

# Frequently Asked Questions & Answers (FAQs)

## Updated: October 7, 2021

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#### 1. What is the Springbank Hill Homeowners Association (SBHHA)?

- This is the organization that inherited, from the developer (*Delcon Springbank Lands Ltd.*), the task of maintaining the community's common areas: the green spaces, the stone and wood fences surrounding them, and the sign at the entrance.
- The Board Members are elected at the Annual General Meeting (AGM) of the SBHHA.
- Each year, all owners are given notice of the AGM which typically occurs in November.

#### 2. Where does the SBHHA's mandate come from?

- Calgary Parks has a process for the enhanced landscape maintenance of park spaces in Calgary communities since 1996. The *Enhanced Landscape Maintenance Program* allows 'operators', typically community groups such as community associations or homeowners associations, to generate operating funds to enhance the level of service in public parks and boulevards in their community beyond the standard level currently provided by Calgary Parks (i.e., mowing and trimming; tree well and shrub bed maintenance; perennial and annual flowers; and litter control).
- There is a registered *Encumbrance* in favour of SBHHA on land titles of houses and condos in the designated area (see [area map](#)) that requires owners to pay the SBHHA fees on a yearly basis. The *Encumbrance* enables a charge against the owners' properties to secure payment of the fees. The funds collected are used for general year-round maintenance and upkeep of common property in our community.
- In addition, a *Restrictive Covenant* governs roofing material (pine or cedar shakes or equivalent) and fencing (click for [fencing](#) information).

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### 3. What is the SBHHA responsible for?

- Selecting a maintenance contractor
- Maintaining parks and removing snow in parks and adjacent to parks
- Collecting the annual fee

### 4. How much does landscape maintenance and snow removal cost?

- The SBHHA received \$14,810 in 2021 from The City of Calgary for its basic standard of maintenance.
- Additional costs are incurred by the SBHHA to provide a higher standard of maintenance. The costs are based upon the level of services selected by the SBHHA.
- In addition, the SBHHA must build a capital reserve to ensure funds are available when replacement of common facilities is required (e.g., fencing).

### 5. How much is the annual fee?

- The SBHHA determines the annual fee to be collected from 543 homes/condos on an annual basis. Annual invoices are sent to the mailing address of homeowners in the first quarter of each calendar year and are typically due by April 30.
- For each of the years 2015 to 2019, the annual fee was \$220 for houses and \$110 for condos. For 2020 and 2021, the annual fee was temporarily reduced to \$210 for houses and \$105 for condos.
- The fiscal year is January 1 to December 31.

### 6. What are the annual fees used for?

- Winter - litter picks typically occur twice per month. Summer - garbage and litter pick typically occurs twice weekly.
- Winter - snow clearing of the pathways in the three parks as well as the sidewalks in front of them (the sidewalk in front of the park where the ice rink is, for example). See [snow clearing map](#). *Sometimes our contractor performs more snow removal than required as a bonus.*
- Summer – lawn and other maintenance in the three parks as well as basic maintenance of the tree beds (but not the trees on the boulevard, which belong to The City, although our maintenance contractor, ULS, tends to do them anyway). See [mowing map](#).
- Maintenance as needed on capital (the stone and wood fences along the parks).

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### 7. What happens with overdue fee accounts?

- If there is no response after a final notice is issued, the past due file will be turned over to our lawyer to commence collection proceedings. The defaulting owner will be responsible to pay the legal costs and interest. Once the overdue account is assigned to our lawyer, all further communications and payments must be made through our lawyer's office and we will no longer accept payments made to our office directly.

### 8. I am selling my home. Who should my legal representative contact?

- For any legal and invoicing inquiries, please contact Treasurer June L. at [finance@sbhha.com](mailto:finance@sbhha.com).

### 9. What areas are covered under SBHHA's mandate?

- Click for [area map](#).
- The 543 homes/condos are within these 11 streets:
  - 1) Spring Crescent SW
  - 2) Spring Mews SW
  - 3) Spring View SW
  - 4) Springbank Boulevard SW
  - 5) Springbank Court SW
  - 6) Springbank Cres SW
  - 7) Springbank Drive SW
  - 8) Springbank Place SW
  - 9) Springbank Rise SW
  - 10) Springbank View SW
  - 11) Springbank Way SW (western side of the Way - house numbers between 7695 and 7870 only)
- Three parks are *maintained*:
  - 1) Large park with the ice rink in the winter (includes playground) – faces Springbank Boulevard
  - 2) Park near the west traffic circle (includes playground) – bordered by Springbank Boulevard and Springbank Drive
  - 3) Rock Park or Dinosaur Park east of Fortress – near Springbank Boulevard and Springbank Rise
- These five areas are *excluded* from SBHHA's mandate:
  - 1) The townhouses on Springbank Terrace and Springbank Villas
  - 2) Springbank Landing (the strip mall on 69 Street SW & Springbank Boulevard)
  - 3) The eastern side of Springbank Way (house numbers less than 7695)
  - 4) Maintenance of the ice rink on Springbank Boulevard.
  - 5) The green space north of Springbank Way. The City designated this area as a natural vegetation area.

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### 10. What is the difference between the SBHHA and the Springbank Hill Community Association (SBHCA)?

- These are two separate organizations.
- The mandate of the Springbank Hill Homeowners Association (SBHHA) is to maintain the designated areas of Springbank Hill community outlined in these FAQs.
- The Springbank Hill Community Association (SBHCA) encompasses a larger area and has a much broader scope of activities and interests. Email: [info@springbankhill.org](mailto:info@springbankhill.org). Website: [springbankhill.org/](http://springbankhill.org/).

### 11. What can I do to get involved with the SBHHA?

- If you have any concerns, comments, or suggestions that will assist your Board Directors, please email [info@sbhha.com](mailto:info@sbhha.com) or visit our website at [www.sbhha.com](http://www.sbhha.com).

### 12. Who is responsible for pest control, fertilization, or pesticide application in the parks?

- The City of Calgary is responsible for this. Contact 3-1-1. The SBHHA and its contractor are no longer allowed to apply fertilizer or pesticides in the parks.

### 13. Why are the parks no longer irrigated as they were in the past?

- A City Parks policy change in 2017 stipulated that those communities who request enhanced park watering beyond Calgary Park's standard level of service would bear the full cost to initiate, operate and winterize each irrigation system (including the cost of water).
- Our irrigation systems were put in place over 20 years ago and were deteriorating. Sprinkler heads were breaking, as well as lines breaking and rusting.
- The cost of repairs to an old system, regular maintenance, and The City's water invoice would have resulted in a huge increase in the HOA fees, which was untenable. The decision was to not request enhanced park watering.
- City Parks would water the parks where necessary as part of the standard level of service without additional charges to us.

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