

## FAQs

### Frequently Asked Questions

**WSDM** provides District Management services for Tuscan Foothills Village Metropolitan District. Learn more about our staff and services on the WSDM company website at [www.wsdistricts.co](http://www.wsdistricts.co). Of course, if you have any questions, you may always call our office at: **(719) 447-1777** or send your Management Team an email.

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#### **1. What is the Metropolitan District responsible for maintaining?**

The District currently owns and maintains the native landscaping in the public tracts of Filing 1, which includes a detention pond. [Click here to view the District maintenance map.](#)

#### **2. What services are included in the landscape maintenance contract?**

The Landscape Plan was developed and approved with the intent of the Native Landscape in the Public Tracts. The intent is that after the native plants and grasses have had a few years to root and become established, the irrigation on those tracts will be decommissioned, and the landscaping allowed to grow native and free. An easy point of reference for the anticipated appearance of the mature landscaping is to look up the hillside to the west of the community. The Public Tracts will someday look as natural and abundant as the top of the foothills.

**Native** - The native landscape in the Public Tracts is mowed two times during the growing season, as needed, or once growth has exceeded 6 inches tall.

**Trees** – Due to the young age of the trees, trimming and pruning services have not yet been considered.

**Shrubs** - Shrub pruning is conducted with a focus on plant health and occurs twice a year.

**Detention Pond** – Mowing and trimming within the detention ponds is addressed only to ensure a proper flow of drainage. The ponds are designed to hold water when needed and will grow tall native grasses within them.

#### **3. Does the District provide snow removal?**

The Metropolitan District does not own or maintain any streets or sidewalks and as such, snow removal is not engaged. Each Owners' Association may engage snow removal in and over their respective properties.

Each resident is responsible for clearing snow from the sidewalk in front of their home.

#### **4. Who is responsible for the street, curb, and gutter?**

The streets, curb, and gutter have been conveyed to the City of Colorado Springs for ongoing maintenance. Maintenance questions and damage reports can be submitted to the City through their online GoCOS reporting system at <https://coloradosprings.gov/gocos> or by calling (719) 385-2489 and leaving a detailed message.

#### **5. Who can I report a street light outage or street sign damage to?**

The streetlights and street signage are property of the City of Colorado Springs. Outages, flickering lights, and damaged sign poles can be submitted to the City through their online GoCOS reporting system at <https://coloradosprings.gov/gocos> or by calling (719) 385-2489 and leaving a detailed message. If there is a number on the pole in question, you will want to provide it when submitting your report.

#### **6. Who is responsible for maintaining the fencing?**

The District does not own or maintain any fencing.

#### **7. How do I get a new mailbox key?**

The mailbox clusters are owned and maintained by the Association; however, each resident holds ownership of their lock. Damage to the mailbox cluster itself should be reported to your Association. In the event an Owner's keys are lost or the lock becomes damaged, each Owner has the right to engage the locksmith of their choice to replace the lock. Neither the Association, the District, or the Post Office maintain copies of resident's mailbox keys; nor can they rekey a lock on an Owner's behalf.

#### **8. How can I learn more about the District and become more involved?**

Board Meetings of the District are always open to the public. Meeting schedules, agendas, and informational packets are posted on the District website in advance of each meeting. We encourage all Property Owners to keep an eye out for meeting announcements and attend to stay abreast of District business.

In the 4<sup>th</sup> quarter of each year, an Annual Meeting is hosted to provide Property Owners an update on the financial status and upcoming projects within the District, as well as allowing property Owners a chance to ask questions and learn more about the District. All Owners are strongly encouraged to attend the Annual Meeting.