

Frequently Asked Questions

Meadowslink Account

1. How do I register for a Meadowslink account?
To register for a Meadowslink account, please visit our website at www.meadowslink.com, click on Welcome Visitor and Register. You must own the home to register for a Meadowslink account.
2. Why should I request a Meadowslink account?
When you create a Meadowslink account, it allows you to have access to your HOA account balance and make payments online. It also allows you access to the financials portion of our website and you are automatically added to our weekly email distribution list so you can stay up to date on Meadows News & Events.
3. If I am a renter, how can I get added to the email list if I don't have a Meadowslink account?
You can still be added to our email list even if you don't have a Meadowslink account. Please visit our website at www.meadowslink.com, click on the Contact Us tab and Subscribe. You will also still have access to everything on our website except the financials.

Trash

1. I'm purchasing a new build, how do I set up trash service?
Homeowners moving into new builds can set up their trash service by contacting The Meadows Neighborhood Company at 303-814-2358. Each household is entitled to have 2 trash bins (green lid) and 2 recycle bins (yellow lid) at no charge. Any additional bins will be \$5 a month.
2. Do I need to set up trash service if I am purchasing an existing home?
No, trash service is linked to the property address and the service is included in your quarterly HOA dues. The previous homeowners should leave the trash bins at the home for the next owner. If you purchase an existing home and would like to add or remove trash/recycle bins, please contact The Meadows Neighborhood Company at 303-814-2358.
3. What day is trash picked up?
Trash is picked up every Friday and recycle is picked up every other Friday. Please visit our website at www.meadowslink.com, click on the Resources tab and Trash Services-Waste Management to see latest trash schedule.
4. What do I do if my trash pick up is missed?
Please contact The Meadows Neighborhood Company at 303-814-2358.

5. Do I need to get HOA approval to have a dumpster?

HOA Architectural Committee approval is required. Dumpsters are allowed during construction and moving only. Dumpster placement should be on the driveway whenever possible rather than the roadway. They may not block an alleyway. If circumstances prevent that, residents should contact the TOCR Zoning Department Zoning@CRgov.com to see if they could get prior approval to place the dumpster on the street. The homeowner is responsible to secure/cover dumpster whenever not in use to prevent flying debris. Dumpster bags must be emptied when full.

HOA Assessments

1. What do my HOA assessments pay for?

Assessments are the lifeblood of the community and are utilized to deliver essential services that keep the Association running which include but are not limited to snow removal, trash and recycling pickup, landscaping, irrigation, insurance, utilities, staffing, administration, legal counsel, accounting, swimming pools, repair and replacement reserves, and the upkeep and maintenance of common areas and MNC owned facilities.

Please note that The Meadows Neighborhood Company is the Master Association for the community. Every resident pays the Master Association assessment and then depending on where you live you may also have to pay a special service fee for alleyways, shared driveways, or a tree lawn. These fees are always paid to the Master Association. Additionally, depending on the neighborhood you live in, you may also be a part of a sub-association, which have their own separate assessments that are paid directly to the sub-association. For a complete list of HOA assessment information please visit our website, click on the MNC Info tab, and then select HOA Assessments from the drop-down menu.

2. How do I pay my assessments?

In person or 24/7 Drop Boxes: Assessments can be paid in person by check at The Grange or the Taft House. You can also submit a check to the drop boxes at The Grange or the Taft House. If you would like a receipt, please pay in person during business hours or include a self-addressed stamped envelope with your assessment to mail a receipt back. Please note, we do not accept credit cards or cash in person or via drop box.

Online Payments: Please note, a Meadowslink account is required in order to pay online.

ACH- Set up an automatic payment through your bank online

Online Bill Pay – One-time payment or recurring payment

eCheck- A one-time payment from an owner's bank account (There is no additional fee to set up a payment this way.)

Debit/Credit Card - Please note there is a 3.5% convenience fee to pay with a card.

By Mail: Please go to the web link below for the mailing address. Payments have to be made by check.

For more information on payments, please visit our website at www.meadowslink.com, click on the MNC Info tab and HOA Assessments.

3. How can I obtain a statement of my HOA dues?

If you have a Meadowslink account, you can print your ledger. Click on “My Account” and the ledger should be there available to print. If you don’t have a Meadowslink account or have a problem accessing your ledger, please contact Valorie Richards at 720-974-4192 or vrichards@msiho.com.

4. I’m set up for autopay, why haven’t my funds been deducted from my account?

If you are set up for autopay, dues will be deducted from your account on the 5th of the month. If they haven’t been taken out by then, please contact Valorie Richards at 720-974-4192 or vrichards@msiho.com.

5. I’m trying to make a payment online but my balance says \$0?

The assessments are charged to the account on the first of the month. You can still make your payment early by choosing pay other amount and filling in the amount you want to pay, it will be a credit on the account until the assessment charge is posted on the 1st. If you need to verify your balance owed, please contact Valorie Richards at 720-974-4192 or vrichards@msiho.com.

Recreation

1. How do I get my pool passes?

Pool Passes are issued from April-September. Forms can be found on our website at www.meadowslink.com and emailed to pools@meadowslink.com. Click on the Amenities tab, The MNC pools and information and Key Fob Info & Forms. Once received and processed, you will be contacted once they are ready to be picked up. Passes can also be issued in person at the Grange.

2. Am I required to get new pool passes each year?

If you own your home and you already have pool passes, you don’t need to do anything. Those passes will be good as long as you still live in that home. If you are a renter, you will need to get new passes each year. You can find all the forms required on our website at www.meadowslink.com and emailed to pools@meadowslink.com. Click on the Amenities tab, The MNC pools and information and Key Fob Info & Forms. A copy of your lease will also need to be submitted each year as well.

3. How do I register for a class?

You can register for a class by calling the Grange at 303-814-2358 or by going online at www.meadowslink.com and clicking on the Register for Classes tab. If you choose to register online, you will need to create an account. This is a different account than your Meadowslink account. A Meadowslink account is not required to register for classes.

4. How do I rent The Grange?

You can visit our website at www.meadowslink.com, click on the Amenities tab and Facility Rentals. There you will find pricing, the rental application, the rental policies and procedures as well as other helpful information. For further information, please call 303-814-2358.

Architectural Approval

1. What do I need architectural approval for?

Architectural approval is required for most things that involve the outside of your home. Please visit our website www.meadowslink.com, click on the MNC Info tab and then Architectural Review Information. There you will find The Architectural Guidelines as well as the Application form and other helpful information.

2. Who is responsible for Fence Maintenance?

The homeowner is responsible for the maintenance, repair, and replacement of any fencing on their property line, including open space and common-area fencing. Please visit our website www.meadowslink.com, click on the MNC Info tab and then Architectural Review Information. There you will find The Fence Guidelines for further information.

3. Do I need approval if I am painting my house the same color?

Yes, approval is still required.

4. Who is responsible for a dead tree?

The homeowner is responsible for any trees on their property, including the trees on the street lawn. The only exception is if you live in the Cityscapes and pay a tree lawn assessment, the MNC is then responsible for the trees on the street lawn.

*Please note: All residents are required to have a minimum of 1 tree on their front lawn. If you have a street lawn on your property, you are also required to have a minimum of one tree there as well.

5. Who is responsible for snow removal?

Please visit our website at www.meadowslink.com, click on the MNC Info tab and then Snow Removal Information.

6. Do I need to get approval to have a dumpster?

*Answer located under Trash section.

7. Do I need approval to have a POD?

Approval is required. The POD should be placed in the driveway. They may not block an alleyway/street. If circumstances prevent that, residents should contact the TOCR Zoning Department Zoning@CRgov.com to see if they could get prior approval to place the POD on the street. If approval is given from town, residents need to submit that with their ARC application.

Violations & Complaints

1. How to report a violation or complaint?

To report a violation or complaint you can fill out a form online at www.meadowslink.com, click on the Resources tab and then Report A Violation.

2. How to report a barking dog?

To report a barking dog, please call the Castle Rock Non-Emergency Police Line 303-663-6100.

3. How do I report a car that has been parked on the street that appears to be abandoned?

Please contact the Town of Castle Rock Non-Emergency Police Line 303-663-6100.

4. Are commercial vehicles allowed?

Commercial vehicles are typically not allowed to be parked in your driveway or on the street. For specific details, please reference the Parking Rules and Regulations Policy on our website. Please click on the MNC Info tab, then Document Center, and then Responsible Governance Policies.

5. Are RVs allowed?

Recreational Vehicles are allowed to be parked outside someone's home for no more than 24 hours within a 4 day period. They may not be extended while parked in the street. For specific details, please reference the Parking Rules and Regulations Policy on our website. Please click on the MNC Info tab, then Document Center, and then Responsible Governance Policies.

6. Are you allowed to rent your home out?

There are no rental restrictions with the exception that the rental must be for at least a month period of time.

7. Are there any pet restrictions?

Information regarding pet restrictions can be found in our Declaration in Section 9.19 titled Household Pets.

8. Are chickens allowed?

Per Section 9.19 of the Declaration, chickens are not allowed.

Refinancing/Selling my home?

1. How do I obtain a copy of my HOA statement?

*Answer located under HOA Assessments

2. How do I obtain documents for refinancing or closing on a home?

To obtain documents for refinancing or closing on a home, please visit our website at www.meadowslink.com, click on the Resources tab and then Home Sales, Refinancing, Mtg. Document Requests.

3. How do I obtain Master Insurance?

To obtain The Meadows Master Insurance policy, please visit our website at www.meadowslink.com, click on the Resources tab and then How To Request Proof Of Insurance For The Meadows.

4. What is the cost for a status letter and transfer fee?

Normal statement fee is \$200.00 (which includes transfer fee, status letter fee etc.). Exceptions are if the homeowner is with an attorney, the fee is \$275.00 or if it is a bank owned property, then it is \$400.00.

5. Is there anything the HOA requires us to do after we sell our home?

Everything should be automatically taken care of after you close on your home and the HOA receives documentation that the home has been sold. Your account will be closed, and you will be removed from the email list. You will receive a check in the mail for any overpayment of HOA dues if applicable. Your pool passes can be thrown out, they don't need to be turned in. The new residents won't be able to use them and will need to get new ones for themselves. We do ask that you leave your trash and recycle bins for the new homeowners. There is no need to cancel trash service, the account is under the home address and the MNC.