

FAQs
Frequently Asked Questions

WSDM provides District Management services for Vistas at West Mesa Metropolitan District. Learn more about our staff and services on the WSDM company website at 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 some streets/alleys, portions of the landscaping, the mailbox clusters, portions of the retaining wall, and the exterior wrought iron fencing. [Click here to view the District maintenance map.](#)

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

Turf - Sod Mowing, string trimming, weed control, and blowing is contracted to occur up-to 26 times throughout the growing season, as needed on the common areas. Edging is addressed up-to 13 times during the growing season, aeration is addressed once annually, and fertilization is completed 4 times as needed as well.

Native - The native landscape surrounding the exterior perimeter of the community is mowed or string-trimmed up-to 3 times during the growing season, as needed, or once growth has exceeded 6 inches tall.

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

3. What is included in the snow removal contract?

The Metropolitan District provides snow removal on the concrete pad under the mailboxes, the walkways throughout the common areas of the community, and the sidewalk along Centennial, as well as a quick plow push down each alleyway. [Click here to view the snow removal map.](#) Snow removal is contracted to occur when all the following conditions are met:

- 1) At least 3" of snow has accumulated community-wide (excluding drifts);
- 2) The storm has subsided; and
- 3) Within 24 hours.

Each resident is responsible for clearing snow from the stoop and walkway in front of their home.

It is important to note that during this period of construction, both the District and the Developer have snow removal services contracted for different services at different thresholds. You may see a crew arrive and address one area, while appearing to disregard others. When this happens, it is likely that they are adhering to different requests in the different contracts.

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

The streets, curb, and gutter are being conveyed to the District in batches. Contact the District Manager with maintenance questions and damage reports during this time of construction. If the District does not yet maintain the area in question, we will report the damage to the Developer.

5. Who can I report a street light outage 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 buildings?

The homes in the Vistas at West Mesa Metro District are styles as Single-Family-Attached homes. This means that while each Owner is responsible for repairs, maintenance, and improvements on their home, a Party-Wall Agreement is in place to govern repairs, maintenance, and improvements involving the shared wall between two homes.

The District facilitates the Architectural Review process to ensure uniformity with aesthetics and maintenance on the exterior of the building.

7. How do I get a new mailbox key?

The mailbox clusters are owned and maintained by the District; however, each resident holds ownership of their lock. Damage to the mailbox cluster itself should be reported to the District. 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. The District and the Post Office do not maintain copies of resident's mailbox keys and are not able to 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 4th 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.