

Sandia Heights 2012 Resident Guide



**Published by
Sandia Heights Homeowners Association**

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Welcome Letter

Welcome to Sandia Heights! You have chosen to live in a unique community that respects individuality and is committed to the preservation of the beautiful setting that we all live in and enjoy. Sandia Heights was started in 1965 and currently has about 2,200 homes out of a projected build of 2,400 homes. Sandia Heights was intended to have a unique community feel from its inception, with large individual lots and deeded covenants that were established for each unit before sales started.

Sandia Heights has proved to be a desirable alternative to the tract-type developments located in Albuquerque and the surrounding area. Property values have steadily increased over the years, based largely upon our community's ability to maintain its character and a quality of life not commonly found in other areas. Much of the credit for Sandia Heights' reputation as one of the more desirable communities in Albuquerque is due to the individual efforts of all home and property owners as well as their collective initiative in establishing, maintaining, and growing the Sandia Heights Homeowners Association (SHHA) into a vibrant and active community association. The Architectural Control Committee and Covenant Support Committee play important roles in maintaining property values and making Sandia Heights a highly desirable neighborhood.

The SHHA is dedicated to preserving and enhancing the Sandia Heights community as it continues to grow. We invite you to join the SHHA and become active in your community. The SHHA is a volunteer organization run by a Board of Directors elected by the members of the Association. The SHHA provides a number of services to the community such as architectural review, covenant support, community activities, Tram passes, social events, publications, and other services of value to its members as well as the community as a whole. We seek volunteers for all committees.

We hope you will find the information in this guide useful. We invite your comments, questions, and suggestions on how to make this guide more useful to you. Please feel free to stop by the SHHA office to meet the office staff. They will be happy to answer your questions and help you in any way that they can.

Again, welcome to Sandia Heights. We look forward to meeting you and hope that you will share some of your time to be active in your community and your Association.

SHHA Board of Directors

Useful Phone Numbers

Emergency Services		Informational Numbers	
Fire Department (District #5)	911	Agora UNM Crisis Center	277-3013
Fire Department non-emergency	314-0090 768-4160	Albuquerque Journal	823-4400
Police/Sheriff	911	Bernalillo County - Animal Care	314-0280
Sheriff non-emergency	798-7000	Animal Humane Association of NM	255-5523
Poison Control	272-2222	Better Business Bureau	346-0110
Sandia Heights Homeowners Association (SHHA) Office	797-7793	Burn/No Burn Hotline	768-2876
SHHA Fax	856-8544	Bernalillo County Parks and Recreation	314-0400
Sandia Heights Services		Graffiti Removal Hotline	468-7400 243-7273
Sandia Heights Security (SHS)	856-6347	Motor Vehicle Department	888-683-4636
SHS Mobile	263-4654	NM State Game & Fish	222-4700
Sandia Heights Services	857-8924	Wildlife Rescue Inc. of NM	344-2500
Service/Refuse/Water/Sewer	857-8924	Post Office - Academy Station	346-1230
Field Manager/Hydrants	856-6345	Road Maintenance	848-1503
Sandia Heights Services Fax	856-6335	Street Sign Maintenance	848-1504
After hours emergency	888-5336	Weather Line Time & Temperature	821-1111
		Voter Registration	468-1291
Utilities			
PNM	246-5700	Legislators	
New Mexico Gas Co.	697-3335	County Comm. Michael Wiener	858-0004
New Mexico Gas Co. Emergencies	888- 664-2726	U.S. Sen. Jeff Bingaman	346-6601
CenturyLink/New/Repair Service	800-244-1111 800-573-1311	U.S. Sen. Tom Udall	346-6791
Comcast (Cable & Internet)	344-0690	U.S. Rep. Martin Heinrich	346-6781
		State Rep. Bill R. Rehm	259-3398
		State Rep. Jim Smith	934-1075

Useful Internet Addresses (please call the office to report changes.)

SHHA	www.sandiahomeowners.org
Sandia Heights Services	www.sandiaheightsservices.com
Albuquerque Academy	www.aa.edu
Albuquerque Journal	www.abqjournal.com
Albuquerque Public Schools	www.aps.edu
Albuquerque Youth Symphony	www.aysmusic.org
Bernalillo County Animal Care	www.bernco.gov
Bernalillo County Assessor's Office	www.bernco.gov
Bernalillo County Clerk	www.bernco.gov/clerk
Bernalillo County Fire & Rescue	www.bernco.gov
Bernalillo County Public Works Division	www.bernco.gov
Bernalillo County Sheriff's Office	www.bernco.gov/sheriffs-office
Central New Mexico Community College	www.cnm.edu
City of Albuquerque	www.cabq.gov
City of Albuquerque Air Quality	www.cabq.gov/airquality
Comcast	www.comcast.com
Double Eagle Elementary School	www.doubleeagles.com
Hazardous Waste	www.cabq.gov/solidwaste/hazard.html
KASA Ch 2 (FOX)	www.kasa.com
KNME Ch 5 (PBS)	www.knmetv.org
KOAT Ch 7 (ABC)	www.koat.com
KOB Ch 4 (NBC)	www.kobtv.com
KRQE Ch 13 (CBS)	www.krqe.com
Ch 19 (CW)	www.newmexicoscw.tv
La Cueva High School	www.lacuevabears.com
Motor Vehicle Division	www.mvd.newmexico.gov
New Mexico Dept. of Workforce Solutions	www.dws.state.nm.us
New Mexico Public Education Dept.	www.sde.state.nm.us
New Mexico Magazine	www.nmmagazine.com
New Mexico One Call	www.nmonecall.org
New Mexico State	www.newmexico.gov
State of New Mexico Taxation & Revenue	www.tax.newmexico.gov
PNM	www.pnm.com
CenturyLink	www.centurylink.com
Dexknows	www.dexknows.com
Recycling	www.cabq.gov/solidwaste
Abq/Bernalillo County Library System	www.cabq.gov/library
Santa Fean	www.santafean.com
U.S. Time	www.time.gov
University of New Mexico	www.unm.edu
Xeriscape Council of New Mexico	www.xeriscapenm.com

Sandia Heights Homeowners Association (SHHA)

The Sandia Heights Homeowners Association (SHHA) is a non-profit organization that represents the interests of all Sandia Heights residents. The SHHA mission is to promote the common interest and welfare of the homeowners, property owners and residents located within Sandia Heights and to preserve the unique character and quality of life of the area. The Association depends upon an active and involved membership. Your ideas and participation are encouraged! By joining the Association, you are showing your support for the volunteers who put in many hours to ensure that you and your neighbors continue to enjoy the many benefits that come with living in Sandia Heights.

Sandia Heights History

Sandia Heights is a unique residential development covering 1,600 acres in the foothills of the Sandia Mountains. The community was started in 1965 and developed by the Sandia Peak Tram Company under the guidance of the late Robert Nordhaus, the late Ben Abruzzo, and Bob Murphy. The land was purchased “piecemeal” over a long period of time, accounting for the many subdivisions and numerous versions of the Declarations of Restrictions controlling the Sandia Heights area.

The community has a colorful history highlighting a respect for individuality and a commitment to the preservation of the wildlife and native vegetation. There are currently about 2,200 homes, with a population of approximately 5,200. Sandia Heights is divided into 36 residential subdivisions (units). At full build-out, it is projected that Sandia Heights will have some 2,400 homes and a population of about 6,000.

The SHHA began in 1972 with a small group of residents who were interested in preserving the unique character and quality of life of the area. The Association was officially incorporated as a non-profit New Mexico corporation in 1975.

Its mission was to coordinate planning and implement the management of services and activities necessary or desirable in promoting the common interests and welfare of the homeowners, property owners and residents located in the Sandia Heights Development of the County of Bernalillo, New Mexico. The history of the Association is inextricably entwined with growth and development of the Tram Company and its subsidiary companies, including Sandia Peak Utility Company and Sandia Properties. The Sandia Heights Security Patrol and the Four Seasons Club are affiliated for-profit ventures. For a number of years the major stockholders and operating officers, who were also founders and residents of Sandia Heights, were key members on the Association’s Board of Directors. Sandia Heights was a close-knit community, far removed from the city limits and without many of the services that city dwellers took for granted, such as mail delivery, snow removal, paved roads and road maintenance. As the community grew and developed, Sandia Properties met many of these needs, going well beyond services generally provided by a real estate developer.

By the early 1990s the SHHA had achieved a certain degree of independence and took on more of the financial responsibility for functions previously provided by Sandia Properties, including covenant monitoring and enforcement, and coordinating with city, county and state government agencies on matters impacting Sandia Heights, such as zoning, utilities, roadways, etc. To help provide funds for these services, Sandia Properties, Ltd., agreed to include billing for Association dues in the regular water bills from Sandia Peak Utility Company. This consolidated billing continues today in the SHHA contractual agreement with Sandia interests. Since then, other service functions formerly provided by Sandia Properties – snow removal and maintenance of roads – have been turned over to Bernalillo County.

SHHA Organization

The SHHA is a non-profit community association. An elected volunteer Board of Directors governs the SHHA. A brief overview of the structure of the SHHA and its Committees is provided in the following sections.

Board of Directors

The SHHA Board of Directors is elected by Association members at the Annual General Meeting. To facilitate communication among SHHA members and the Board of Directors, the Sandia Heights community has been divided into 12 districts, with the goal of having a representative from each district serving on the Board. District representatives are responsible for communicating members' concerns to the Board and conversely, for disseminating information from the Board to the members in their district.

Officers

The SHHA has four Officers: President, Vice President, Secretary, and Treasurer. Officers are elected from among the members of the Board of Directors prior to the Annual Meeting.

Committees

Committees do the work of the SHHA. Board Members are selected to serve on committees based on their interests, skills, available time, and the needs of each committee. Each committee chooses its Chair at the first committee meeting following the election of SHHA Officers. All committees report on a monthly basis to the Board and also provide periodic activity reports to all Sandia Heights residents through the GRIT, the Association's newsletter.

Architectural Control

Reviews and approves all plans for new construction, additions, repairs, maintenance, landscaping and other projects that change the external appearance of your property, for compliance with and the spirit and intent of the covenant provisions. All such projects must be approved in writing by the Architectural Control Committee (ACC) prior to the start of work. The ACC monitors construction for compliance with approved plans.

Communications and Publications

Responsible for publication of The GRIT Newsletter, the annual Resident Directory and Guide, the SHHA Website copyrighted @SHHA 2007, and other communications with members such as utility bill stuffers, flyers, etc. The committee is also responsible for the operation and maintenance of the SHHA office technology infrastructure.

Community Service and Membership

The overall objective of this committee is to strengthen and develop the community of Sandia Heights by increasing membership in the Association, responding to the community through increased communications, seeking input from the members, sponsoring community activities, and providing additional services for Association members.

Covenant Support

Oversees enforcement of the Declaration of Restrictions (Covenants), including the process relating to violations and recommendation for action in cases of non-compliance.

Finance

Oversees SHHA financial matters including: annual budget proposal, appropriation of funds, bill payment, bank account management, auditing transactions, tax reporting, keeping records of SHHA membership and other financial reporting as necessary. The Treasurer is the Chair of the Finance Committee and submits a monthly report to the Board.

Parks and Safety

The Parks & Safety Committee (P&S) is charged with protecting and improving the parks and safety of our surroundings in the Sandia Heights neighborhood. The P&S Committee works with homeowners and with local government to enhance neighborhood safety, monitor parks issues, and preserve our natural environment. The committee fosters communication between the county and residents to this end. The committee also plays a role in educating residents about traffic, safety, and environmental issues.

Meetings

This section briefly describes the types of SHHA meetings and the schedule of regular meetings. All regularly scheduled SHHA meetings are open to all SHHA members.

Board Meetings

Meetings of the Board of Directors are usually held the second Wednesday of every month at 7:00 PM at the SHHA office, 2-B San Rafael Avenue NE. SHHA members wishing to attend need to notify the office at least 24 hours in advance.

Annual Meeting

The Annual General Meeting of members is usually held in June at a location and time to be announced in The GRIT and posted on the SHHA website. All SHHA members are encouraged to attend.

Committee Meetings

Each Committee establishes its own meeting schedule. Some committees meet monthly. Other committees meet more frequently. If you want to attend a committee meeting, call or email the SHHA office for information about the date and time of the committee meeting you want to attend.

SHHA Services

The SHHA provides a variety of services for the benefit of its members. These services include covenant enforcement, architectural control, homeowner publications, copies, fax and notary services, and neighborhood events.

Office

The SHHA office is located at 2-B San Rafael Avenue on the southeast corner of San Rafael Avenue and Tramway Boulevard, just east of the Quail Run Shopping Center. The office staff is available to help answer questions, disseminate information, process applications to the Architectural Control Committee (ACC) for construction, landscaping, and other projects, expedite SHHA membership applications, coordinate member benefits, assist at events, and direct member concerns to the appropriate Board members. The office is open Monday through Friday, excluding holidays. Current hours are 9 a.m. to 4 p.m., and are subject to change. Office hours are posted at the office, on the SHHA website, and are also noted in the SHHA after-hours voice mail message.

Phone: 505-797-7793, Fax: 505-856-8544

Email address: shha@sandiahomeowners.org Web Page: sandiahomeowners.org

Mailing address: 2-B San Rafael Avenue NE, Albuquerque NM 87122

Publications

The SHHA produces and distributes several print publications and maintains a website to provide its Members and Sandia Heights residents with information about events and activities that are of interest to the community. As the population and needs increase, more and more information is being added to the website.

GRIT Newsletter

The official SHHA newsletter, *The GRIT*, is presently published each month and posted on the website. It covers the latest issues confronting the SHHA Board of Directors and topics of interest for all Sandia Heights residents. Some of these topics include zoning changes, new commercial and residential development in the area, status of city/county/state projects affecting Sandia Heights, neighborhood programs, social activities and special interest groups within the community. We welcome input and articles from SHHA members and local officials, as well as non-profit organizations and individuals with information appropriate to our area.

Resident Directory

Get acquainted with your neighbors through the annual SHHA Directory, which lists Sandia Heights residents, both members and non-members of the Association. Households are listed alphabetically by name and numerically by address for your convenience. There is a map of Sandia Heights streets. The Resident Directory is distributed to SHHA members only, and may not be used for commercial, mass mailing, or other similar purposes.

Website

The SHHA maintains a website at www.sandiahomeowners.org copyrighted ©SHHA 2007. The website supplements the print publications and provides the SHHA a way to publish information which members and residents can access at any time. Documents such as the Restrictive Covenants for each unit, ACC Design Guidelines and application forms, SHHA forms, meeting minutes and notices and other useful information is available at the website for downloading or printing.

Restrictive Covenants

Deed restrictions (also known as restrictive covenants) for each of the 36 units in Sandia Heights are tied to the title and ownership of all property in Sandia Heights, as well as to all lease or rental agreements. If you are a Sandia Heights property owner, homeowner or lessee, you have entered into a legally binding agreement to abide by the deed restrictions applicable to your unit. The terms of the various unit covenants are similar, but sometimes differ in important details. A copy of the Declaration of Restrictions for your unit is included in the Welcome Packet for new residents. It can also be downloaded from the SHHA website: www.sandiahomeowners.org or picked up at the SHHA office.

Covenant Enforcement

The legal authority and obligation of the SHHA to assure that deed restrictions are enforced is carried out by two Association committees. The Architectural Control Committee manages the approval and monitoring of projects that change the external appearance of property such as construction, and landscaping. The Covenant Support Committee manages property use restrictions.

Covenant Support Committee

The SHHA Covenant Support Committee (CSC) is comprised of SHHA residents who volunteer their time to maintain the unique character of Sandia Heights by ensuring resident adherence to deed

restrictions. The committee does not patrol the neighborhood searching for violations of the covenants, however, **it does act upon written complaints from SHHA members.**

Once a written complaint is received, the CSC is responsible for follow-up actions regarding the complaint. A CSC committee member will validate the complaint through a visit to the site. If the complaint is found to be valid, the offending resident will be notified of the covenant non-compliance via personal phone calls or letters from the CSC. The resident should view the receipt of a phone call or letter regarding the covenant violation in the spirit that it was sent – a neighborly reminder based on a sincere desire to preserve the beauty and property values within Sandia Heights. In general, violators will be given 30 days from notification to remedy the violation and the file will then be closed. Compliance inspections are performed and follow-up contacts are made on an as-needed basis during and after this process.

In the event the violator refuses to comply with the remedial action, they are subject to legal action based on the individual situation. The SHHA will consider initiation of legal action for enforcement of the covenants, on behalf of SHHA property owners, based on the following criteria: severity of the violation, inability to clear up the violation through routine methods and procedures, and the potential for success.

Complaints regarding covenant violations should be submitted to the SHHA office on a form that may be obtained from the SHHA office or website. SHHA membership by the complainant is required for a CSC response. No anonymous complaints or complaints by phone will be accepted.

Architectural Control Committee (ACC)

All Sandia Heights Covenants contain the following paragraph which sets forth, in general, the scope of the ACC's authority and its responsibility to interpret the specifics of the covenants.

“THE COMMITTEE SHALL HAVE THE RIGHT TO DISAPPROVE PLANS AND SPECIFICATIONS.....IF A DESIGN OR COLOR SCHEME IN THE PROPOSED STRUCTURE IS NOT IN HARMONY WITH THE GENERAL SURROUNDINGS OF SUCH LOT OR THE ADJACENT STRUCTURE, OR IF THE STRUCTURE SHALL UNDULY INTERFERE WITH THE VIEW FROM NEARBY RESIDENCES....., OR IF THE COMMITTEE DEEMS SAID PLANS AND SPECIFICATIONS TO BE CONTRARY TO THE SPIRIT AND INTENT OF THESE RESTRICTIVE COVENANTS OR CONTRARY TO THE INTEREST AND THE WELFARE AND RIGHTS OF ALL OR ANY PART OF”.... SANDIA HEIGHTS.

The restrictions placed upon the development of property in Sandia heights are for the benefit of each and every landowner. The restrictions set standards that help to create the unique qualities of the community and protect the value of everyone's property. The following are among the more central goals of the covenant restrictions:

- To minimally impact the land during construction and to restore the land to its former state upon completion.
- To preserve open space by restricting landscaping, including walls and fences, to areas adjacent to buildings.
- To limit building height and vegetation so as to preserve our magnificent views.
- To build using materials, colors, and forms that are in harmony with their surroundings.

Construction

Before anyone shall begin any new construction, additions, remodels, or other exterior changes to their property they shall submit an application and supporting documentation to the SHHA Architectural Control Committee for approval. This includes residences, walls and fencing, outbuildings, landscaping, pools, re-roofing, re-stuccoing, window replacements, painting, driveway paving/repaving, air conditioning and solar panels, etc. No work is to begin on such projects until written approval is received.

All property owners are charged with knowledge of the provisions of the covenants for their unit. All applications shall be prepared in accordance with the covenants and the ACC's Design Guidelines. Care must be taken to see that the application is fully completed and supported by the required documentation.

To obtain an application and instructions for submitting plans for architectural review, you may download the form and guidelines on our website at www.sandiahomeowners.org or contact the SHHA office at 797-7793. Please note that an application fee may be required for non-members of the SHHA.

The ACC recommends that an application for a *preliminary* approval be submitted to the ACC, particularly for new construction and major addition projects, at the earliest possible point in the design process. Typically this would be at the completion of a schematic design and before preparation of detailed design or construction drawings. Doing so will make it possible to correct any compliance problems before incurring further cost.

Depending upon the nature of the project, the ACC may conduct a Neighborhood Review and call for a Neighborhood Review Meeting as part of its review process.

The ACC will exercise due diligence in processing applications and strive to render a decision within 30 days of receipt of complete applications. The ACC may extend the normal 30-day response time, at its sole discretion, if such extension is deemed necessary by it to render a fully informed decision.

Note: All proposed projects must comply with generally accepted standards for custom or luxury construction and must be in compliance with Bernalillo County ordinances and standards including appropriate permits. Soundness of structure and durability of materials will be considered.

Landscaping

Sandia Heights is based on an open space concept where the natural landscaping is of great importance. Natural vegetation that is disturbed during construction or other improvements must be replanted and restored to its natural state. Planting drought-tolerant grasses such as grama or buffalo grass is appropriate for this purpose. Freestanding walls and fences, trees, and exotic plantings are restricted to areas adjacent to houses. Property line setbacks are meant to preserve view corridors, thus landscaping in these areas is subject to specific restrictions. Please refer to your unit covenant, and the ACC Design Guideline for Walls and Fences and the ACC Design Guideline for Landscaping. These documents are available to review at the SHHA office or you can download them from the SHHA website: www.sandiahomeowners.org

Landscaping projects that include significant changes to the appearance of your property are subject to application to and approval by the ACC. All projects that include walls and fences, retaining walls, planting of trees, and restoration of land disturbed by construction must be approved by the ACC prior to the start of work.

Please consider the potential for view obstruction by vegetation when planning your projects. The ACC will not approve the planting of tree species that can be expected to grow higher than 26 feet at maturity. Siberian elms are considered to be a highly invasive weed and should be removed as soon as the seedlings appear. Please be a good neighbor and take a look at trees that you or a previous owner might have planted and, if they are obstructing your neighbor's views, consider pruning or removal.

Residents are required to keep their properties clear of dead trees/vegetation. Chamisa is not part of Sandia Heights natural vegetation. It is an opportunistic plant that has invaded land disturbed by the construction of roads, driveways, houses and septic systems, and where the native vegetation such as grama or buffalo grass was not restored. Chamisa can become a driving-safety hazard by restricting driver visibility if it is allowed to intrude into our roads. It can also constitute a fire hazard that can be easily ignited and burns with great heat and rapidity. Please consider maintenance measures to control these dangers to our community. Residents are required by the County to make sure vegetation does not obstruct driver visibility.

Community Service & Membership Committee

The Association depends upon an active and involved membership. The SHHA Community Service & Membership Committee serves to increase the value of your Association membership and to attract new members to the Association. The Committee supports member benefits and Association volunteers. If you are unsure of your membership status, please call the SHHA office at 797-7793 or check your Sandia Services monthly water bill. An entry for *SHHA Dues* and a charge on your bill will confirm that you are a member. If you are not a member, please consider joining with your neighbors to support the Association and the volunteers who work hard to protect our community. Please call the SHHA office at 797-7793 to sign up.

Social Events

The SHHA typically runs several social events each year which are generally free of charge to Association members. Past and future events include the following:

- SHHA Meet and Greet Gatherings with guest speakers
- The Sandia Heights Coffeehouse Concert Series
- Meet Santa Event

Member Benefits

Membership benefits and future plans (also found on the website) include the following:

- No application fee for projects submitted to the ACC
- Free Sandia Peak Tramway passes
- The SHHA Resident Directory & Guide
- Access to SHHA office and staff, notary services, fax and copy service, contractor evaluations, and support for Sandia Heights issues
- Merchant Benefits Program: great discounts with cooperating merchants
- Free Classified Ads

Contractor Evaluation

The SHHA maintains a large file of contractor evaluation forms. The file covers a wide range of services from carpenters and masons to plumbers and roofers, and is available as a benefit to Association members. We encourage all residents to share their good and bad service experiences with others by completing an evaluation form each time they have work completed by a contractor. A sample of the Contractor Evaluation Form is available on the SHHA website and at the SHHA office.

Community Representation

The Association stays abreast of key issues impacting Sandia Heights and represents the interest of the entire community in the city, county and state. Board members represent the SHHA at homeowner association meetings and report on important issues.

General Information

This section of the guide provides a variety of useful information for residents.

Amenities

Utilities

Several utility companies provide services to Sandia Heights. One of these companies, Sandia Heights Services (SHS), provides consolidated billing for water, sewer, and refuse collection services, Sandia Security Services, and SHHA dues.

The utilities in Sandia Heights are underground. Before digging on your property, you must call New Mexico One Call (tel: 505-260-1990) to find out whether there are any utility lines where you are planning to dig. You may be injured or cause damage if you hit a utility line. The call is free. You can find additional information at the New Mexico One Call website: www.nmonecall.org

Water/Sewer

Water and sewer service is provided by Sandia Heights Services. Sewer service starts with the start of water service. Sewer service is not available in all areas of Sandia Heights. (Some properties have septic tanks.) Check with SHS to determine whether your property has sewer services.

Customer Service/Billing 856-6419
Water Quality Questions 856-6345
Water/Sewer Emergency Mon-Fri (7AM-4PM) 856-6345
After Hour Water/Sewer Emergency 888-5336

Garbage

Garbage collection service is provided by SHS. To start or stop service, call 505-856-6419. Garbage is collected once a week and is billed monthly.

Refuse must be at the road edge no later than 7:00 AM on the day of scheduled collection and no sooner than 5:00 PM on the day prior to collection. During bear season (late April through early November), DO NOT put trash cans or bags outside until the morning of scheduled collection.

All refuse must be placed in plastic bags or boxes (**40 lb.** Weight limit per container), not to exceed a total of 10 bags/boxes or bundles per week. Items that cannot be bagged or boxed must be bundled in 4' x 2' diameter bundles, not to exceed 5 bundles per week. Tree branches or trunks cannot be over 4" in diameter.

Special pickups may be scheduled by calling Customer Service at 856-6419 or the Service Field Office at 856-6347; the cost is \$25.00, \$40.00 or \$50.00 depending on volume and/or weight is scheduled for Mondays only.

Recycling Program

Sandia Heights Services You need only place your recyclables in tightly secured clear plastic bags or plastic grocery store bags or loose in a bin marked recycling by the curbside by 7AM on your regular collection day every other week, for specific dates please go to the website: sandiaheightsservices.com. To deter animals from getting into garbage bags, place the bags in a trash container. If animals are disturbing the garbage, add a tablespoon of ammonia or pine oil to the container or bag. If animals continue to pose a problem, call Bernalillo County Animal Control at 505-314-0280.

The current collection schedule follows. In most cases, the first and/or second digit(s) in your street address identifies the unit in which you are located. If you are not sure of your unit number, check the Sandia Heights Units Map provided in this guide.

Putting garbage bags in a trash container will not deter bears from getting into garbage bags. Between late April and early November, DO NOT put garbage outside until the morning of scheduled collection. Bears that receive “food rewards” in the form of garbage may become aggressive toward humans or cause property damage. To protect people and their property, these bears may end up being destroyed. Please help keep bears wild and safe by not making garbage available to them.

North Units

Sandia Heights, North 1, North 2, North 3, & Peak Apartments: Monday

South Units

Units 3, 4, 9, 10, & Sandia Colony: Tuesday

Units 11, 12, 14, 15, 24, 25, 27, 27B, 27C, 28, 28B, & 28C: Wednesday

Units 7, 8, 16, 17, 18, 19, 20, 21, 23, Sandia Haciendas, & Cedar Canyon: Thursday

Units 1, 2, 5, 6, & Quail Ridge (8C): Friday

If your garbage collection day falls on a holiday, pick-up will be on the following business day. You may access the schedule on the SHS’s website: www.sandiaheightsservices.com. Refuse is to be at the road edge no later than 7:00 AM on the day of the scheduled collection and must NOT be put out before 5pm the prior evening as stated in the Bernalillo County ordinance.

Trash Disposal Facilities:

Eagle Rock Convenience Center
6301 Eagle Rock NE (North off I-25 & Alameda to Eagle Rock)
Phone: 857-8318 Open 7 days a week 8 am to 5 pm.

Electrical & Natural Gas

Electrical service is provided by Public Service Company of New Mexico (PNM). Natural gas service is provided to some areas of Sandia Heights by New Mexico Gas Company. To start or stop service, contact PNM at 505-246-5700. If you are calling outside of New Mexico, you can use the toll free number 1-800-342-5766. If you use TDD-TTY phone service you can call 505-241-4900. The PNM website address is www.pnm.com and you can obtain additional information about the services offered by PNM at this site.

To report an emergency or damages involving an electric line, call 888-342-5766.

Areas not served by natural gas use butane or propane in external tanks. All external tanks must comply with the provisions of the restrictive covenants applicable to your property and County and State environmental regulations.

Telephone

Qwest provides local telephone service to Sandia Heights. Call 1-800-244-1111 to start or stop service. If you are having difficulty with your local phone service, call 1-800-573-1311 for repair service. The Qwest website address is <http://www.qwest.com>. Qwest also provides an online phone directory at <http://www.dexknows.com>.

Cable and Satellite Service

Cable service is provided to some areas of Sandia Heights by Comcast. To start or stop service or determine whether your property has cable service, call Comcast at 505-344-0690. The Comcast website address is www.comcast.com. Other services may also be obtained through various companies.

Internet

Standard dial-up Internet service is available throughout Sandia Heights. Cable Internet service is available through Comcast but not all areas of Sandia Heights are served. Call Comcast at 505-344-0690 for questions regarding cable Internet service. Qwest provides limited DSL Internet service. Call Qwest at 800-244-1111 to inquire about DSL availability. Your Internet Service Provider may also provide DSL through Qwest as well.

Emergency Services

Sandia Heights is an unincorporated area of Bernalillo County and the County provides all emergency services. **Call 911 for emergencies.**

Fire

Sandia Heights is served by Bernalillo County Fire Department District #5. The fire station is located at 11700 Paseo del Norte and is staffed by paid firefighters 24 hours/day 7 days a week. A colored flag flying beneath the American flag at the station indicates the fire hazard at the time. RED means extreme caution. The Fire Department recommends that addresses be clearly posted on each residence and in 3-inch reflective white numbers on every mailbox. We recommend that you trim away any vegetation, including tree branches that block your address numbers.

In case of an emergency call 911 and please advise that you are in Sandia Heights. The non-emergency number is 505-314-0090. The website address is www.bernco.gov/departments/fire&rescue.

Sheriff

Sandia Heights is under the jurisdiction of the Bernalillo County Sheriff's Department. Dial 911 only in an emergency. The non-emergency number is 505-798-7000. The website address is www.bernco.gov/sheriff.

Security

SHS offers a private Community Patrol Service on a subscription basis. **Being a member of SHHA (Sandia Heights Homeowners Association) does NOT include security.** The patrol is on duty in the area approximately 116 hours per week. The Patrol provides additional patrols to subscribers upon request during the absence of the homeowner. Please call for the current rate. Call the Security office at 505-856-6419 or 856-6347 for further information.

Patrol personnel are well trained and interested in your well-being. Please contact the patrol office for details as to services available if you are a new resident or wish to subscribe.

Please be aware of the type of security system in your home. Most security calls in any given month can be attributed to house alarms that are triggered inadvertently by nature (wind, storms, etc.), animals, service people or wiring malfunctions. Many times housecleaners or pet sitters are given different, obsolete or incorrect codes and needlessly set off alarms. If you are going on vacation, please leave a key with a neighbor or emergency contact who can provide security officers a way into your home if an alarm is sounding. If you are a subscriber it is also wise to include Sandia Heights Security as a contact with your alarm service. Most likely they will be the first to arrive on site to handle an alarm problem. Please help preserve the peace and quiet in our community. Silent alarms are highly recommended.

Government Services

This section of the guide provides information on city, county, and state government services that are available to Sandia Heights residents.

Arroyos

Please direct any questions concerning the maintenance of arroyos or other drainage issues to the Bernalillo County Public Works Drainage Department at 505-848-1505 or to AMAFCA (Albuquerque Metropolitan Arroyo Flood Control Association) at 505-884-2215.

In accordance with the county ordinance, skateboarding is prohibited in arroyos.

Arroyos can fill very quickly even with very little rainfall. It is dangerous to be in an arroyo whenever there is any chance of rainfall. Please instruct your children not to play in arroyos.

Employment

The New Mexico State Department of Labor maintains a Workforce Development Center at 501 Mountain Road NE in Albuquerque. The center provides information about local employment. The phone number is 505-222-4600. The website address is www.dws.state.nm.us

Libraries

A consortium of The City of Albuquerque and Bernalillo County operates the Rio Grande Valley Library System. The main phone number is 505-768-5100. The library has branches throughout the Albuquerque metropolitan area. The closest branch to Sandia Heights is the Cherry Hills branch, at 6901 Barstow NE. The Cherry Hills branch phone number is 505-857-8321. The Lomas-Tramway branch is located on the SW corner of Tramway Blvd. and Lomas.

You may obtain a library card at any branch. You may check out or return books at any branch. All branches have public access computers and Internet access. The library maintains a very good website where you can locate branches and find out hours of operation, search the library catalog, use online databases to which the library subscribes, ask questions of a librarian, renew books, and access many other services. The library's website also provides a number of useful links to homework help sites for children. The website address is www.cabq.gov/library.

Motor Vehicle Registration

You can renew your vehicle registration online at www.mvd.newmexico.gov. For military personnel, including retirees, there is also a MVD office in the consolidated support building on Kirtland AFB.

Roads

The Public Works Department of Bernalillo County maintains Sandia Heights' s road system. You can call 505-848-1503 to inquire about snow removal or to report road maintenance concerns for county roads outside of the Albuquerque city limits. To report a downed traffic light or traffic sign, call 505-848-1504. The website address is www.bernco.gov.

Recycling & Hazardous Waste

Recycling in Sandia Heights is done on a voluntary basis. Recyclable items are tin and plastic, glass, newspapers, cardboard and aluminum. You may sign up for the recycling program with Sandia Heights Services (they do not accept glass) or take your recyclables to the Smith's grocery store at Tramway and Montgomery or Paseo del Norte and Wyoming. For additional recycling centers, refer to the website at www.cabq.gov/solidwaste/recycling/recycle. You may participate in the free recycling program offered by Sandia Heights Services visit their website for more information: www.sandiaheightsservices.com.

All Albuquerque/Bernalillo County residents may bring their household hazardous waste to the Collection Center operated by Rinchem Company, Inc., located at 6133 Edith Blvd. NE. Hours of operations are: Mondays, Wednesdays and Fridays 8:30 am to 4:30 pm, and Saturdays 8 am to 3 pm. For information on safely disposing of specific types of household hazardous waste, call the Household Hazardous Waste Collection Hotline at (505) 345-1650 or refer to the website at www.cabq.gov/solidwaste/facilities/hazard.html.

Schools

The public schools for Sandia Heights are Double Eagle Elementary School, Desert Ridge Middle School, and La Cueva High School, which are all part of the Albuquerque Public School system.

Double Eagle Elementary School

8901 Lowell Street NE

Office: 505-857-0187; Fax: 505-857-0188; Website: www.aps.edu/aps/DoubleEagle/index.htm

Double Eagle Elementary gets its name from the Double Eagle II balloon, piloted by Ben Abruzzo, Maxie Anderson, and Larry Newman, who made a successful transatlantic crossing on August 11, 1978.

Desert Ridge Middle School

8400 Barstow NE

Office: 505-857-9282

La Cueva High School

7801 Wilshire Avenue NE

Office: 505-823-2327; Website: www.lacuevabears.com

Hope Christian School

8005 Louisiana Blvd NE

Albuquerque, NM 87109

(505) 822-8868; Website: www.hopechristianschool.org

Taxes

Property Taxes

There are two exemptions that will reduce the amount of property tax you have to pay. The first exemption is available to homeowners who reside in their home. This is the homestead exemption, which reduces the taxable assessed value of your home by \$2,000. The second exemption is available to veterans of the US armed forces (or the surviving spouse) who received an honorable discharge (see the NM State website for further info and to download the application: www.dvs.state.nm.us/benefits.html). This exemption will reduce the taxable assessed value of your home by \$4,000. The same benefit can be used for a 1/3 discount when registering a vehicle in NM.

You can claim the homestead exemption by simply signing a form at the County Assessor's office. Instructions for the veteran's exemption are on the NM State website. You will need to complete a form, and submit a copy of the veteran's DD214 discharge form showing dates of service and proof of New Mexico residency to the Veteran's Service Office in Santa Fe. That office will then return a certificate that you take to the County Assessors office to claim your exemption. You only have to claim these exemptions once (and on only one property, even though you may own more than one in NM) and you will receive the exemption(s) so long as you occupy your home.

For your convenience, we have obtained the application form for the veteran's certificate of exemption. Members may pick up this form at the SHHA office.

The County Assessor's office is located at 501 Tijeras and has a website at www.bernco.gov/assessor.

Other Taxes

You may obtain information about New Mexico taxes from the New Mexico State Taxation and Revenue Department at <http://www.state.nm.us/tax>. They also have an office in the bank building located on the NE corner of San Mateo Boulevard and Central Avenue. The department provides a guide for new residents that you can obtain online at www.state.nm.us/tax/pubs/fyi101.pdf.

Voting

You may obtain a voter registration application form from various places, including, the Bernalillo County Clerk's office, the League of Women Voters, all public libraries, and the Motor Vehicle Division. The County Clerk's address is One Civic Plaza NW, Albuquerque, NM 87102. The County Clerk's office is located at the intersection of Fifth and Marquette. For information about voter registration, call the County Clerk's office at 505-468-1290 or check the website at www.bernco.gov/clerk

Other Useful Information

Burning

The Bernalillo County restrictions on burning in your fireplace or wood stove run from October through February. Call 505-768-2876 (505-768-BURN) to hear a recorded message on whether it is okay to burn for the day. The message is updated daily at 11:00 a.m., and is applicable for 24 hours through 11:00 a.m. the following day. From March 1 through September 30 you may burn in the fireplace or wood stove at your convenience, as long as there is not excessive smoke.

You can find additional information on burning and air quality at: www.cabq.gov/airquality

Driver Safety Course

Drivers age 55 and above, besides learning defensive driving techniques, are eligible for a discount on their auto insurance premiums after taking the AARP Driver Safety Course. The classroom course is open to everyone, regardless of membership in AARP. A small fee is charged. The course is offered at the senior centers (closest one to Sandia Heights is the Bear Canyon Senior Center) as well as at the Presbyterian Healthplex, at San Pedro and Forest Hills (diagonally located from the Post Office on San Antonio).

Light Pollution

The following is a summary of the key parts of the Bernalillo County North Albuquerque Acres and Sandia Heights Light Pollution Ordinance (1997-18). You are responsible for complying with all of the provisions of the ordinance that apply to you. You may obtain a copy of the ordinance online at: www.bernco.gov/upload/images/zoning_building_planning/light_ordinance. Contact the zoning administrator at 505-314-0350 if you have questions about this ordinance.

Many residents of Bernalillo County are growing up unable to gaze at the stars their grandparents knew so well. This is true not only in cities, but also in rural areas where new developments sometimes bring along many urban growth problems. "Light pollution," perhaps the most visible, should not be the price of progress.

Reducing light pollution is not difficult. It is fairly painless if you use efficient outdoor lighting fixtures, like those equipped with "light and motion sensors" or "automatic timing devices." Shielding (Cutoff) light fixtures can minimize light glare spilling onto adjacent property when they are installed or mounted at a height of no more than 16 feet above grade. Individual homeowners can help reduce light pollution by using night lighting only when necessary, choosing well shielded outdoor light fixtures, and turning lights off when not needed. How can you tell when outdoor fixtures are creating light pollution? Visual discomfort may occur when the glare from a light source is too bright, inadequately shielded, or the lamp (bulb) exceeds 75 watts. Should your outdoor fixture be identified as one creating light pollution or causing visual discomfort for adjacent property owners, you will be advised to remove or convert the fixture to conform with new residential use parameters within five (5) years from the adoption of this ordinance – October, 1997.

Mail Service

Except for townhouses, which may have a centralized mailbox location, your mail will be delivered only if you have a mailbox located on the street in front of your home. The U.S. Post Office, Academy Station, at 6255 San Antonio NE (505-346-1230) must be notified to begin delivery or to request that your mail be held during absences. (Please note that the maximum time that your mail can be held is 30 days.) You may also fax your "hold mail" request to: 346-1226, along with your stop and restart dates, and follow-up with a phone call to ensure your carrier has received the request. The ZIP code for Sandia Heights is 87122. Please make sure that your mailbox is accessible by truck and not hidden or encumbered by vegetation or other vehicles. Further, make sure that service and construction vehicles do not block access to your box. Any blockage of the mailbox will result in non delivery. Post office boxes are available for rent at the Academy Station. The lobby is open 24/7. If you are contemplating any changes to your mailbox, such as in design or location, you must submit an application to the Architectural Control Committee, as well as ensure that your plans do not violate any postal regulations, such as a changed height or specific location.

Motorcycles, etc.

Motorcycles, off-road vehicles, go-carts, toys, etc. may not be operated on lots or in the arroyos, or forest land, including private land backing up to the forests. In addition, these vehicles may not be operated on the streets without proper mufflers and licenses, and in accordance with deed restrictions and county ordinances.

Noise Ordinance

Construction of Buildings and Projects

It is unlawful for any person within a residential zone, or within a radius of 500 feet there from, to operate equipment or perform any outside construction or repair work (e.g., pile driver, steam shovel, pneumatic hammer, derrick, steam or electric hose, or other construction type device) between the hours of 6 PM and 8AM unless a permit has been obtained from the County Manager.

Machinery, Equipment, Fans and Air Conditioning

It is unlawful for any person to operate or permit to operate any machinery/equipment (pump, fan, compressor, air conditioning apparatus, or similar mechanical device) that creates a noise level at the property line exceeding the ambient noise level by more than five decibels. Homeowners wishing to replace or install new HVAC equipment must submit an application to the Architectural Control Committee.

Parks & Forest Land

Sandia Heights is fortunate to have both County parks and federal National Forests. Many homes back up to National Forest land with hiking and picnic facilities. Access to the parks is clearly marked, and access to the National Forest is via public trailheads. Please note that there is no public access to any park or forest through private property. There are public access points that you must use if you wish to avail yourself of these recreational areas.

Pedestrian Responsibilities

Both pedestrians and drivers must share responsibility for the safety of pedestrians. Even when pedestrians are in marked crosswalks, they must still exercise due care for their own safety. To minimize their risk, pedestrians should:

- Yield to drivers sharing the roadway
- Walk single file along the side of a roadway facing the oncoming traffic
- Wear light colors or reflective material and carry a flashlight at dawn, dusk or night

Pets

Please be a responsible pet owner and good neighbor by abiding by the Bernalillo County Ordinance No.99-4, 4-6-99 Sections 6-49 to 6-60, which states that pet owners must pick up after their pets. The County ordinance also prohibits pet owners from allowing their animals to run at large, and animals must be confined or kept on a leash at all times. Residents who take their dogs with them while walking, biking or jogging are required to keep them on a leash and off private property. It is unlawful to allow animals to persistently bark, howl or disturb the peace. Annual licenses are required for all pets and a current rabies certificate is necessary to obtain these permits.

If you have questions regarding your animals, please call the Bernalillo County Animal Control at 505-314-0280. You may also find answers to your questions online at: www.bernco.gov. Report violations of the ordinance to the county at the same number. Although the Bernalillo County Ordinance applies to all animals, the restrictive covenants for Sandia Heights only allow residents to keep domestic dogs and cats.

Disturbing the Peace

You may not allow your animal to persistently or continuously bark, howl or make other noises that disturb other residents. You may not maintain an animal in any manner that causes odors which disturb other residents. Please direct all calls for this type of activity to Animal Control. Ord. No. 99-4, 4-6-99 Sec. 6-49.

Animal Waste

You may not permit an animal to relieve itself on property other than your own. If you are walking your animal on County or State land, you must immediately remove and properly dispose of any animal waste in accordance with Bernalillo County Ordinance Ord. No. 99-4, 4-6-99 Sec. 6-56. Animal waste

Penalties

Violations of the ordinance are a misdemeanor and are subject to a fine of up to \$300 or imprisonment for up to 90 days. Each day the ordinance is violated is considered a separate offense.

The Declaration of Restrictions (covenants) for each of the units within Sandia Heights limits pets to domestic dogs and cats. Bernalillo County has enacted an ordinance requiring these pets to be kept exclusively upon their own premises. Pet owners should also note that coyotes are common in the area and cats and small dogs are among their preferred food. Bobcats and mountain lions have also been sighted in Sandia Heights. Please read the covenants for your unit and ACC Design Guideline for Walls and Fences at the SHHA Office or on the web at www.sandiahomeowners.org to ascertain acceptable materials for use in the construction of fences and walls to restrict your pets.

Animal Humane Association – 505-255-5523. NM Game & Fish (Albuquerque office) – 505-222-4700 (Report a violation – 800-432-4263) Bernalillo County Animal Control and Protection – 505-314-0280 Fax 505-873-6709 email: animal@bernco.gov website: www.bernco.gov. All animals picked up by Animal Control Officers are taken to one of the two City of Albuquerque Animal Shelters. If you are searching for a missing pet, call 505-768-1975.

Plague

Plague is a naturally occurring disease found in the rodent (and sometimes the predator) population here in Sandia Heights. The bacteria are transmitted by the bite of an infected flea or animal. Infected rodents usually die, leaving the infected fleas to find a new host – a cat, dog or even a human. Human cases can occur throughout the year, but most often appear during the warm months of May through September, when rodents, fleas and people are active outdoors. It is curable when diagnosed early.

Cats are particularly susceptible because of their rodent-hunting activities. Keep cats confined for their health as well as yours. Dust your pets with flea powder weekly. Clean up woodpiles (always handle wood with gloves) and do not leave uncovered garbage or pet food outside. Rabbits, mice, chipmunks, wood rats, and rock squirrels can also be carriers. If you find any wild animal that has died for no apparent reason, do not touch it. Call Albuquerque Environmental Health Department for information on pick-up and testing at 505-768-2600. Be sure to have your pet examined yearly by a veterinarian.

Speed Limits

Both vehicles and pedestrians must share the roads in Sandia Heights. Roads in Sandia Heights do not have separate pathways and visibility is often restricted. Speed limits on most Sandia Heights roads are 15-25 mph. Please abide by these limits, as there are many pedestrians (including children) who use our roads and may be blocked from a driver's view by vegetation along the road. Please keep our community safe, slow down and drive responsibly and please do your part to ensure vegetation is not blocking views.

Wildlife

Sandia Heights has a wonderful array of animal life to observe, enjoy and learn to cohabit with on a daily basis. There are deer, raccoons, cougars, coyotes, bobcats, rabbits, turtles, squirrels, and an occasional black bear that visit our unfenced terrain. Many rodents including mice, chipmunks, pack rats and gophers can flourish depending on the weather and food sources. Care must be taken with any poisons or devices used to trap rodents, as children and pets can be endangered. Do not leave any garbage exposed, and secure your trash containers in an enclosed area where possible. Bird feeders (even empty) and birdseed storage containers, hummingbird feeders, pet food, garbage, and fruit trees all attract bears. Please be careful to keep these items from being available to bears. You may pick up detailed information on coexisting with bears and other wildlife at the SHHA office.

Deer mice infected with Hantavirus have not been found in Sandia Heights, but plague is a factor during certain seasons and you should take precautions with pets. See PLAGUE for more details. Snakes are common, and depending on the species, can be very helpful in controlling the rodent population. Please do not overreact to a sighting near your house. Bull snakes look like rattlesnakes, but are harmless and shy away from humans. King snakes up to 6 feet long have also been sighted, particularly in the area of Sandia Heights on the west side of Tramway Boulevard. If you are a subscriber to Sandia Heights Services and have a problem snake, call Mobile Security at 505-263-4654 for identification or removal.

Newts, geckos and skinks often provide Southwest adornment on our adobe walls and patios. Over 100 species of birds can be seen in our area, including the ubiquitous quail and dashing roadrunner, the state bird. If you find an injured bird or wild animal (that would not be best handled by returning it to its nest or leaving it for its mother to retrieve), call the Wildlife Rescue Group at 505-344-2500. A recording will give you the phone number of the person on call.

You may not keep any animals that are dangerous in the wild without a special permit. Sandia Heights' Restrictive Covenants prohibit keeping any animal except domestic dogs and cats.

Please exercise caution when you have small pets and children outdoors. Wildlife such as hawks and owls have been known to swoop in on small animals, and could frighten children as well. Do not leave your pets or children unattended.

You have chosen a very special place to live, so please respect and protect our wild creatures.