



Owner Welcome Packet

Welcome to BROADLANDS

Your new-owner guide to community life,
amenities, services and helpful next steps.

A connected community starts here.

Keep this guide handy as you settle in. It brings together the essential contacts, information, and services you will use most.

BROADLANDSHOA.ORG



Welcome to Broadlands!

A quick word from the HOA

Dear Homeowner,

Welcome to Broadlands! We are delighted to welcome you to the Broadlands community. Broadlands Association, Inc. is committed to maintaining our shared spaces and facilities while fostering a welcoming, well-connected environment for every resident.

With more than 4,070 homes, Broadlands offers an exceptional range of amenities and services, including pools, the Community Center, Fitness Center, walking trails, racquet-sports courts, and a full calendar of social events. Community living is most successful when residents are engaged, and we encourage you to participate, share your ideas, and consider volunteering your time and talents. Your involvement helps sustain the high-quality services, amenities, and sense of community that make Broadlands a wonderful place to call home.

To learn more about how the Association operates, we invite you to attend Board of Directors meetings. Meetings are generally held on the second Tuesday of each month at 6:00 p.m. at the Broadlands Clubhouse, 43360 Rickenbacker Square. Please visit broadlandshoa.org/bhoa-board to confirm the meeting location and virtual login information.

This welcome packet provides helpful information to familiarize you with the Broadlands community. To stay informed about HOA news, upcoming events, and important announcements, we encourage you to utilize the following resources: The Broadlands Blast, Our Neck of the Woods newsletter, the Broadlands HOA website, and the Association's social media channels. The following pages provide additional details on how to access these resources, as well as other community services available to residents.

We look forward to getting to know you and seeing you at future community events.

If you have questions, comments, or concerns, please contact the Broadlands HOA Administrative Office at info@broadlandshoa.com or 703-729-9704. Office hours are Monday through Friday, 9:00 a.m. to 5:00 p.m. The office is located at 21907 Claiborne Parkway, Broadlands, Virginia 20148.

Welcome once again, and happy exploring!

BROADLANDS
Association, Inc.

Let's get started

To help you settle in

A few simple steps will help you make the most of Broadlands.

01 • STAY CONNECTED

Join the Broadlands Blast

Subscribed residents will receive emails each Friday to keep them informed about community news and events between the monthly newsletter, Our Neck of the Woods.

Get Familiar with STAN

Engage with STAN, our digital assistant, anytime, anywhere for answers to community-related questions. Text 877-390-2462 for quick responses. Or, chat at broadlandshoa.org utilizing the webchat box. If more support is required, staff will be happy to assist.

Read Our Neck of the Woods

The Broadlands' official newsletter provides monthly HOA updates, community news, events, programs, and more, and will be delivered right to your door each month, unless you opt out to receive a digital version.

Sign Up For Landscape Notices

(if applicable)

For owners who own property where landscaping services are included in their assessment, you may subscribe to receive email notifications for upcoming lawn services.

Join Our Social Media

Follow us on Facebook & Instagram and join our Owner's Forum Group on Facebook.

Scan to register and Stay Connected



02 • MANAGE YOUR ACCOUNT

Set up FSR Connect

First Service Residential (FSR) handles assessment payments. Create your homeowner portal account for assessment details and account support. Assessment questions: ar.help@fsresidential.com or 800-870-0010.

PAGE 4

03 • GET ACCESS

Register for amenities

Register to access the pools, fitness center and racquet court reservations. Registration is available all year long for all amenities. Additional charges will apply to fitness center registrations. **PAGE 5**

04 • KNOW THE RULES

Review community standards

Learn about rules and regulations including covenant policies and design guidelines.

PAGE 7 & 8

CONTACT HOA STAFF

Broadlands HOA Office
21907 Claiborne Parkway • Broadlands, VA 20148
703-729-9704 • info@broadlandshoa.com
Monday–Friday, 9:00am–5:00 pm
BROADLANDSHOA.ORG

Assessments

Assessments made simple



Your monthly assessment helps support the services and amenities that make Broadlands a great place to live. This includes the community's contractual services, such as the maintenance of common grounds, structural-related upkeep, road repairs, and trash removal.

First Service Residential (FSR) serves as the financial management agent for our homeowners' association. Please reach out to FSR for any account-related inquiries or issues, including setting up your payment account. If you haven't received a coupon book or billing statement yet, you should receive one soon to facilitate your assessment payments. Contact FSR at 800-870-0010 or ar.help@fsresidential.com for help.

Please review the following information and the next two pages to learn how to set up your assessment account and payments.

PAYMENT OPTIONS

PAY ONLINE **ClickPay**

Use LOFT payments by ClickPay for online payments. E-Check payments are free; credit and debit cards include processing fees. Visit their website at ClickPay.com/FirstService and create your account using the account number on your statement coupon. For instructions, review the next two pages for setup. Contact ClickPay at 888-354-0135 (option 1) for inquiries.

-OR-

BANK BILLPAY

Should you choose to make payments using your bank's bill pay service, please submit payments to
Broadlands Association
c/o FirstService Residential
P.O. Box 30403
Tampa, FL 33630-3403
 Please note that the PO Box is for PAYMENTS ONLY—all other correspondence should be sent directly to the HOA office in Broadlands.

-OR-

PAY BY MAIL

Should you choose to pay by check or money order, please make it payable to Broadlands Association, Inc. and mail it to
Broadlands Association
c/o FirstService Residential
P.O. Box 30403
Tampa, FL 33630-3403
 All checks must include a payment coupon and/or the account number or property address to be properly applied to your account.

RENTAL PROPERTIES

Absentee Owners

Owners who rent their home, please inform FSR of your new billing address and provide your tenant's information. Additionally, an Absentee Owner's Statement is required by the HOA before tenants access amenities. See broadlandshoa.org/tenant.

**Scan to visit
assessments page**



**Assessment Payments are
due on the 1st of each
month**

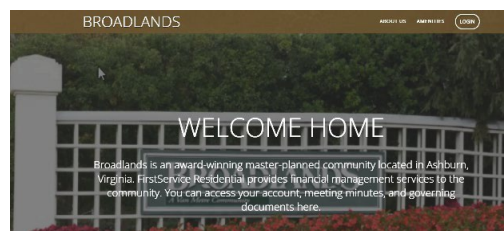
**A grace period applies through
the 10th. Late fees will be applied
if posted after the 10th.
PAYMENTS ARE NOT ACCEPTED
AT THE HOA OFFICE.**



STEP
1

Access Your Community Website

Access the Connect Resident Portal at broadlands.connectresident.com.



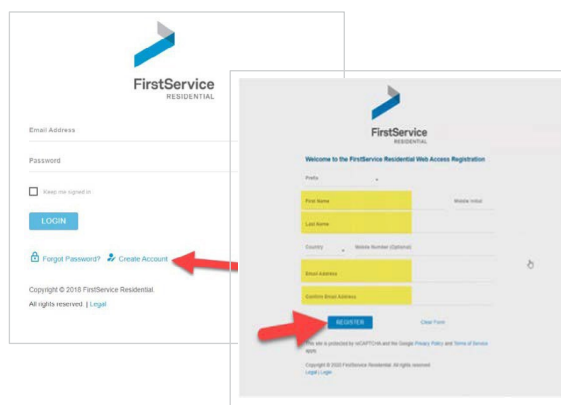
STEP
2

Create Your Profile

Once you reach your community website, click **Login** on the top-right of your screen.

On the login page, click **Create Account**.

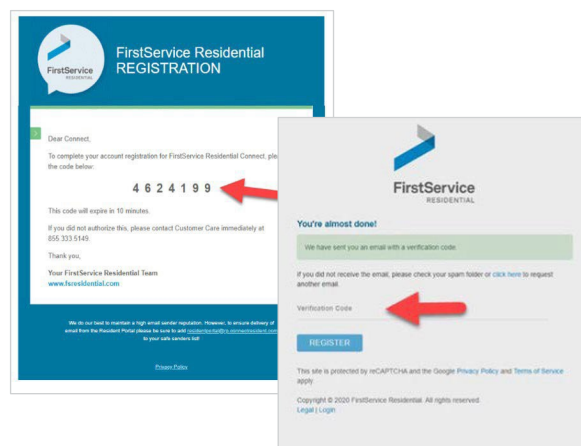
Fill in the details in the Registration Form (Highlighted fields are required) and then click **Register**.



STEP
3

Complete Your Registration

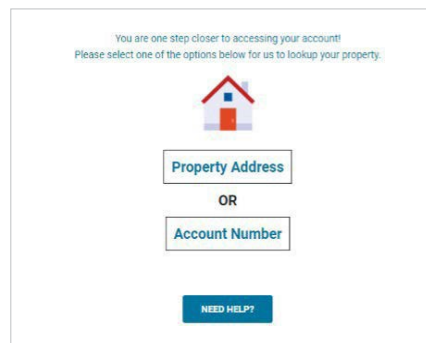
A Verification Code will be sent to your email that you will be required to enter to continue your registration. You can copy and paste the code, then click the **Register** button.



STEP
4

Connect Your Property

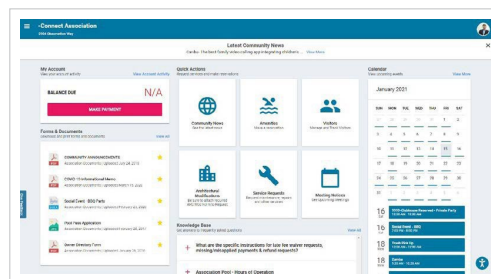
Once registered for the Connect Resident Portal, you will need to link your unit(s). You can choose to connect your unit(s) with either your Property Address or Account Number. After entering the required information, click **Submit**.



STEP 5

Access Your Dashboard

After connecting your unit(s), you will automatically be directed to your Dashboard within the Connect Resident Portal. Within your Dashboard, you will have access to many services and amenities, including online payments powered by ClickPay via the **Make Payment** button, where you can make one-time or scheduled payments.



! If you experience any issues connecting to the ClickPay payment portal within Connect, please contact ClickPay directly by visiting www.ClickPay.com/GetHelp or call 888.354.0135 (option 1)

STEP 6

Make a One-Time Payment

Within your Dashboard, click **Make Payment** to access the payment portal. On the **Pay Now** page, you can submit a one-time payment.

Pay Now

Auto Pay



! **Adding a Payment Option**
When setting up one-time or scheduled payments, you will be required to select a new or existing payment option, including e-check (ACH) for **FREE** or credit and debit card for a nominal fee.

STEP 7

Or Set Up Scheduled Payments

To set it and forget it, within your Dashboard, click **Make Payment** to access the payment portal powered by ClickPay. Click **Auto Pay** to make scheduled payments.

- ? **Full Amount**
Select this option if you want to pay **ALL** charges on your account automatically, including assessment charges, special assessments, and one-time fees. You may be provided with the option to set a maximum as well.
- ? **Fixed Amount**
Select this option if you want to pay a **FIXED** amount of the total due. Any amount due above the fixed amount will not be paid automatically, and you will need to submit a separate, one-time payment for any overage.
- ! Please ensure your payments are scheduled to run no more than 2-3 days prior to your payment being due, as your balance may not be available to pull through ClickPay until on or after this date.

Other Payment Options

- **Bank Bill Pay** - Should you choose to make payments using your bank's bill pay service, please submit payments to Broadlands Association, Inc., c/o FirstService Residential, P.O. Box 30403, Tampa, FL 33630-3403. Phone number: 800-870-0010.
- **Checks** - Should you choose to pay by check or money order, please make it payable to Broadlands Association, Inc. and mail it to Broadlands Association, Inc., c/o FirstService Residential, P.O. Box 30403, Tampa, FL 33630-3403. All checks must include a payment coupon and/or the account number or property address to be properly applied to your account.

Need Additional Help?

For help with the Connect Resident Portal, please contact the Customer Care Center at 855.333.5149.

For payment support, visit www.ClickPay.com/GetHelp or call 888.354.0135 (option 1).

Amenities

Make the most of your community

Resident amenities are ready when you are.

GET FIT

Fitness Center



43360 Rickenbacker Square. Access fees are required when applying to use the fitness center. The online application can be completed in conjunction with paying the access fee. Find details, rules, and the online application form at broadlandshoa.org/amenities/fitness-center

DIVE IN

Three Community Pools



Pools operate from Memorial Day weekend through Labor Day. Detailed pool information can be found on our website at broadlandshoa.org/amenities/pool. You are required to complete the CellBadge registration before using the **pools**. Questions? 703-729-9704, option 4.

PLAY

Tennis/Pickleball Courts & Reservations



Tennis, pickleball and basketball courts are for residents only. Reserve racquet-sport courts using the Court Reserve app. Blue Chip Sports Management and the Racquet Sports Committee host lessons and events. See broadlandshoa.org/tennis-pickleball.

GATHER

Community Center

43004 Waxpool Road. The Community Center is available for rental for approved events and gatherings. Please see broadlandshoa.org/community-center-rental.

EXPLORE

Tot Lots & Trails

Broadlands has many beautiful trails leading to various points of interest, including 21 tot lots offering fun play for kids. Locations and descriptions of the tot lots can be found at broadlandshoa.org/amenities/tot-lots/.

ATTEND (or volunteer!)

Community Events

Broadlands is delighted to host a wide variety of events, so you'll find something for everyone to enjoy. Our Events Committee organizes events such as Bingo, Spring Eggstravaganza, Halloween Events, Jingle Bell Bazaar, and Winter Wonderland. The Broadlands Live! Committee hosts a summer concert series at Hillside Park where you can bring drinks and enjoy live music from local bands, all at no cost. **We are always looking for volunteers!**



Scan to visit amenities page

Waste Management

Trash, Recycling & Yard Waste

Know your pickup days and contacts for waste management services.



COLLECTION SCHEDULE

- **Trash: Mondays & Thursdays**
- **Recycling: Thursdays**
- **Yard Waste: Mondays**

Patriot Disposal is our waste management carrier for trash, recycling, and yard waste services. Bulk items require scheduling and may include fees. For additional services or toters, contact Patriot at 703-257-7100 or customerservice@patriotdisposalservices.com.

GUIDELINES

Trash Collection

Set out bins by **6 a.m.** at the curb/designated area. Bins must be used for trash pickup. **50-lb maximum** per container.

Recycling

Set out by **6 a.m.** at the curb/designated area; co-mingling allowed. Accepted: general use/production/corrugated paper, newspaper, cardboard, aluminum, glass, ferrous metal, empty aerosol cans, plastics, packing boxes & cartons. Bundle newspapers/magazines in paper grocery bags or tie with twine. Rinse glass, plastic, aluminum, metal, and food/beverage containers; place in bags, boxes, or bins.

Yard Waste

Set out by **6 a.m.**; **35-lb maximum** per bag/container. Mix with trash only Jan–Mar. Use separate containers marked “yard waste” or biodegradable bags—**no plastic bags**. Brush: 4-ft lengths; limbs ≤6 in. diameter; tied bundles ≤2 ft diameter.

Special Item/Bulk Pickup

Furniture, mattresses, appliances, and large non-metal household goods. **Pre-scheduling required; extra charges may apply.** Set out by **6 a.m.** Appliances with Freon must be certified “Freon-Free.”

MORE INFO

Containers

Provided: one Toter—64 gal townhome / 96 gal single-family—plus one recycling toter/bin. Damaged replacement free; lost: \$75 trash / \$50 recycling. Extra containers: \$45 each. Record Toter serial number.

Schedule & Holidays

Service may be suspended on holidays observed by the Loudoun County Landfill. The HOA will publish a modified schedule.

Unacceptable Waste

No highly flammable substances; hazardous waste; construction/demolition debris; liquid waste; pathological/biological waste; explosives; toxic materials; poisons; acids; caustic materials; radioactive materials; dead animals; oil; paint; manure; tree stumps; dirt; stones; rocks; or any material dangerous or prohibited by law/facility.



**Scan to visit
Waste Management page**

Community Standards

Covenants

A few practical details for a well-kept, considerate community. By following the HOME CHECKLIST, you are making a positive impact on our community and helping to uphold the standards we all value. Thank you for your commitment to maintaining a beautiful and welcoming environment for everyone.

QUESTIONS?

Covenants@broadlandshoa.com or visit broadlandshoa.org/covenants-corner

COVENANTS & PROPERTY CARE

Your home is a valuable investment, and taking pride in its curb appeal is essential to preserving that value. A beautiful home with poor upkeep can be aesthetically unappealing and detract from the charm of our neighborhood. Whether you are a homeowner or a renter, maintaining your residence to meet the standards set by our Covenants Declarations and the Modifications Design Guidelines is crucial. Regular maintenance not only enhances your home's appearance but also contributes to the overall quality and desirability of our community. If you find yourself physically unable to keep up with your property or struggle to find the time, please consider hiring a lawn service or handyman. Professional help can ensure that your home and grounds remain in excellent condition, reflecting the pride we all share in our neighborhood.

Scan for Rules & Regulations



HOME CHECKLIST

Clean and Keep Free of Mildew/Build-Up:

- ✓ Siding
- ✓ Basement walk-ups and surrounding areas
- ✓ Front stairs and sidewalks
- ✓ Decks, Fences, Sheds

Damaged Exterior Trim/Rotting Wood

- ✓ Trim around doors, windows, garage & corners
- ✓ Roofline (fascia and rake boards) trim and wrap
- ✓ Soffits are properly secured
- ✓ Windows (dormer, bay, etc.)
- ✓ Bump-out areas
- ✓ Porches, Decks, Sheds
- ✓ Mailbox post

Fresh Coat of Paint/Stain

Application required for new color or stain. Trim (exterior trim should have a consistent color throughout.)

- ✓ Shutters, Front Doors, Railings
- ✓ Fences, Sheds, Trash Enclosures
- ✓ Mailbox post

Repair & Replace

- ✓ Falling/damaged lattice on decks and fences
- ✓ Fence/Gate repairs such as warped, cracked, missing, and peeled (splintered) boards, including top rails

Home Exterior

- ✓ Missing shutters
- ✓ Loose siding or warped trim
- ✓ Crooked, missing, and broken light fixtures
- ✓ Damaged mailboxes (i.e., rusted, missing flags)
- ✓ Trash and Recycling containers stored out of sight
- ✓ Garage doors in good condition (i.e., no dents)

Landscaping

- ✓ Neat appearance of lawn, free of weeds, and edged
- ✓ Landscape beds free of weeds, fresh mulch applied (no red)
- ✓ Bags of mulch, dirt, etc. properly stored out of view
- ✓ Remove dead bushes and trees (may need approval)

EXTERIOR MODIFICATIONS

EXTERIOR CHANGES REQUIRE MODIFICATIONS SUBCOMMITTEE APPROVAL BEFORE WORK BEGINS. SEE THE NEXT PAGE FOR THE APPROVAL PROCESS.

Community Standards Part 2

Exterior Modifications

Excited to make some exterior renovations? Read first before getting started to find out how to get approval.

APPROVAL REQUIRED

Homeowners must obtain written approval from the Broadlands Association Modifications Subcommittee before making any exterior modification visible from their property. Some examples are, but are not limited to, decks, fences, landscaping, color changes, patios, sheds, windows, roofing, and play equipment. Homeowners must also obtain required county permits, contact VA 811, and ensure compliance with building and zoning codes.

PROJECT GUIDELINES & DETAILS

For any exterior modification, it is important to review the project guidelines to ensure that all required documentation is included with your application for it to be eligible for review.

MEETING REVIEWS

The Broadlands Modifications Subcommittee reviews exterior-modification applications at 7:00 p.m., generally twice monthly from March through October and once from November through February. Applications and supporting documents are due by noon on the Wednesday one week before the meeting; late or incomplete submissions will be deferred. Verify current meeting dates, deadlines, and virtual-attendance details on the Association's Exterior Modifications page before applying.

SUBMISSION PROCESS

The Modification Application along with supporting documentation must be submitted at least one week before the review meeting; late or incomplete applications will be deferred. Submit by email, mail, or HOA office drop box, and request confirmation if emailing. Decision letters are generally emailed within one week after the meeting; check spam or junk folders for messages from no-reply@smartwebs365.com.



Scan to visit
Modifications page

General FAQs

Frequently Asked Questions

ASSESSMENTS & ACCOUNT

When are payments due?

Assessment payments are due on the 1st of each month.

A late fee is assessed after the 10th. Manage your account at broadlands.connectresident.com.

Where can I find HOA information?

Visit broadlandshoa.org for community information, forms, news, and resources.

PARKING & MOVE-INS

Are townhome spaces reserved?

No. Townhome parking is first-come, first-served.

Moving truck or POD?

Email info@broadlandshoa.com with the dates. Keep sidewalks clear and park properly in the driveway.

AMENITIES & RECREATION

What is available?

Three pools, fitness center, community center rentals, 21 tot lots, 9 tennis courts (including 6 pickleball court sets), and 15+ miles of trails. Maps: broadlandshoa.org/amenities/.

Fitness Center

Open daily 5:00 a.m.–11:00 p.m.; entry until 10:30 p.m. Adults only; ages 13–17 may use it when registered and accompanied by an adult. No guests. Fees apply to access.

Pools

Open Memorial Day weekend through Labor Day weekend. Each household receives a 10-visit guest pass per season. Passes are electronic—provide your name and address at entry.

Tennis / Pickleball

Reservations take precedence over walk-ons. Reserve ahead when possible; see the tennis page.

SERVICES & COMMUNITY

Trash, recycling & yard waste

Patriot Disposal: trash on Monday & Thursday; recycling on Thursday; yard waste on Monday. Use lidded containers or securely tied heavy-duty bags. Bulk pickup requires advance arrangement and fees. 703-257-7100 | customerservice@patriotdisposalservices.com.

Events & Volunteering

Events are posted online year-round. Interested in volunteering? events@broadlandshoa.com.

Renting your home?

Absentee owners must submit an Absentee Owner Form and signed lease via the online form at broadlandshoa.org/tenant.

Property access & streets

Covenant inspectors may enter front or rear property areas under Section 5.2 (Easement for upkeep). Road and snow-maintenance responsibility: broadlandshoa.org/maps-streets/.

Move-In Checklist

Recap

Final review of how to get started...

Helpful list to ensure you are off to a good start...

HOA Communications:

- ☐ Review our website! It has all HOA and community information and is our number one resource for answers – **broadlandshoa.org**
- ☐ Sign up for the weekly Broadlands Blast. Use the link on our homepage.
- ☐ Sign up for landscaping seasonal notices ***IF*** mowing/seasonal services are included in your monthly assessment. Use the link at **broadlandshoa.org/landscaped-homes**
- ☐ Follow BroadlandsHOA Events on Facebook and Instagram. Access links from our homepage.

Amenities:

- ☐ Fitness Center – complete the online form and pay for access at **broadlandshoa.org/fitness-center**
- ☐ Pools – review instructions at **broadlandshoa.org/pool** and complete registration on the Cellbadge site.
- ☐ Tennis and Pickleball – register to make court reservations at **broadlandshoa.org/tennis-pickleball**
- ☐ Review amenities maps - **broadlandshoa.org/maps**

FirstService Residential Assessment Accounts (FSR Connect Portal):

Create an account and pay your assessments via ClickPay. Account numbers are required and can be found on your monthly coupon stub. Additional information can be found at **broadlandshoa.org/assessments**

- ☐ Step 1: Go to **Broadlands.connectresident.com**
- ☐ Step 2: Click Login and select the option to Create Account
- ☐ Step 3: Register with your email address
- ☐ Step 4: Link your account using your home address or account number

HOA Rules and Regulations:

- ☐ Review rules and regulations at **broadlandshoa.org/rules-and-regulations**
- ☐ Review Covenant Guidelines at **broadlandshoa.org/covenants-corner**
- ☐ Review design guidelines on Modifications to Home Exteriors at **broadlandshoa.org/exterior-modifications**

Trash and Recycling:

- ☐ Contact Patriot Disposal, Inc. if you do not have their official trash or recycling totes or bins or if you require special pickups. They can be reached at **customerservice@patriotdisposalservices.com** or at 703-257-7100. Bulk services require fees and an appointment for pickup.

Leasing Your Property?

- ☐ Owners must complete the Absentee Owner Statement and submit it along with a copy of a fully executed lease to allow your tenants to apply for access to Broadlands amenities. Please review the details at **broadlandshoa.org/tenant**