RULES AND REGULATIONS

The Board of Directors of the Vistana Homeowner’s Association is charged with the responsibility of managing the assets of the Association in relation to maintaining the standards of the community. This manual is not intended to be a substitute for each owner having a copy of the recorded documents pertaining to their property. The recorded documents are the CC&R’s, the Bylaws and the Articles of Incorporation.

The goal of this manual is to be a quick reference to use in addressing issues and submitting questions.

NOTES ON OPERATIONS

The Management Company is an extension of the Board of Directors. The Management Company is charged with the task of fulfilling the duties assigned to it by the Board. All calls are to be directed to the Property Manager.

ADDITIONS/MODIFICATIONS: No addition, building, fence, wall or other structure shall be commenced, erected or maintained upon the property until the plans and specifications have been submitted to and approved by the City of Scottsdale and the Vistana Homeowner’s Association. Homeowners should be aware that in addition to approval by the Vistana Architectural Committee, the City of Scottsdale might also impose requirements for approval and permits. A copy of the Architectural Review Request form is attached.

ANIMALS: Only a reasonable number of household pets (as determined by the Board of Directors) shall be maintained on any lot. No animal shall be kept or bred for commercial purposes. No animal shall be permitted to make an unreasonable amount of noise or create a nuisance. When walking a pet, it must be on a leash. Owners must clean up after their pets. Feeding of wild animals is not permitted.

ANTENNAS: Any communication-receiving device (antennas, satellite dish, microwave receivers, etc.) must be installed in accordance with Federal Guidelines. An architectural approval is required from the Architectural Review Committee prior to any installation.

BUSINESS: No gainful occupation, profession, business, trade or other non-residential use shall be conducted on or in any dwelling. See Article 6, Section 1 of the CC&R’s for complete details.

COMPLIANCE: All Board of Directors, Homeowners, their family and guests and tenants of Owners of Vistana must abide by the CC&R’s, Bylaws and Rules and Regulations.
COMPLAINTS: All complaints must be in writing, signed by the complainant and delivered to the Management Company. E-mail is acceptable and must include your name, address or lot number.

COMMUNICATION: The Association posts all necessary documents to the Community’s website, www.vistanahoa.org. This includes Recorded Documents, Meeting Minutes, Meeting Dates, Forms, Policies and other applicable items. The Association uses E-mail except when required by Governmental Regulations. For those times, US Mail is used. This allows for quicker correspondence, lower costs and provides the opportunity to send out a Courtesy Notice if we have your e-mail. You can contact the Property Manager, Rudy Frame by, rudy@vippropertymanagement.com

DUES: Dues are billed annually and are due on January 1st. A late fee is charged if received after January 31st. The late fee is 10% of the unpaid balance or such other amount that might be authorized by Arizona Statutes. In the event dues are not received within 60 days of the due date, a lien may be placed on the property for the delinquent amount due plus late fees and lien fees. A lien will stay in place against the property until such time as the account is paid in full. All legal and collection costs will be charged to the Property Owner. A copy of the Dues Collection Policy is attached.

ENFORCEMENT: See “Penalties / Fines”.

GARAGE / GARAGE DOORS: Garage doors shall be kept closed except for ingress and egress of vehicles. Garage doors are to be painted to match the body or trim color of the house and must be kept in good repair. Garage Doors may also be of natural wood and sealed, upon approval from the Association. Garages may not be converted to living space. Garages may be used for incidental storage so long as the storage does not prevent the garage from being available for the parking of the number of cars for which it was designed. Detached garages are not permitted.

GARBAGE/GARBAGE CANS: No garbage, garbage can, recycle can or trash shall be kept, maintained, or contained on any lot so as to be visible from any other lot or any common area. No incinerator shall be kept or maintained on any lot. Garbage cans and recycle cans should be placed on the driveway for pick-up not before the evening preceding the day of collection and removed no later than 9am of the day following pick up. All garbage cans are to be stored either in the garage or behind the fence and not be visible by any neighbor or from any common area. No refuse pile or other unsightly objects shall be placed, accumulated or maintained anywhere on any lot.

Bulk Trash may be put out no earlier than the Monday before the week of pick up. Example: if Bulk Trash Pick up is scheduled for the week of Monday June 9th the items may not be out any sooner than Monday June 2nd. SEE USEFUL PHONE NUMBERS AND WEBSITES AT THE END OF THIS MANUAL FOR THE LINK TO THE SCHEDULE.
**GATES:** Walk gates and R-V gates accessing the rear yard must be a metal frame with wood slats or composite materials. The metal frame and wood slats may be painted to match the masonry wall or house or may be stained or finished natural. The wood slats must be kept in good repair and replaced if damaged or deteriorated.

**HOLIDAY DECORATIONS:** Decorations must be down no later than seven days after the holiday officially has ended. The exception is for the December Holidays which must be down no later than January 15th.

**LEASING (RENTING):** Leasing must be for a period of 30 days or more. It is the responsibility of the Owner to provide the Association with the completed Tenant Form prior to the commencement of the lease, failure to do so may result in a fine. It is recommended that the Landlord include the Owners Manual and any other documents pertinent to the Tenant knowing and being able to follow the Rules of the Community. The Property Owner is responsible for the actions of the tenant and correspondence concerning any infractions of the Rules and Regulations will be directed to the Owner. The Association does not communicate with the tenant or a property manager.

**LIGHTING:** Lighting must be approved by the Architectural Committee and must be shielded in such a way that the light shines primarily on the lot. Lights that create a glare that is visible from other lots are prohibited.

**MAINTENANCE – HOUSES:** Homeowners are responsible for maintaining in good finish and repair the house’s exterior stucco, trim, driveways, walkways and perimeter walls.

**MAINTENANCE – YARD:** Owners shall maintain their lots free of weeds and debris. Bushes shall be trimmed and dead plants, trees or grass shall be removed and replaced. If decomposed granite or other landscape rock is used, it must be of an earth tone color. It is recommended that all rock areas be treated with pre-emergent, weed control at regular intervals to retard weed growth.

**NUISANCE AND OFFENSIVE ACTIVITIES:** No activity shall be conducted on any property that will in any way unreasonably disturb the Owner or resident in any other home. No activity shall be conducted which may endanger the health or welfare of the Owner or resident in any other home.

**PAINTING:** The Architectural Committee has developed a list of approved body and trim colors to be used when repainting your home and walls. You must select from this list and submit an application to the Architectural Committee prior to the commencement of painting. House and perimeter walls must be painted the same color and from the approved palette. Gates may be painted to match the house and walls or maintained with a clear coat showing the natural wood or stained. Be sure to detail how the gates are to be finished. A copy of the approved paint colors is attached.
PARKING: Vehicles may not be parked on any gravel areas. They must be parked on hard surfaces (concrete or pavers). Boats, trailers, campers and motor homes may not be parked on the property except for short durations for the purpose of loading or unloading. No unlicensed or disabled vehicles may be parked on the driveway or on the street.

PENALTIES/FINES: See attached Fine Policy and schedule. The Association will try to notify you with a Courtesy Notice if we have your current and valid e-mail address.

Any violation not corrected will be turned over to the Association’s attorney for enforcement and all legal costs charged to the Homeowner. Any unpaid fines will be turned over to the Association’s attorney for collection and all legal costs charged to the Homeowner.

SATELLITE DISHES/ANTENNAS: See “Antennas”

SIGNS: No advertising signs or billboards are permitted on any lot. One (1) FOR SALE sign or one (1) FOR RENT sign per home is permitted. The sign shall meet the Federal and State Requirements. OPEN HOUSE sign(s) may be used when an open house is being held and a sales person is on the premises. It must be removed at the close of the open house. FOR SALE signs must be removed immediately upon the close of escrow (within 48 hours). FOR RENT signs must be removed within 48 hours of the commencement of the lease.

STORAGE SHEDS: Sheds not exceeding the height of the lowest portion of the back yard perimeter fence do not require approval and are encouraged. Sheds exceeding the height of the back yard fence require approval from the Architectural Committee and may not exceed 8’ in height.

WEBSITE: www.vistanahoa.org
USEFUL PHONE NUMBERS AND WEBSITES

Fire 911
Ambulance 911
Police 911
Police non-emergency (480) 312-5000
Southwest Gas- (602) 271-4277 www.swgas.com
Electric / APS (602) 371-7171 www.aps.com
Post Office /Kachina Branch (480-513-2935 www.usps.com
City of Scottsdale (480) 312-3111 www.scottsdaleaz.gov
Garbage Collection www.scottsdaleaz.gov/recycle/residentcollectionmap
Bulk Trash Pick UP www.scottsdaleaz.gov/recycle/brushmap

Management Company
VIP Property Management
26546 North Alma School Road, Suite 100
Scottsdale, AZ 85255
Office - 480-585-8684 Fax – 480-585-8650
Property Manager is Rudy Frame Direct Line: 480-585-1625
E-mail: rudy@vippropertymanagement.com