

Homeowner's Handbook



Balera at FireRock
Fountain Hills, AZ 85268

HOA c/o:
Snow Property Services
4135 S. Power Road, Suite 122
Mesa, AZ 85212
480-635-1133 Fax 480-507-2822
info@snowaz.com

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WELCOME INTRODUCTION

The following pages contain your Homeowner's Handbook which is a collection of existing useful documents combined into one document. We hope our Handbook will be a useful reference for both new and existing homeowners. A complete collection of documents is available on our website at www.baleraatfirerock.com

On behalf of the Board of Directors, welcome and congratulations on becoming one of the newest members of Balera at FireRock! We are also members of the Master Association which is the FireRock Community Association.

The Balera community consists of 115 condominium units. With the purchase of your home, you have legally become members of these Associations as defined in the documents that you have already received. We are extremely pleased that you have chosen to become a resident, in what we believe is one of the most beautiful communities in the Valley. We hope you enjoy your new home for many years to come, as well as the benefits that Balera at FireRock has to offer.

For some of you, living in a condominium may be a new experience. To assist you, we are providing the following policy and procedures which provide an overview of aspects of the community that will be important to you. Should you lease out your home, this information should be given to your tenant.

One of the aspects of Balera is that you are buying into a unique "community" as well as buying a home, and that the value of the community will be reflected in the value of your home. Therefore, it is critically important that we strive to protect the value of our community. To do this, the Covenants, Conditions, and Restrictions (CC&Rs), along with the By-Laws were prepared. Please take time to review each of these documents. They were designed to preserve the value and quality of life in the community and will bring to your attention certain legal obligations you will have as a new member of the Homeowners Association.

Again, welcome to Balera at FireRock!

Balera at FireRock, Board of Directors

(Handbook Revised by Sandra Besler and Lupita Haley)

The Homeowners Association

With the purchase of your home, you have legally become a Member of the Homeowners Association (HOA). As part of this, you will have certain responsibilities. The information you receive as part of your home purchase will identify these responsibilities.

An elected Board of Directors governs the Association. The Board is responsible for the administration of the affairs of the Association as set forth in the By-Laws and CC&R's.

The Board has authorized, as within its powers, a management company to perform certain duties for the Association. These duties include, but are not limited to, collection of dues, payments of bills, preparation of monthly and annual financial reports, maintenance of the common areas, and assistance in the enforcement of the CC&Rs and By-Laws.

Annual meetings will be held to elect officers of the Association. You will be notified of the exact time, location and agenda of the meeting, if you wish to attend

The Management Company

The Management Company, working with the Board of Directors, will assist in the management of the Association and is responsible for all daily operations of the HOA.

You are welcome to submit in writing to the management company any violations you may notice. Correspondence will be kept confidential. The management company will follow up on all complaints and concerns

Payment of the monthly assessment will be arranged through Snow Property Services. Please begin payments as indicated on the correspondence.

Payments received later than the 15th of each month will be assessed a late charge of \$15.00, plus interest on any unpaid balances. If you have any questions, please contact the management company.

General Information

HOA Board of Directors

HOA

Management Company:

Tammy Peil, President Ken Janzen, VP Larry Fellow, Treasurer Lupita Haley, Secretary Marc Schaffer, Member at Large	Balera at FireRock Association c/o Snow Property Services, LLC 4135 S. Power Road – Suite 122 Mesa, AZ 85212 480-635-1133 Website: www.baleraatfirerock.com	Snow Property Services, LLC 4135 S. Power Road – Suite 122 Mesa, AZ 85212 Office: 480-635-1133 Fax: 480-507-2822 E-Mail: info@snowaz.com Community Managers: Dustin Snow And Sara Workman After Hour Maintenance Emergency: Follow Prompts 480-635-1133
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Services

Electric:

Gas:

Water:

SRP	Southwest Gas Corporation	EPCOR Water
1500 N. Mill Ave.	2200 N. Central Ave., Suite 101	12021 N. Panorama Dr.
Tempe, AZ 85281	Phoenix, AZ 85004	Fountain Hills, AZ 85268
602-236-8888 or	877-860-6020	480-837-9522
800-258-4777	www.swgas.com	www.epcor.com
www.srpnet.com		mywater@epcor.com

Internet :

Sewer Service:

Cable TV:

Phoenix Internet	Fountain Hills Sanitary District	Direct TV
602-234-0917	16941 E. Pepperwood Circle	1-800-531-5000
Or Company of your choice	Fountain Hills, AZ 85268	Your choice of Company
Century Link	480-837-9444	
866-642-0444	www.az-fhsd.gov	
Trash and Recycling Republic Services 18511 N. Allied Way, Phoenix	www.republicservices.com	480-627-2700 or 1-800-833-4316

Trash and Recycling Services for Balera

Republic Services of Phoenix provides curbside service for trash and recycling. All homeowners must sign up individually by calling Stephanie Fee/Firerock HOA at 480-836-4323.

Trash and Recycling: EVERY FRIDAY – Early Morning and Afternoon

Please have your trash and recycling containers by curbside (lid opening facing the street) after 6PM on Thursday before the day of pick-up.

- Mark each of your containers inside with your unit number.
- Place your trash in tightly sealed bags and keep your containers clean and covers closed.
- If you are unable to comply with pick-up timing, have a neighbor or other party assist you.

Recycling: (Container with Blue Lid)

Clean Recyclables

Lids off, empty, wash and squash

YES	NO
Newspapers, magazines, phone books (including all insets)	Facial tissue, toilet paper, paper towels, napkins, diapers, plastic bags
Computer and writing paper, file folders, paper bags, shredded paper, junk Mail, Thermal fax paper, pet food bags	Pottery, window glass, lightbulbs
Glass (food and beverage containers only)	Wax-Covered containers
Plastic containers with code symbols 1-7, 2-Liter soda bottles, detergent bottles, milk jugs, clear food containers	Styrofoam, packing peanuts
Beverage cans, tin and food cans, foil food containers	Food waste, solid waste, hazardous waste
Corrugated boxes, dry food boxes, shoe boxes, bar soap boxes, detergent boxes, beer and soda boxes	Plastic boxes, 5-Gallon buckets

If you are unclear about whether a container is recyclable or not, You can look at the bottom or



side of it and look for this symbol:

Reference List for Residents

BARBECUE GRILLS: Electric barbecue grills are permitted on patios and balconies. Gas and or charcoal grills or any other open flame device, including propane, heaters or lights are NOT permitted in accordance with Section 4.20 and 4.21 of the Balera CC&Rs which were added pursuant to Second Amendment of the Balera CC&Rs. The foregoing, however, shall not be deemed to prohibit the use of barbecues owned and maintained by the Association within the Limited Common Areas subject to the Association rules.

SATELLITE DISH INSTALLATION: Pursuant to Section 4.8 of the Balera CC&Rs, please submit an Architectural Change Request form to the Management Company BEFORE the installation of any satellite dish or antennas such as external radio.

POOL/ SPA AREAS: Facilities can be used between the hours of 7:00AM-10:00PM. There is no lifeguard on duty. Swim at your own risk. No diving or jumping is allowed. Children under 14 shall be accompanied by an adult. Glass containers, alcohol, smoking, and pets are not permitted on the premises. Clean areas when finished using the premises.

PETS, BIRD, AND OTHER WILDLIFE FEEDING: Pursuant to Section 4.5 of the Balera CC&R'S the feeding of birds, or any other wildlife on balconies or patios is prohibited, as it makes a mess for neighbors, attracts rodents which in turn attract snakes, coyotes, bobcats and woodpeckers that are problematic for making holes in our roofs and stucco.

Owners are allowed to have 2 dogs or 2 cats or any combination of dogs, cats or any common household pets. These numbers will be permitted as long as they do not result in any annoyance or nuisance to other owners.

In Maricopa County all dogs must be on leashes, no longer than 6', and dog waste must be picked up immediately. Plastic bags are provided in bag dispensers located throughout Balera. If the dispenser is empty, please dispose of your dog's droppings in a plastic bag and notify the property manager.

UNIT IMPROVEMENTS: Any and/or all types of modifications to your exterior will require an Architectural Change Form and must be submitted to the Management Company and subsequently approved by the ARC.

FLOWER POTS, aesthetically pleasing statuary, etc.. items can only be placed within 8 feet from your front door.

Common and Limited-Common Elements

COMMON ELEMENTS

1. The Common Elements shall also include all sprinkler heads with their piping and other components of the fire sprinkler system, including all ancillary piping and components located IN the condominium and any units.
2. Common Elements shall also include all areas described as “Crawlspace” on the Plat.
3. Limited Common Elements are considered “part” of the Common Elements.
4. Homeowners cannot change or alter anything that is in the Common Element according to the CC&R’s, Article 7.1.

Limited Common Elements are allocated to the exclusive use of ONE (your) unit as follows:

- a. any parking space designated for use solely by a HO of a unit or the HO’s permittees.
- b. any stairways or entry walks designated for use by one but NOT all, units, and any balconies and patios designed to serve a SINGLE unit (but located outside the physical boundaries of the unit).
- c. any doorsteps, exterior doors to the unit, and windows and other similar features designated to serve a SINGLE unit (but located outside the physical boundaries of the unit).
- d. the air conditioning unit/heat pump (including compressors and condensers) – although located on the outside, and located on a Limited Common Element area - is owned and maintained by the HO, as well as hot water heater (located in the garage) servicing a SINGLE unit;
- e. all sewer and drainage pipes, water lines, and other utility lines servicing a SINGLE unit, between the point of entry into the unit and the point of connection with joint or common utility lines; and
- f. any chimney, chute, flue, duct, or other similar improvement that lies partially within and partially outside of the physical boundaries of a unit and that serves only a SINGLE unit.
- g. Notwithstanding the fact that you, as the HO, may be required to maintain certain of the Limited Common Elements that are outside of the physical boundaries of your unit, you are not permitted to change the exterior color, style, or condition of the Limited Common Elements. Examples would be that you cannot stain, paint or apply any substance to walkways, sidewalks, streets or driveways. **Nor can you change the appearance of the landscaping without the prior approval of the board of directors.** Nor can you alter the drip system used for landscaping irrigation.

Who is Responsible?

One of the most difficult things in a Homeowner's Association (HOA) is to define the responsibilities between the Homeowners and the Association. We are guided by our CC&R's, as well as the Arizona Condominium Act, Arizona Revised Statutes (A.R.S.).

We believe the following list will be helpful to the individual HO. The board and the management company to clearly indicate responsibility and to avoid possible conflicts and misunderstandings.

Most of the items on the list were easy to place responsibility for, but three of the items, electrical wires, water pipes and fire sprinklers caused some additional questions. The key item here is to understand that the wires and the pipes from each unit's electrical and water meter, going to and into each unit, are for that unit only. If they were not, a HO would be paying for some of his neighbor's electricity or water. The wire and the pipes as defined above are therefore according to definition in 1.22 of our CC&R's "Limited Common Elements" and in 33-1255 (C1) of the A.R.S. which reads, "Any common expense associated with the maintenance, repair or replacement of a limited common element shall be equally assessed against the units to which the limited common element is assigned". In our case when the Limited Common Element belongs to one unit, it would be the responsibility of that HO.

With items listed as Limited Common Elements, the HO will have greater control over maintenance and expenses, but with the responsibility to maintain the items according to our CC&R's.

Who do I call for service of items listed as Limited Common Elements?

The most efficient way would be for you to call a company of your choice. In that way, you can make arrangements to have the service performed at a time of your convenience or someone who looks after your unit is available and to confirm that the service has been done correctly. Make sure, however, that the company is insured and that the work performed meets all of the Association's standards and conforms to local and state codes

Area	Item	Responsible	Supporting Documents
Common Areas	Tile Roofs	Association	Article 7.1 of CC&Rs
	Outside Walls	Association	
	Gutters and Downspouts	Association	
	Wrought Iron Railings	Association	
	Trees Outside Enclosed Patios	Association	
	Irrigation System	Association	
	Streets	Association	
	Sidewalks	Association	
	Streetlights	Association	
	Mailboxes	Association	
	Security Gates and Controls	Association	
Limited Common Areas	All Landscaping	Association	Articles 7.1 and 7.2 of CC&Rs
	Irrigation System	Association	
	Decks and Patios	Association	
	Garage Doors Panels	Association	
	Fire suppression system including all plumbing, spray heads, and fire riser control box	Association	
	Sewer Lines	Association	
	Water Main from meter to shut off valve at home	Association	
	Sliding doors with frames and all windows with frames	Unit Owner	
	Front Door maintenance & repairs with frames	Unit Owner	
	Garage Door Operating hardware and rails	Unit Owner	
	Electrical Wiring from Unit Electric Meter	Unit Owner	
Water pipes from the inline shut off, including the pressure regulator and hose bib.	Unit Owner		
Unit Owner	Heating and AC Units	Unit Owner	Article 7.3 of the CC&Rs 33-1255 of the Arizona State Legislature Condominium Act
	All Appliances and Fixtures	Unit Owner	
	Everything inside unfinished inside walls	Unit Owner	
	Sewer lines in unit and to sewer cleanout	Unit Owner	
	Outside garage carriage light sensor	Unit Owner	

Important Numbers

- **Threat to Life or Public Safety Emergencies --Call 911**
- Town Hall- (480)-816-5100
- Town Hall website: www.fh.az.gov
- Community Center - (480) 816-5200
- Activity Center- (480)- 816-5226
- Public Library- (602)-652-3000
- Community Services- (480)- 816-5100
- Sheriff's Department – (480) 876-1869
- Sheriff Dispatch- (602)- 876-1011
- Fountain Hills Fire Dept.- Station 1 480-837-9820; Station 2 480-837-0804
- Fountain Hills Municipal Court- (480) 816-5103

- Fountain Hills School District- (480)-664-5000
- Fountain Hills Sanitary District- (480)-837-9444
- Maricopa County Animal Control-(602)-506-7387

Architectural Change Request

To maintain and preserve a high standard for our community, the CC&R's and By-Laws for Balera include guidelines in paragraph 4.3 referred to as Improvements and Alterations.

General: According to the guidelines, outside changes which will deviate from the standard in color, appearance or design are not allowed. Inside changes affecting supporting structure, sound proofing or other major items of the building are also not allowed. In case of changes a homeowner feels should be acceptable; he or she can apply for approval from the Architectural Board. "Request for Approval of Architectural Change" form is available on our website.

Remember: If you are planning to make ANY changes, always ASK FIRST if approval is needed. Keep in mind, NOTHING outside your front door or patio door belongs to the owner. It is the property of the HOA.

Examples of items needing architectural change approval are (but not limited to):

1. Replacement of exterior door, sliding doors or windows.
2. Installation of tile floors on porches, patios, or decks.
3. Installation of outside antennas.

Front Door Refinishing

NOT for Vertical Slat Doors

Preparing the Front Door:

- It's best to remove the door handle and lock when preparing for painting.
- Sand the door to remove any loose stain or sealer.
- Wipe the door with a tack cloth.

Painting the Front Door:

- Primer coat – BEHR Premium Plus Primer Sealer #436
- Topcoats (2) – BEHR Marquee Cinnabark exterior semigloss

Front Door Refinishing

Vertical Slats Only

This recommended refinishing applies only to these addresses:

16321 E Links Drive

16231 E Links Drive

16356 E Ridgeline Drive

16352 E Ridgeline Drive

16315 E Terrace Lane

16307 E Terrace Lane

1. Once per year lightly sand and steel wool the front door surface.
2. Tack cloth it to get off all the residue then damp rag it and let dry.
3. Use a sponge brush and put on a coat of McCloskey Man O' War Marine Spar Varnish
Maximum UV protection. (#6505 SATIN)
4. Let dry for 24 hours (dry to touch in 8 hours but should wait 24 hours) and if a 2nd coat is desired, do again.

Touch-Up Paint Information

Paint used on condos is Behr Marquee, with a Deep Base, which can only be purchased at Home Depot at the 9890 N. 90th Street in Scottsdale. The paint dept. has all our colors in the computer.

COLORS are:

- Body/Base-: Clay Pot—Flat
 - Garage Doors: Cinnabark—Semi-Gloss
 - Railings: Cinnabark—DTM (Direct to Metal)
 - Behr’s Deep Base must be used as the tint base
-
- Paint is only sold in gallon sizes. It is not advised to purchase the 8oz. Samples, as they might not turn out exactly as our formulas.
 - Behr Paint has agreed with our request for homeowners to receive a 20% discount on touch-up paint colors. The code to use is 623-777-7777.
 - When checking out, mention that you are a “pro-extra” client to receive your discount.

Ejector Pumps

What is an Ejector Pump?

It removes wastewater when a residence is located below the level of the main sewer line. An estimated 24 units in Balera have these pumps which are typically located under stairs. Since these pumps are the responsibility of the homeowners of these units, they should be aware of the following important information about their operation and maintenance.

Ejector Pump Operation

Pump systems installed at Balera consist of (1) a tank which collects and holds wastewater from sinks, bathtubs, showers, toilets, dishwashers and washing machines; (2) two pumps controlled by floats which empty the tank when full; and (3) electrical controls including an alarm system should the pumps malfunction.

Know where your ejector pumps and alarm are located. If your ejector pump alarm goes off, immediately shut off all water in the residence and contact a qualified plumber. Do not turn on any water, flush toilets or drain sinks and tubs until necessary repairs are made.

Certain objects and materials may interfere with the operation of floats which turn the ejector pumps on and off. **Do not flush dental floss, feminine products, condoms, diapers, kitty litter and disposable cleaning wipes down the toilet!**

Ejector Pump Maintenance

Kitchen grease and cooking oil may cause a buildup which also interferes with the pump floats. Avoid dumping these materials down the kitchen sink. The manufacturer of the pumps installed at Balera suggests dumping one-half gallon of **SIMPLE GREEN** down your kitchen sink bi-annually to help prevent grease buildup in the pump tank.

Lastly, if your unit will be unoccupied for an extended period, consider rinsing out your pump tank with laundry or bath water.

Following these recommendations can help minimize costly and inconvenient pump repairs. Contact management company if you are unsure if your unit has an ejector pump installed.

Holiday Decoration Guidelines

- Lights are allowed 30 days prior to the religious Holiday and up to 14 days afterward. Please do NOT affix them to the stucco.
- For all other Holidays, lights may go up 2 weeks before the Holiday and must be removed not later than five days after the end of that Holiday.
- Regarding Holiday lights, please remember that our landscapers will be trimming our trees and shrubs on their normal schedules, therefore, lights will NOT be allowed at any time on trees/shrubs and or plants.
- Any items that you wish to place outdoors in the common area in front of your unit can only be placed within 8 feet of your front door.
- The railings are owned and maintained by your HOA. In the past, owners have secured items to the railings with wire, coated wire, twist ties, etc.... that can chip away at the paint and rust the railings. Additional items that can cause damage are regular tape, masking tape and duct tape which not only pull off the paint, but also leave a sticky residue. The ONLY acceptable way to secure lighting or decorations to your railing is with ribbon, string, twine, cable zip ties or pipe cleaners. An easier way is to just weave decorations around the railing. We must protect the paint on our railings.

IMPORTANT

Nothing can be used that would puncture the stucco, i.e., screws, nails, etc. This is not only for the Holidays, but always.

Please note that if any of the above guidelines are not followed, violation notices will be given to owners. Our goal is to ensure the continuity of our community decorating without causing damage to our landscaping, stucco, or railings.

Insurance

A Master insurance policy has been written for the Balera Homeowners Association.

Every Owner needs a Personal Policy of Insurance to protect themselves for those items not covered by the Master Policy or for those items which fall below the Master Policy deductible of \$5,000. Below is a “summary” of what is and is not covered:

Balera’s Homeowner Association policy covers the buildings in the HOA from the outside to the interior up to and including the unfinished drywall. Under no circumstances will the coverage extend beyond the unfinished drywall towards the interior of the respective homeowners’ unit. This is, of course, subject to the terms, conditions, exclusions and deductibles of the Master Policy and according to the guidelines and restrictions set by the Association’s CC&R’s.

Building property coverage excludes all personal property as well as any building property that you are responsible for according to the Balera CC&Rs, and that fall below the Master Policy deductible of \$5,000.

Claims must be submitted through the Balera Homeowner’s Association.

A unit owner’s Personal Coverage should include the following:

- Coverage for unit owner’s contents
- Building Property Coverage that is the unit owner’s responsibility (Drywall in, from the outside)
- Unit owner’s Liability Coverage
- Amounts are to be determined by you and your personal insurance agent.
- Owners of Rental units should have a properly constructed Landlord Policy.

We strongly recommend that you contact your personal insurance agent and review Balera’s insurance policies to make sure that you are adequately insured in the event of a loss.

Landscaping Schedule

Please remember that according to the CC&R's, homeowners are NOT permitted to plant anything outside their units and are not allowed to tamper with the watering system.

The Balera Homeowners Association has contracted with professional landscapers. They are in Balera every Friday starting at approximately 7:00AM until approximately Noon. Our Balera community is broken down into several zones each zone addressed on one Friday:

Our landscapers are on a tight schedule. Please do not ask them to do personal work for your property. They have been instructed to only follow orders or suggestions from the Property Manager, Board President or Landscape Committee. If you have a problem or need assistance, please call Property Management offices.

The map located in the next page will give you a better idea when the landscaping company will be in your area.

Solar Driveway/ Lighting Accents

Solar Driveway/Accent Lighting installation will be approved after the homeowner completes the Architectural Change Request (located on our website) and submits it to the management company.

The light requirements are:

- Solar Lights
- Approved colors are brown, bronze, black and polished pewter.
- Should indicate the number of lights and locations
- Accent lights must be directed to highlight landscaping
- Maintenance, alignment and repair are the responsibility of the Owner.

COACH LIGHTS outside of the garage are on sensors. Call Property Manager for replacements of bulbs. Sensor replacement is the responsibility of the owner.



Week 2

Week3

Week1

week 4

Mailboxes and Keys

- All mailboxes are located inside the gate on Links or Ridgeline Dr.
- Two keys were sent to each homeowner at the time the mailboxes were installed in 2007.
- Each mailbox lock, mailbox door are owned by the HOA.
- Keys are owned by the homeowner.
- If a homeowner loses the keys, it is their responsibility to have them replaced.
- If you have a mailbox key, additional duplicate keys can be made at the local ACE Hardware store in Fountain Hills.
- If all mailbox keys are lost, they can be replaced by contacting Express Mailbox Lock, Key & Repair, 480-440-4424 and ordering a replacement lock. You will have to arrange with Express Mailbox to have the keys delivered to you. Note that you may have to show proof that you are the owner of the mailbox for which the lock is replaced.

Parking / Garages

To maintain the property values and aesthetic appeal of Balera, the Board of Directors strives to uphold the governing documents. The management company has been contracted to assist the Board in gaining compliance. Please refer to Article 4.16 (b) of the CC&Rs.

Owners and Renters should park their cars in the garage

The garage doors must always be closed except to permit entry and exit of vehicles.

Garages are not to be used for storage, if it restricts vehicles from parking in it.

NO vehicle repairs are allowed.

Winter Months – November through March:

Guests, (but not owners and renters) may park in those designated areas (Guest Parking) on a temporary basis not exceeding forty-eight (48) consecutive hours or seven (7) calendar days in a month.

Summer Months – April through October:

Guests, owners and renters may park in those designated areas (Guest Parking) on a temporary basis not exceeding forty-eight (48) consecutive hours.

Vehicle Restrictions:

Mobile homes, motor homes, boats, recreational vehicles, trailer trucks, commercial vehicles, or vehicles exceeding 84 inches in height or width or 222 inches in length, are not allowed to be parked on the streets or guest parking areas of our community by owners, renters and guests. Balera SPEED LIMIT is 25MPH.

PLEASE NOTE: If you do not comply, the Board of Directors shall have the right to have any vehicle towed away at the sole expense of the owner of the vehicle.

If we can assist you in resolving a special situation, please feel free to contact the management company.

Railings/Balconies/Patios

1. Patio Railings, stucco, supporting members and decks are owned and maintained by the Association.
2. Patio ceiling fans are allowed, at the owner's expense.
3. Due to the structure specifications, tile is not permitted on the patio floor without prior approval by the ARC an/or Board. A disclaimer waiver must also be signed by the owner prior to approval.
4. Balconies should not be used for storage.
5. Hosing-off the balconies and patios is NOT recommended.
6. NO articles of clothing shall be hung to dry or draped from the balcony or patio.
7. Holiday decorations are allowed on the railings only if secured without items containing wire or adhesive. Use cable ties or just wrap the lights or garland around the railings.
8. Owners MUST NOT allow their pets to relieve themselves on the patio/balconies. Not only is that a health hazard, it also presents an odor problem for the neighbors. Walk your dogs, and pick-up after them.

Security Gates

We have contracted a gate security company that is responsible for monitoring and maintaining our security gates.

All residents will be given a Personal Access Code. Call the Property Manager to set your code up.

Calling Unit Instructions for Balera:

To dial a resident from the calling unit directory you may use two methods:

If you only know the resident's last name, scroll through the alphabetical directory using the "A" and "Z" buttons. When you have located the name of the resident you wish to call on the screen, Press the "CALL" button the same way as "To use an access code."

The system will dial the same phone number that was programmed for your condo previously. You may speak with the caller at the gate and if you choose to grant them access press "9" on your phone.

To use an access code:

Personal and vendor access codes will grant access when entered with a preceding pound "#" sign. For example, if your code is 1234 you would enter #1234. Codes activate the gate 24/7.

Please Note: If you require new codes or new gate access devices (aka clickers), please complete the Gate Access Change Request form. If you require a new battery for your transponder, batteries are available at Batteries Plus.

If you should have difficulty, please contact the Property Manager with your questions.

Service Request Process

A service request is any request for assistance that a Homeowner (HO) requires from the Property Manager (PM). Service Requests can range from reporting a broken sprinkler head on the HOA's irrigation system, to reporting a leak in the homeowner's roof or for requesting that an HOA tree be trimmed.

1. The HO completes the Service Request Form (SRF) describing the issue requiring service, the symptoms of the problem, and uses pictures and/or diagrams to better explain the situation if necessary.
2. The HO emails or faxes completed SRF to PM, or uses the SRF embedded on the HOA owner's website to submit the SRF to the PM.
3. The PM logs the SRF in the Service Request Management Dashboard for tracking by the PM, the Board of Directors (BOD).
4. The PM reviews the completed SRF and makes three possible determinations:
 - If the issue is an emergency, then the PM dispatches the appropriate vendor to Balera ASAP. (Example: the bell on fire suppression system ringing constantly for no apparent reason).
 - If the issue is an HOA responsibility or not (Example: a leak from the upstairs neighbor's unit).
 - If the issue is not an emergency and it is the HOA's responsibility then the PM follows up with the HO, if necessary, during the next weekly visit (Example: a HO wants an HOA tree trimmed properly).
5. Based on the analysis of the situation, the PM can take three possible actions:
 - Dispatch an expert to review the issue in order to refine the diagnosis. The expert would then submit a detailed report to the PM (Example: a roof leak).
 - Dispatch a previously approved vendor to rectify the issue without any report. (Example: a defect with fire suppression system).
 - Request bids to resolve the issue from multiple vendors (Example: a driveway drain not functioning properly and causing puddling).
6. PM communicates with the HOA the status and timing for the resolution of the issue after the points above.
7. PM receives BOD approval for the solution, authorizes work and communicates schedule to homeowner.

The **Service Request Form (SRF)** is available on our website www.baleraatfirerock.com

Tenant Registration Policy

As provided in Arizona Revised Statutes (Condominium), Section 33-1260.01, the Board of Directors shall require all homeowners who use their unit as a rental property to submit the following information on the official Rental Record Form found on the Balera website.

1. **Information Required Within 10 Days of a Lease Being Signed Shall Include:**
 - a. Time period of lease agreement (start and end dates) to be no less than 30 consecutive days and be for no less than the entire unit.
 - b. Name and contact information of adults who will occupy the unit including telephone numbers and email address, if any.
 - c. Descriptions and license number of all vehicles or stipulate rental car company
 - d. Name and contact of rental or other 3rd party that is designated and empowered to act as an emergency contact.
 - e. Each homeowner is required to update the tenant registration form as data changes.

2. **Rental Registration Fee Required:**
 - a. A registration fee of \$25 shall be required at the time that the tenant registration form is submitted.
 - b. No payment will be required when the HO updates information about their current tenant.
 - c. A new registration form and registration fee will be required when a new tenancy occurs.

3. **Submittal Deadline:**
 - a. Completed forms and fee shall be submitted to the Property Manager within 10 days of a lease being signed. Failure to do so will result in a fine in accordance with the Balera Violation and Fines Policy.
 - b. Homeowners who have tenants occupying their unit at the time that this policy takes effect are required to submit a new registration form no later than 60 days after the effective date.

NOTE:

- i. All information provided through this process will only be used by the HOA and not shared for any purpose.
- ii. Any violation of HOA rules by a tenant will result in notification to the HO who shall be responsible for any sanctions or fines resulting from such violations.
- iii. Section 33-1902 of Arizona State Statutes may require other actions be taken by the homeowner renting a unit and the homeowner shall ensure that their rental transaction be in compliance with all Arizona statutes.
- iv. The town of Fountain Hills has guidelines for rentals. See following pages

RESIDENTIAL PROPERTY RENTALS

Most municipalities charge tax to the owners of leased or rented property. The following guidelines apply only to those properties located within the boundaries of the Town of Fountain Hills, Arizona. You will need to supply your Transaction Privilege Tax ID number in order to maintain your residential rental property.

RESIDENTIAL PROPERTY

All Residential Rentals in Fountain Hills are taxable.

All residential rentals located in Fountain Hills, Arizona, are taxable. Residential rentals may also be taxed by Maricopa County.

Short-term (less than 30 days) – 13.87%

Long-term (30 or more days) – 1.6%

Renting to a family member is taxable, but may be exempt from County registration or classification requirements.

In order to report the tax, you will need a State of Arizona Transaction Privilege Tax (TPT) ID number as explained under the next category.

HOW TO FILE

Fountain Hills is a program city through the State of Arizona, which means that you will

report and pay Fountain Hills Tax to the Arizona Department of Revenue.

In order to report and submit Fountain Hills rental tax, you will need a State of Arizona Transaction Privilege Tax (TPT) ID number. The application may be obtained from the Arizona Department of Revenue website – www.azdor.gov under the Business section. The form is titled JT-1 Joint Tax Application for short-term (less than 30 days) or form 11186 Residential Rental Transaction Privilege Tax Application for long-term (30 or more days).

On the JT-1, in order to report Fountain Hills residential rental tax, please indicate on question #9 on page 1 your description of business as “Fountain Hills Residential Rental Only”. In addition, on Page 4, you will apply for the Fountain Hills code FH – the cost is **\$2.00 per property**. You will also need to pay the **State License fee of \$12.00**.

Please call the Department at (602) 716-7368 if you need assistance with the application.

Monthly collection forms will be mailed from the State of Arizona for completion and submittal of the tax due. If you do not receive a form, they can also be downloaded from the State website – www.azdor.gov under the forms category and is titled TPT-EZ or TPT-2.

Penalties and interest may apply for forms not submitted as required. Forms will

need to be submitted as determined by the State, normally monthly. If you are not collecting rent because of vacancies or other reasons, reports will still need to be submitted with a zero dollar amount in order to avoid the State collection policy.

IF YOU HAVE A PROPERTY MANAGEMENT COMPANY

Please be advised that it is ultimately the responsibility of the property owner to submit payment for residential rental tax.

Depending on your contract with the management company, they may or may not file the taxes for you. Please make sure you are clear on what services your contract includes. You will be liable for the tax and any penalties if the company does not file returns on your behalf.

MARICOPA COUNTY ASSESSOR REGISTRATION

All Residential Rentals are to be registered with the County Assessor. There may be penalties and fines for houses not correctly identified as a rental.

Registration may be done on the assessor's website www.maricopa.gov/assessor/ under the Property/Residential Property icon; there are specific rental information and forms. Failure to register a property as a Residential Rental can result in additional fines.

Fountain Hills rentals that are not registered can be reported to Fountain Hills Rental Tax at (480) 397-2482 or email rentaltax@fh.az.gov.

WHAT IS TAXABLE

Please note that Federal rent subsidies (HUD) are taxable. In addition to rent, taxable income includes any payments made by the tenant for:

- Pet Fees
- Telecommunications (phone, cable TV and internet service)
- Non-refundable deposits
- Utilities
- Forfeited deposits
- Common area maintenance
- Landscape maintenance or pool service
- Homeowner association fees
- Late fees, court fees and legal fees
- Repairs and/or improvements
- Owner's property taxes
- Owner's mortgages or home equity loans
- Reimbursements (damages, keys, etc.) received from tenants

All amounts paid by the renter to or on behalf of the owner are taxable.

DEDUCTIONS FROM INCOME

The following items may be taken as a deduction on your privilege tax return when they are included in the gross revenue.

- City tax collected or factored into total revenue.
- Bad debts on which tax was paid on a previous month's return.
- Refundable security deposits, unless they are retained.
- Utility charges if individual meters have been installed and each tenant pays the exact amount billed by a utility department.
- Room charges to qualifying health care organizations.

The following items are NOT allowable deductions:

- Privilege Tax differs from Income Tax. Deductions allowed for Income Tax are NOT allowed for Privilege Tax.
- Payments made for repairs, pool service, landscape maintenance or other service labor.
- Homeowner association fees.



The Model City Tax Code is available on the Town of Fountain Hills website - www.fh.az.gov

Town of Fountain Hills
**Residential Rental
Tax Guidelines**



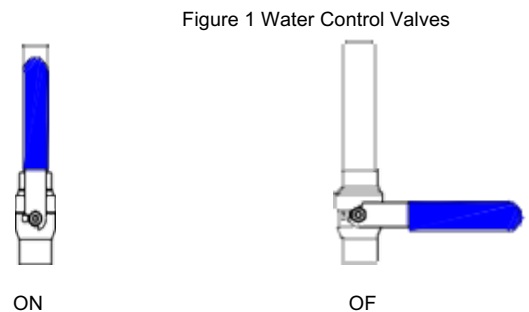
RENTAL TAX COMPLIANCE
16705 E Avenue of the Fountains
Fountain Hills, Arizona 85268
(480) 397-2482
(480) 837-3145 fax
Email: rentaltax@fh.az.gov

Turning Off Your Water

There is a shutoff valve for the fire suppression system in the fire riser control box in your garage. However, there is a considerable length of piping in the walls of your garage before that cutoff. A leak before the cutoff could result in your garage flooding. If you do not already have a separate shut off valve for the fire sprinklers outside the garage, please consider having your licensed plumber upgrade your water connections. After the upgrade you will be able to turn off the fire sprinkler and still have domestic water to the unit.

Blue Valve: Turns off the domestic water for the unit. It is recommended that this valve (shown in the off position) be turned off anytime the unit is unoccupied for more than a few days. Note when the domestic water is turned off the water heater and circulator pump should also be turned off. See Instructions for Turning Off Your Water.

Red Valve: This is an emergency valve which will turn off all water, including the water for the fire sprinklers. All units do not have this valve installed. If you need to turn off all water to your unit, without this valve, you must turn off all water at the water meter. Shutting off the water at the meter requires a special wrench which you can purchase at your home improvement store. It is recommended that you have your licensed plumber install a second water control valve in the water line before the tee for the fire suppression system. This will allow you to turn off all water to the unit if required.



FYI: Painters may have painted over the colored handles. You should be able to easily remove the paint or use red and blue colored tape over the handles.

Turning off Your Water Heater



Turning off your water:

1. Turn off your water heater and unplug the circulating pump if you have one.
2. Locate the outside turn-off valve for your unit. Turn off your domestic water by turning the blue handle for your unit $\frac{1}{4}$ of a turn clockwise to the position shown in Figure 1.

Turning on your water:

1. Turn on your domestic water by **SLOWLY** turning the blue handle $\frac{1}{4}$ of a turn counter-clockwise until the handle is pointing straight up.

See Figure 1

2. Start in your water heater and plug in the circulating pump. Do not forget to reset the timer on your circulating pump.

General: To minimize the risk for water damage to your and other units in your building, your water (Blue Handle Valve) should be turned off when your unit is not occupied. Familiarize yourself with the procedure. If your water heater and circulator

pump are different from what is shown in the above instructions, have a professional show you how to turn it off and on. Also, inform your caretaker accordingly. If you are not comfortable with following the steps in this instruction, have a professional show you the steps. It is important to know that each owner is responsible to follow the proper directions applying to their particular appliances.

Tankless Water Heaters

Contact your plumbing contractor for instructions for safely shutting it off. You may only have to push the “OFF” button.

1. I have someone check my unit on a weekly basis. Do I need to turn off my water?

A broken pipe or hose connection will flood your unit in a short time. For complete protection of your and your neighbor’s property, the only effective way is to have your water turned off.

2. I have a turn-off valve in the loop for the water softener in my garage. Would I be safe by turning off that valve only?

No. After turning off this valve, water is still available for the kitchen sink (cold), the refrigerator, the garden hose connections at the patio and in some units also for the toilet in the master bathroom. That means full water pressure in the pipes connected to the items mentioned and the pipe going from the outside turn-off to the garage turn-off. Should any of the pipes or fittings still under full pressure go bad you will have **major damage** to yours and possible your neighbors’ units. The only safe thing to do is therefore to turn off the outside valve (the blue handle) when you are not occupying your unit.

Other Recommendations to Prevent Water Damage:

- 1. Wash Machine Hoses:** Replace with highest grade Stainless Steel Braided hoses.
- 2. Toilet Connectors:** Replace with highest grade Stainless Steel Braided hoses.
- 3. Refrigerator Connectors:** Replace with highest grade Stainless Steel Braided hoses.
- 4. AC Condensate Drain:** Have the condensate drain for the air conditioner inside your unit checked on a regular basis.

Windows and Sunscreen AND Outside Stucco Walls

1. Owners shall not cause or permit anything to be displayed or hung on the outside of the windows or placed on the outside **walls/stucco**.
2. Any contemplated window alterations i.e., sunshades or retractable screens of any kind, shall have prior approval by the ARC and/or board of directors. A disclaimer waiver must also be signed by the owner prior to approval and an architectural change request form must be submitted.
3. Also, according to our CC&R's, Section 4.9 – Windows and Windows Covering, please note that sheets, newspapers, and similar items may not be used as temporary window coverings. No aluminum foil, reflective screens, awnings, reflective glass, mirrors, or similar reflective materials of any type shall be placed or installed inside or outside of any windows of a Unit without the prior written approval of the Board. Window drapes must be lined in a white, non-patterned material, i.e., neutral, light beige, egg shell, off-white, etc. No air conditioners, swamp coolers, or similar units may be placed in any window of a Unit.

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