

Frequently Asked Questions (FAQs)

- Q. Why is the SPHOA proposing a mandatory trash service?
- A. Because, as a group, we can get better service at significantly lower cost plus less truck traffic means a safer and quieter neighborhood.
- Q. What kind of trash service do neighboring HOA's have?
- A. Antlers, Hidden Forest, and Sterling Pointe all have mandatory trash programs and currently use HaulAway. If Sage Port Filings 2 & 6A approve this program, we will have four (4) HOA's all using the same trash company which gives us a better bargaining position.
- Q. Why is 100% participation required?
- A. In order to receive a group discount, everybody must participate. This is a requirement of the trash company, not of the SPHOA. The trash company can operate at a greater level of efficiency if they know they will be stopping at all houses. SPHOA will be responsible for Invoicing and Collections.
- Q. How will the SPHOA get 100% participation?
- A. We propose a change to the 2001 Protective Covenants to require mandatory participation in the program. Assuming that the community approves the changes by formal vote, the change will become a legally binding agreement that will run with the land, just as the other provisions of the Protective Covenants do now.
- Q. Will I have a choice of trash companies to use?
- A. NO, SPHOA will go out for bids and select the best company to use. HaulAway has already been selected to use if we go forward because they offered the best service for the price.
- Q. What if we don't have trash collection service and don't wish to participate?
- A. If you don't have trash collection on the start date of this program, you may opt out of the required program. You will be asked to fill out an Exemption Request and you will be exempt from participating for as long as you own your home. However, when you sell, the new owners will be required to participate. Note: the exemption does not permit you to arrange for a different trash company.
- Q. What if I have a complaint about the service?
- A. You will need to call HaulAway directly and work it out with them. However, SPHOA does ask that you notify us with your complaint and if HaulAway corrected the situation to your satisfaction. By notifying SPHOA, we can keep track of the number of complaints throughout Sage Port and if they are resolved satisfactorily. This way we will know if there is a larger problem that we need to take up with HaulAway.

- Q. Will I still be billed quarterly as I am with my current provider?
A. NO, you will be billed once a year by the SPHOA. Lower administration costs are achieved with Annual Billing and these savings are passed on to you.
- Q. When will the SPHOA Trash Program become effective?
A. If the Protective Covenant changes are approved, we anticipate a start date of August or September 1, 2016.
- Q. Will the price be fixed for several years?
A. The price will be fixed for the first year and will be subject to change at the beginning of each new service year. Remember that if the SPHOA Trash Program is approved, then we will be one of four (4) HOA's in this area with a mandatory trash program. This is a large group of homes (over 600) and gives us better bargaining power.
- Q. Will I need to notify my existing service provider of my change in service?
A. YES. You will need to cancel your existing trash service and arrange for any refunds due you.
- Q. What will happen if I sell my home mid-term of my service year?
A. Because the Program is mandatory, your title company will prorate your trash costs on your closing statement just as they do now for property taxes. Title companies contact us whenever a property is being sold for mandatory payments to the HOA.
- Q. Who is obligated to pay the Annual Trash Collection Costs if I am renting my home?
A. The registered owner of the property will be billed and responsible for payment. The owner can handle the collection of the trash collection fees as they see fit with the renter.
- Q. Will this program require me to join the Sage Port HOA?
A. NO. Membership in the SPHOA will continue to be voluntary. However, if you are a dues paying member of the SPHOA, the SPHOA Administration Fee will be waived.
- Q. Will SPHOA members enjoy any benefits or discounts?
A. YES, the SPHOA Administration Fee will be waived.