

Welcome to the neighborhood! Enclosed is some important information for you as a new Palm Valley resident! Please take a few minutes to review this important material and contact us if you have any questions. We would love to meet you at an upcoming meeting!

Property Information Form

Please make sure to complete and return the Property Information Form required by the association. The form may be faxed, e-mailed or mailed to management. You can find this form on the community website. The homeowner or its managing agent should have provided you with copies of the CC&Rs, Design Guidelines and Rules. We have also included a copy of the Rules and Design Guidelines booklet for your convenience.

Websites

We have two websites to our disposal! We invite you to check out the HOA website to stay informed:

www.palmvalleyphase1hoa.com

1. You can sign up to receive up-to-date automatic notifications of the following:
 - A. Procedures on handling HOA requests – via emails through the website. Your email will be automatically forwarded to the correct location in customer service with an immediate acknowledgement, so you will know that it has been received.
 - B. Reminders of Board meeting dates and times
 - C. Upcoming community events
 - D. Bulk trash dates
 - E. Any HOA rules and any new changes
 - F. Surveys to provide feedback on various topics concerning HOA operations
2. Website improvement is an on-going process as we strive to bring a user-friendly environment that you can access easily. Your thoughts and suggestions are welcomed.

Direct contact to First Service Residential for Palm Valley Phase 1 residents:

<http://arizona.fsrconnect.com/palmvalley>

View your account balance and payment history and update your contact information.

Get answers to questions about the Palm Valley Community.

Contact the Palm Valley team at PalmValley@FSResidential.com to register!

Meetings

Your Association holds various types of meetings throughout the year. Below is a short description of the purpose of the different types of meetings in your community. Homeowners are invited and encouraged to attend the open meetings!

Board of Director Meetings are held the 4th Tuesday Jan, Feb, Apr, May, Sept & Oct – 5:00 PM. Meeting location and agenda is emailed the Friday before each meeting.

These meetings are open to all members of the association. Members are invited and encouraged to attend. Members in attendance will be recognized by the Board and can participate at the appropriate time per the meeting agenda. The Board conducts regular business such as review and approval of financial statements, review and approval of contracts, review, and approval of common area improvements, etc. The Board has authority over and makes decisions regarding the association common areas.

Architectural Committee Meetings (ARC)

Held on an as needed basis. The Residential Architectural Committee (Arc) meets monthly as needed and has authority with regard to residential areas. This means the Arc is the enforcement body that oversees CC&R violations on individual lots such as trash containers left out, weeds in front yards, etc. The Arc also reviews homeowner requests for changes to the exterior appearance of residential areas such as requests to paint homes, change landscaping or make additions or improvements to a home or lot. Arc meetings are open to the public.

Annual Membership Meeting

Held in early December each year. This is the annual meeting held in December each year for electing directors for the coming year. Ballots are sent out by email in advance and election results are announced at the meeting. The Board reviews accomplishments from the current year and upcoming events planned for the year to come.

Board Work Sessions

Throughout the year the Board holds 'working sessions' to review and discuss a specific issue on an as needed basis. These work sessions are open to the public for viewing only. The work session is for Board members to review information about a specific issue and to determine a direction in which to proceed. No financial or policy decisions affecting the homeowners are made at Board work sessions, although the meetings are open to the public.

Special Meetings

On occasion the Board may hold a Special Meeting, open to the public, usually for obtaining information from the membership on a specific issue or to provide information to the membership regarding a specific issue.

Executive Session Meetings

On occasion the Board or the Arc may need to go into a closed Executive Session meeting. The only topics discussed in a closed meeting are:

1) Legal advice 2) Pending or contemplated litigation 3) Personal, health or financial information about an individual member of the association, employee of the association, or employee of a contractor of the association 4) Matters relating to the job performance of, compensation of, health records of, or specific complaints against an individual employee of the association or an individual employee of a contractor that works under the direction of the association.

Planning on making improvements to the home?

Any exterior change to your home or lot requires prior architectural approval. The Association Rules and Design Guidelines are available on the website at www.PalmValleyPhase1HOA.com. Please complete the ARC Request Form through the portal online at: <https://www.PalmValley.ConnectResident.com>. Click the home icon titled Architectural Modification and use the Residents Info Tab. For questions, contact management at 480-551-4300.

Parking

Overnight street parking is prohibited in the Palm Valley Community. If you have guests coming or extenuating circumstances, please contact management ahead of time at 480-551-4300.

Pets

Residents are allowed to keep a reasonable number of generally recognized house or yard pets. It is the pet owner's responsibility to immediately clean up after his/her pet's solid waste. Pets (except cats) must be kept in a fenced yard or on a leash at all times. Animals cannot be kept or raised for commercial purposes and they are not allowed to "free roam", make an unreasonable amount of noise or become a nuisance to neighbors.

Received a Non-Compliance Letter?

If you would like to appeal the letter, or you need more time to correct the issue, or you believe the letter was sent in error, please fill out a Waiver Request Form. We would be happy to assist you in this matter. The form can be found on the community website. Once the form is submitted it is reviewed by the Board at the next regularly scheduled executive session meeting. Following the meeting you will receive a letter from management notifying you of any Board decision regarding the matter. Your violation compliance date will be automatically extended from the time we receive the Waiver Request Form until the waiver request process is completed.

FAIRWAYS RESIDENTS ONLY

Entry Gates

Owners and tenants, please be respectful of the gates. Do not push or swing on the gates. Teach your children to walk through the pedestrian gate instead of the car gates. Contact the Palm Valley team at 480-551-4300 or PalmValley@FSResidential.com, to get set up in the keypad directory and to obtain a private personal keypad code for the entrance gate and the pedestrian gate. Keychain remote gate clickers are also available at a cost of \$40 each for remote access through the entrance gate. A signed Property Information Form must be on file with the association for tenants to be able to obtain gate codes or remotes. Submit all such requests to management.

PALMILLA GREENS RESIDENTS ONLY

Entry Gates

Owners and tenants, please be respectful of the gates. Do not push or swing on the gates. Teach your children to walk through the pedestrian gate instead of the car gates. Contact the Palm Valley team at 480-551-4300 or PalmValley@FSResidential.com, to get set up in the keypad directory and to obtain a private personal keypad code for the entrance gate and the pedestrian gate. Keychain remote gate clickers are also available at a cost of \$40 each for remote access through the entrance gate. A signed Property Information Form must be on file with the association for tenants to be able to obtain gate codes or remotes. Submit all such requests to management. Gate operating instructions have been included on the following page.

PALMILLA LAKES RESIDENTS ONLY

Parking – Palmilla Lakes Only

Palmilla's cluster home design requires special attention to parking for the safety and convenience of everyone. All cluster driveways (identified by pavers) should be kept clear of cars. Residents should use their garage (if this requires clearing or organizing your garage, please do so) or designated parking spaces along Cypress/135th for parking. Vehicles are not allowed to hang over the edge of the driveway onto the shared driveway or sidewalks. Do not park on your driveway if your vehicle will extend past the edge of your front yard. Residents should not park at an angle in front of their garage doors. Parking at an angle necessitates driving over the granite (not allowed in the CCR's) or backing up into a single lane street (unsafe) to leave. No utility trailers, travel trailers, boats or other recreational vehicles are allowed in the residential area. Violators may be fined and/or towed at the owner's expense.

Paint

There are specific paint colors required in Palmilla's cluster home area. Block walls and the bottom portion of the body of the home are Dunn Edwards Nutria or Sherwin Williams Pottery Urn (same color just different paint manufacturers). Garage doors and trim are Dunn Edwards Bone or Sherwin Williams Natural Tan. The top part of the body of the home can be painted any of the approved paint colors, with proper submittal and approval through the Architectural Committee. The Approved Paint Colors can be found in the Design Guidelines Appendix B on the website at www.PalmValleyPhase1HOA.com. Please complete the ARC Request Form through the portal online at: <https://www.PalmValley.ConnectResident.com>. Click the home icon titled Architectural Modification and use the Residents Info Tab. For questions, contact management at 480-551-4300 or via email at PalmValley@FSResidential.com.

Entry Gates

Owners and tenants, please be respectful of the gates. Do not push or swing on the gates. Teach your children to walk through the pedestrian gate instead of the car gates. Contact the Palm Valley team at 480-551-4300 or PalmValley@FSResidential.com, to get set up in the keypad directory and to obtain a private personal keypad code for the entrance gate and the pedestrian gate. Keychain remote gate

clickers are also available at a cost of \$40 each for remote access through the entrance gate. A signed Property Information Form must be on file with the association for tenants to be able to obtain gate codes or remotes. Submit all such requests to management. Gate operating instructions have been included on the following page.

Palmilla Lakes Pool

An electronic pool access key card should have been provided to you by the previous owner. If you did not receive a key card or would like to purchase an additional one (maximum issue is two cards per address), please contact the Palm Valley team at 480-551-4300 or PalmValley@FSResidential.com, so previously issued card(s) can be canceled and replacement issued (\$10.00ea). We must have a signed Property Information Form on file for tenants to purchase key cards.

All owners and tenants are asked to observe pool rules for security purposes and to protect the value of the investment to Palmilla Lakes. Only Palmilla Lakes residents have access to the pool since their dollars pay for it. If a resident wants to bring a guest, they can. DO NOT ALLOW individuals into the pool area without an access card! Pool hours are 7:00 AM to 10:00 PM. No pets or glass are allowed inside the pool area. Please keep the gate closed always to conform to legal safety requirements. An alarm will sound if the gate is propped or left open. Also, please read and obey all other pool rules posted at the pool.

FIRSTSERVICE RESIDENTIAL ARIZONA IS PLEASED TO SERVE AS YOUR MANAGEMENT TEAM!

FirstService

9000 E Pima Center Pkwy, Ste #300 Scottsdale, AZ 85258

(480) 551-4300 main office (480) 551-6000 fax (480) 551-4300 after-hours maint. emergencies

Palm Valley Community Manager
Susie Lumley

Palm Valley Assistant Community Manager
Ivy Kelly

(480) 551-4300

PalmValley@FSResidential.com

For questions or concerns regarding the Palm Valley Community, please contact management at 480-551-4300. The after-hours emergency number is our main office number, (480) 551-4300.

GATE INSTRUCTIONS FOR THE FAIRWAYS AND PALMILLA

PEDESTRIAN GATE

There is a keypad located on the pedestrian gate. Press the number 1, followed by the 4-digit gate code assigned to you and then push the gate open. You do not need to turn the knob, just push the gate open. The 4-digit code assigned to you is the same for the drive gate and the pedestrian gate. If you do not remember your code, need a new code, or need an additional code for guests/vendors, please contact the Palm Valley team at 480-551-4300 or PalmValley@FSResidential.com.

DRIVE GATE

The gates are closed 24 hours a day, 7 days per week with the following exception:
The Palmilla gates will be open on the last Saturday of each month from 7:00 A.M. to 3:00 P.M. for garage sale access.

REMOTE ACCESS

Each homeowner should have received 2 gate remotes at the time of closing. Additional remotes or replacement remotes can be obtained through the management company at a cost of \$40 per remote.

KEYPAD

To enter the gate by using the keypad, press # and the 4-digit gate code assigned to you. If you do not remember your code, need a new code, or need an additional code for guests/vendors, please contact the Palm Valley team at 480-551-4300 or PalmValley@FSResidential.com.

DIRECTORY

Guests can use the directory on the keypad as follows: Press A – Z and scroll to the homeowner's last name. Next to the name in the directory you will see the number to enter on the keypad. Enter the number and the phone will ring to the house. At the house the homeowner can pick up the phone and press 9 on the phone dial pad to open the gate for their guest.

If you need to add or change a name or phone number in the directory, please contact the Palm Valley team at 480-551-4300 or PalmValley@FSResidential.com.

Contact management if you have any problem with gate remotes or keypad. Please DO NOT enter through the exit gate! This causes malfunction and potential head on collision! Please watch for children around the gates as we have had several close calls, almost resulting in accident. Report anyone pushing on the gates with vehicles to management, so the individual can pay for the repairs. Parents, please speak with your children about goofing around with or hanging on the gates and/or key pad. This activity can break the gates. Please help us by teaching your children to respect the gates. Thank you.

Contact Information
FirstService Residential Arizona
9000 E Pima Center Pkwy
Suite #300
Scottsdale, AZ 85258
(480) 551-4300 Phone
(480) 551-6000 Fax
PalmValley@FSResidential.com email

Community Manager
Susie Lumley

Assistant Community Manager
Ivy Kelly

After hours emergency 480-551-4300.