

Foothills Crossing HOA

Subject: Who to contact for questions or concerns

If you have an HOA-related question, concern, or suggestion, please reach out. HOA committees and their respective chairperson and members are posted on the HOA website. If you are not sure who to contact, then start with the Board of Directors (BOD). However, for a faster response, reach out to the following contacts first on these topics:

1. Contact the **Community Manager**, Community Compass LLC, for the following (via email: HOA@CommunityCompassVA.com):
 - a. HOA annual dues payment
 - b. Issues related to the maintenance of the entrance sign, common areas, and street trees
 - c. Issues related to the Storm Water Protection basins
2. Contact the **Board of Directors** (BOD President) for questions related to the following (via email: foothillcrossing@gmail.com):
 - a. The annual HOA meeting
 - b. The HOA budget and expenditures
 - c. How to become a member of the Board of Directors
 - d. Desire to create a new committee or special interest group
 - e. Ideas to Improve the operation of our HOA, including common areas, social events, etc.
 - f. Appealing an ARB application denial
3. Contact the **ARB Chairperson** for the following (via email: FoothillCrossingARB@gmail.com):
 - a. Questions on how to complete and what to include on an ARB application
 - b. Status of an ARB application
 - c. Concerns about a neighbor's planned ARB project
 - d. Notification by the homeowner that an approved ARB project has been completed
 - e. Suggestions for changes to the ARB Standards (may be sent to the BOD as well).
4. For questions or issues related to the **Frontsteps residential portal**, contact their support team: (720)-739-2899, residentpayments@frontsteps.com, or complete the "Contact Support" form at <https://frontsteps.com>.

There are some issues that do not fall under HOA control. These are noted below.

5. Contact **VDOT (Virginia Department of Transportation)** for issues related to our roads and sidewalks, such as damaged sidewalks, road hazards, and snow plowing. Contact the VDOT Customer Service Center at 1-800-367-7623 (<https://www.virginiadot.org/info/contactus.asp>).
6. Contact the **Albemarle County Police Department** for traffic issues, such as speeding and aggressive driving. The non-emergency phone number is 434-977- 9041, (<https://www.albemarle.org/government/police>). Dial '911' for emergencies.