

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 at the address provided below. 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 Design Guidelines and Rules booklet for your convenience.

Websites

Your community has three website resources!

www.palmvalleyphase1hoa.com

Find meeting minutes, financial statements, approved plant list, approved paint color list, architectural submittal forms and more.

Login at [palmvalleyphase1hoa.com](http://www.palmvalleyphase1hoa.com), no registration necessary!

<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 Jennifer Hacker at jennifer.hacker@fsresidential.com to register!

www.nextdoor.com

Read the latest news and find out which local service providers your neighbors are using and if they would recommend them.

Login at [nextdoor.com](http://www.nextdoor.com) to register yourself!

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 and residents are invited and encouraged to attend the open meetings!

Board of Director Meetings

Held the 4th Tuesday each month – 7:00 PM – at the Palm Valley Community Center

Often referred to as the monthly Board 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 have the opportunity to 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 with regard to 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 the first Tuesday in December each year

This is the annual meeting held in December each year for the purpose of electing directors for the coming year. Ballots are sent out by mail in advance and then opened and tallied at the meeting for announcement of election results. 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 the purpose of 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 booklet has been included with this letter for your reference. Architectural submittal forms can be downloaded directly from the website, or for questions or to obtain a submittal form, you may contact management.

Parking

Overnight street parking is prohibited in the Palm Valley Community. If you have guests coming or extenuating circumstances, please contact management.

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 respond in writing by either sending us an email or a letter, or you may give us a call at 480-551-4300. We would be happy to assist you in this matter.

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 management 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 management 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 \$50 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.

House Painting

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. Garage doors and trim are Dunn Edwards Bone. 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. Architectural submittal forms can be downloaded directly from the community website at www.palmvalleyphase1hoa.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 management 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 \$50 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 management 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 at all times 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

16150 N. Arrowhead Fountains Center Dr, Ste #200 Peoria, AZ 85382

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

Palm Valley Community Manager

Susie Lumley

(480) 551-4300

susie.lumley@fsresidential.com

Palm Valley Administrative Assistant

Jennifer Hacker

(480) 551-4300

jennifer.hacker@fsresidential.com

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

PALMILLA GATE INSTRUCTIONS:

The gates are closed 24 hours a day, 7 days per week with the following exception:

The 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 \$50 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 management. Note: For the pedestrian gate, press 1 and the 4 digit code assigned to you.

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 this can be done through the management company.

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
16150 N. Arrowhead Fnts. Ctr. Dr
Suite 200
Peoria, AZ 85382
(480) 551-4300 phn
(480) 551-6000 fax

Executive Assistant

Jennifer Hacker

(480) 551-4300

jennifer.hacker@fsresidential.com

Community Manager

Susie Lumley

(480) 551-4300

susie.lumley@fsresidential.com

After hours emergency 480-551-4300.