Chatt Hills law. Our community by-laws also require that dogs be on leash at all times. This applies to **ALL DOGS**, even those that are voice trained. Any loose or unattended dogs may be impounded by animal control officers if the dog is reported. A dog park is provided for your convenience and is located in Selborne by the athletic field and racquet courts. This is the only place within Serenbe that dogs are allowed to be off leash. Dogs should never be allowed to roam free off-leash on the trails as horses, humans and other dogs also use the trails. A loose dog could potentially lead to someone being thrown from their horse.

If you feel threatened by an off leash dog, please contact Fulton County Animal Control at 404-613-0358. If it is a life threatening emergency, please dial 911.

We ask that owners promptly pick up dog waste and dispose of it properly. When a dog needs to go, it needs to be properly disposed of, preferably in a pet waste disposal can which are located throughout the community. Dogs should not be allowed to do their business in Anders Garden and the herb garden located in Grange. Not only will this keep the Serenbe community looking better, but it will help keep groundwater clean and help prevent the spread of fecal-borne diseases.

Allowing cats to roam free in the neighborhood is discouraged for several reasons. Cats tend to kill wildlife such as birds, squirrels and insects. We also are located in an area where there are coyotes that have been known to kill cats. For the safety of your cat and our precious wildlife we ask that cats be kept indoors. We have an active feral cat population that members of the community are actively working to trap and neuter through Community Brickworks and Coco's Cupboard.

If you have lost a pet, please see the lost pet resource document in the document library.

Wastewater System

Keep our wastewater treatment system working well by keeping the following things in mind:

1. Flush only toilet paper - "flushable" wipes and feminine products can create clogs and can potentially cause a back up of wastewater into the home
2. Grease, oil and fats can also cause a clog and should never be rinsed down the drain
3. Avoid the use of a garbage disposal-we recommend getting a screen to stop food particles from entering the drain
4. Avoid the use of bleach and drain cleaners

The wastewater treatment system at Serenbe is operated by H2O Innovations.

The wastewater system consists of three separate components:

1) The collection system - Piping of wastewater at the individual lots and transferring water to a central location through a combination of:

- STEG System - Requires a solid holding tank to be installed on either each private lot or a combination of multiple private lots. Solids are settled out in the solid holding tank and effluent gravity flows to the treatment system or to a lift station. No pumps or electricity are needed for this technology. Most, but not all, of the homes and facilities in Phase I are served by the STEG system.

- STEP System - Also has a solid holding tank at each private lot or multiple private lots, but instead needs a pump to lift the water to the elevation of the sewer because it is lower than the sewer main. All of the homes and facilities in Phase II are served by a STEP system.

2) The treatment system - Pre-treating at Serenbe consists of two components.

- The constructed wetlands - Wastewater enters the constructed wetland where it is distributed throughout the gravel media and plants within a lined excavation. The gravel and plants treat the wastewater by filtration, settling and bacterial decomposition. Treatment can be optimized by recirculating the wastewater through the system.

- The recirculating sand filter - After passing through the constructed wetlands, the wastewater enters the recirculating gravel filter for further treatment and polishing. As with the constructed wetland, final wastewater characteristics can be optimized by recirculating through the gravel filter. Following treatment, cleaned effluent is pumped to the soil dispersal system.

3) The soil dispersal system - where the water is applied to the soil for final dispersal to the surficial groundwater. This process is achieved by dosing subsurface drip irrigation tubing with

small volumes of wastewater over a period of time and over a large area, allowing the wastewater to slowly move into the soil for final treatment and dispersal.

If you have any questions or concerns about your home's wastewater system, please open an HOA ticket.

Construction Traffic

As Serenbe grows so does the traffic that comes along with it. At this time we have posted many construction signs directing trucks to the appropriate roads. Unfortunately GPS doesn't recognize our construction roads. We are constantly reminding our builders and contractors which roads are appropriate to use.

We understand that this is frustrating, but as a community with lots of new homes and businesses being developed, it is unfortunately part of our daily life. Please contact us through the ticket system if any truck issues arise besides them driving on the roads of Serenbe.

If damage is done to your property please open a ticket.

Parking

We ask residents of Serenbe to please utilize their garage and designated parking spots. Commercial areas in Serenbe are high traffic areas and there are certain spaces that are reserved for business use and guests. Residents should not use parking labeled as visitor or 2 hour parking as these should be kept free for visitors to the community.

Please do not use these areas as residential parking. This includes the areas in front of The Blue Eyed Daisy, The Hill, and Forage and Flower. We want to ensure that people coming to visit have plenty of options for parking.

If you have an assigned parking space and someone is parked in that space, we kindly ask that you don't park in someone else's space. In many cases a friendly note will work to get a car to move. Please open an HOA ticket for assistance.

Porch Lights

Serenbe follows the Dark Sky Guidelines for our homes and community. Actually, Chattahoochee Hills has followed it since its inception in 2007. This ordinance permits outdoor lighting for reasonable uses of nighttime safety, utility, security, productivity, enjoyment and commerce. It limits the degradation of the night sky by minimizing glare, obtrusive lights, and artificial sky glow by limiting outdoor lighting that is misdirected, excessive, or unnecessary.

Lighting ordinances are an important tool for setting reasonable limits on light pollution. IDA encourages cities to adopt and enforce ordinances that call for shielded, downward-pointing

lighting, curfews and other sensible controls. Doing so conserves energy and helps to minimize glare, light trespass and sky glow.

All exterior lighting needs to follow these simple guidelines:

- All front porches should have lights with a 40-watt bulb (or LED equivalent) connected to a photocell. This should have been installed as standard when your house was built. If not, please contact your builder to have a photocell installed on your house.
- Only light the area that needs it
- Be no brighter than necessary (40 Watt bulb)
- Minimize blue light emissions
- Be fully shielded (pointing downward), or have a cap on the top to guide the light directly to the ground below it.

Please go to the Dark Sky website for more information as well as reference the attached image for approved exterior lighting.

We appreciate your assistance in keeping Serenbe skies protected for present and future generations.

For more detailed information about landscape lighting see the Serenbe Landscape Design Guidelines.

Golf Carts

Electric golf carts can be used on all private streets within Serenbe. The speed limit for golf carts is 15MPH. Gasoline-powered golf carts are prohibited for resident use.

Community guidelines suggest that nobody younger than 14 should operate a golf cart.

Homeowners should check with their insurance broker on any necessary liability coverage for golf cart operation.

Please park your golf carts as you would a vehicle. Golf carts are not allowed on the trails or any of the green spaces in Serenbe.

Serenbe Farms

There are several ways to interact with the Farm!

1. Tour the Farm each Saturday @ 2pm
2. Join the CSA Program - Pick up a share of fresh veggies on the farm each week harvested that day
3. Visit the Serenbe Farmers Market each Saturday 9am-1pm April-November
4. Dine in any of our community restaurants
5. Volunteer on the Farm - opportunities are posted regularly in HOA newsletter

Serenbe Facebook Pages

There are two different Serenbe Facebook pages:

-Serenbe Businesses and Residents: A closed group that includes only Serenbe residents and businesses. This page is a great resource for recommendations from your neighbors. You can use the search bar at the top of the page to look for recommendations for handyman service, house cleaners, etc.

-The Neighbors: A closed group that includes only current Serenbe neighbors and surrounding neighbors in the Chatt Hills area. This group is not monitored by the HOA and anyone in the area can join.

Mailboxes and Mail Keys

Mailboxes are located at designated mail stations. The HOA will issue you a key to the box assigned to your address by the post office and will also maintain a spare key. We suggest you make a copy of your key immediately. You may request to use the spare, but if the spare is lost the cost to replace the lock on the mailbox will be your responsibility.

The HOA charges \$10 to replace keys that are lost & \$70 if the lock needs to be replaced if all keys are missing.

Please submit an HOA ticket in order to request a copy of your mail key.

House Accounts

House accounts are available for The Hill, The Farmhouse and Halsa. See House Account Form in the documents section of the app.

Trash, Recycling & Compost

Collection days are as follows:

Monday & Thursday-Selborne, Crossroads & Grange

Tuesday & Friday-Mado & Farnettes

For full information, please see the trash, recycling and compost document in the community documents section of the app.

Pesticide & Herbicide Use

The landscape guidelines allow for residents to use pest control and herbicides only if they are ecologically safe and organic. All other chemical pesticides and herbicides are not allowed in the community. Glyphosate use (Round Up) is not permitted. There are pest control companies in the area that only use green chemicals. Contact the HOA for recommendations on vendors by opening a ticket.

Guidelines if your yard is adjacent to the farm - For the organic farm to be compliant with the National Organic Program (NOP), areas within the Serenbe Farms' buffer zone, which is 35-ft from the Serenbe Farm fence, must be managed organically and may not apply any prohibited substances, per NOP requirements. These prohibited substances include synthetic fertilizers; any synthetic or non-compliant pesticide such as fungicide, herbicide, etc.; and non-organic annual transplants. Most home gardens & landscaping behind the farm are within the farm's 35-ft buffer zone, which makes it possible for the organic inspector to hold homeowners subject to the same inspection rules and thus jeopardize Serenbe Farms' certification if prohibited substances were utilized.

Serenbe Swim Club

The Serenbe Swim Club is a privately owned pool with memberships available to Serenbe residents. The Swim Club offers a great place for residents to gather with premier swim facilities, splash pad, kiddie pool and heated lap pool for year round exercise.

To join or form more information email Amy at amy@serenbe.com. The Serenbe Swim Club application can be found in the documents and forms section of the app.

Inn Meeting Spaces

If you would like to book one of the meeting rooms at the Inn for a meeting or event, you can do so by contacting sales@serenbeinn.com.