

Frequently Asked Questions:

1. What does the HOA fee cover?

- The HOA fee covers all outside landscaping as well as trash pick-up, water and sewer. Owners pay SRP for electric. Monthly fee also covers insurance for the property.

Please see Rules & Regulations document for more specific information regarding questions below:

2. What is the condo owner responsibility for?

- The condo owner is responsible for the deck/balcony area, which includes the floor of the deck/balcony and if there is a door from the balcony down the back stairs, the owner is also responsible for that. The HOA will maintain wrought iron fencing. The front door of the condo and the door to the storage area, in the carport is also the responsibility of the owner. The owner is responsible for everything inside of their condo, including all plumbing that is unit specific, all electric, windows, sliding glass doors, floors, ceilings, drywall, etc.

3. What if I want to repaint my front door or change it out?

- Doors must remain the same color as they currently are. Owners can request a quart of the paint from the Property Manager, should they want to repaint it in between the HOA painting of the buildings. We request that the homeowner NOT replace the door with any other model than the plain wooden door that is currently on most of the condo's here.

4. Who is responsible for cleaning windows outside my condo?

- Each owner is responsible for the cleaning of windows within their condo – inside and out.

5. Is the HOA responsible for the roofs?

- YES. But the homeowner is responsible for any sunroofs (these are on the upstairs condos only).

6. What if I loose my pool key, or never had one?

- Pool keys open all of the locked gates in the pool area as well as the park area. If you need a key, you should contact the Property Manager and pay a \$25 deposit for each key.

7. How do I know which slot my mail will be in and how do I get a key for the mailbox?

- Anything having to do with the mail is the responsibility of the owner to contact the Tempe Post Office.

8. How do I turn the water to my unit on and off?

- If you need to turn off the water to your unit, there is a place downstairs outside. One of the handles will be for your unit, another for the unit above or below and still another for the hose. Each owner is responsible for his or her own water handle. If this needs replacing, a plumber can do it for about \$100-\$150.

9. What if I want to add some plantings outside of my unit?

- You are welcome to add any plantings that you want (no trees please). However you will need to hand water anything that you plant. There should be a hose outside of the condo. If you need a hose, please contact the Property Manager.

10. What can the park be used for?

- The park is a great place to play ball, have a picnic, run the dog, or just relax. Please enjoy it!

11. What if I want a boat slip?

- Anyone who desires a boat slip should contact the Property Manager and fill out a form. You will have access to a boat slip if one is available and you are willing to pay the monthly fee. See Rules & Regulations.

12. Who replaces the light bulbs if a light is out on the building or in the carport?

- If there is a light bulb out on your building (with exception to the one by your front door or inside of your carport), please contact the Property Manager.

13. What should I do if I have cockroaches in my condo?

- Please contact a local pest control company.

14. If I live downstairs, what should I do if there is a leak from the upstairs unit into the downstairs unit?

- This is a complicated matter. The leak could be coming from a toilet, washer sink or dishwasher upstairs. First thing to do is contact the person upstairs to make them aware of this. They should contact a plumber or contact the Property Management Company. Speak to Patty Price or Steve Cheff. He or she will give instructions from there. Also see Rules & Regulations.

15. Who is the covered parking for?

- The covered parking area, located in the main parking lot, is for people who live here or their visitors/guests. Please note: it is not for storage of any vehicle. See Rules & Regulations regarding parking and vehicles.

16. Is the pool area open all year?

- Yes, and the pool's not heated. Please note that the hours are posted in the pool area and there is additional information in the Rules & Regulations document regarding always having an adult accompany children 16 and younger. There is one working unisex bathroom that is only available from Memorial Day – Labor Day.

17. Is there recycling on the property?

- Yes, There is one recycling bin on the property. It is located by unit #129 near the fire gate.

18. Why is there netting around the air conditioners on the building roofs?

- In 2017 special nets with zippers were installed around every air conditioner on our building roofs. This was done for the specific reason that we developed a huge pigeon infestation over the past few years. Part of the solution to rid our property of the pigeons, was to install this expensive netting because the pigeons were nesting under the air conditioners.
- The cost to our association for these nets as well as spiking our chimneys was over \$14,000. It is extremely important that these nets **NOT** be removed.
- The net is designed with a zipper for easy access. If you have work done on your AC or have one changed out, be sure your contractor is aware of this and the purpose it serves. The netting is not to be removed and or thrown away. If the zipper breaks, please contact Steve at Heywood immediately.

Any owner removing this net without permission will be charged for a new net to be installed.

18. What is the skylight for on the roof?

- The Skylight was originally installed in the upper units probably for additional light. The original skylights had a hatch that would open. Some owners used this to allow access for the air conditioner contractor. Should the HOA need to replace the skylight, it is NOT guaranteed that a similar skylight will be installed. This is due to the ability to find this type of skylight as well as the cost.

Please note: This doesn't cover everything and as a disclaimer – things change from time to time, so please contact the property manger – Heywood Management if you have further questions. Thank you