FAQs

Frequently Asked Questions

WSDM provides District Management services for Gardens at North Carefree 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 landscape tracts, two detention ponds, the mailbox clusters, and the perimeter 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 24 times throughout the growing season as needed on the north and south turf areas on the inner circle and along the walkway at the center of the community. Edging is addressed up-to 13 times during the growing season, aeration is addressed once annually, and fertilization is completed 4 times as needed in these interior landscape tracts as well.

Native - The native landscape surrounding the exterior perimeter of the community is mowed 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 once per year in the fall.

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

3. What is included in the snow removal contract?

The Metropolitan District provides snow removal on the concrete pad under the mailboxes, the walkways bordering the north and south turf areas on the inner circle, along the walkway at the center of the community, and on the sidewalk along Akers Drive and North Carefree Drive. Click here to view the snow removal map. Snow removal is contracted to occur when all the following conditions are met:

1) At least 6” 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 sidewalk in front of their home.

4. Who is responsible for the street, curb, and gutter?
The streets, curb, and gutter have been conveyed to El Paso County for ongoing maintenance. Maintenance questions and damage reports can be submitted to the El Paso County Department of Public Works through their online reporting system at https://citizenconnect.elpasoco.com/ or by calling 719-520-6460 and leaving a detailed message.

5. Who can I report a street light outage to?
The streetlights are property of El Paso County. Outage or flickering light pole reports can be submitted to the El Paso County Department of Public Works through their online reporting system at https://citizenconnect.elpasoco.com/ or by calling 719-520-6460 and leaving a detailed message.

6. Who is responsible for maintaining the fencing?
The District is responsible for ongoing repairs on the split-rail fencing around the exterior perimeter of the community. Each homeowner is responsible for non-perimeter fencing serving their property. Fencing that is placed on the property line between two homes, is the shared maintenance responsibility of both homeowners. Owners are encouraged to work with their neighbors and share the cost of repairs as needed.

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, and 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.