



THE VILLAS AT

COPPERWYND

**NEW HOMEOWNER WELCOME PACKAGE
2024 EDITION**

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1. INSTRUCTIONS FOR REGISTERING TO VAC WEBSITE

While the registration process for the VAC website is fairly self-explanatory, if you have problems, the guidelines shown below should be used:

1. Go to villasatcopperwynd.com
2. Press the “register” button as the top right corner of the home page or go directly to the link villasatcopperwynd.com/account/register
3. Enter the information requested on the “Register” page
4. Your email will be your username and you must create an account password. Note that the website administrator cannot enter into your account and will never know your password.
5. Make sure to add each occupant of your unit to the website by pressing on the “add member” button to bring up the “Additional Household Member” page. If the additional member wishes to access the website or receive emails and text alerts from the Association, their email and cell number should be entered on the Additional Household Member page. The additional members can then access the website using their email as their username and the same password that was created in #4 above for your account.
6. When done entering all the required information on the Register page, make sure to press the big blue “Register” button at the bottom of the Register page.
7. Once you press that blue register button, a Request for Account Approval will be sent to the Webmaster to review and approve. Once approved, you will receive an email letting you know that the account has been approved and you will be free to use the website after signing in with your email and password.
8. If you need any further help to register to the website, press the “contact the webmaster” button on the right side of the home page to send an email to the webmaster.

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2. NEW OWNER ENTRY GATE REGISTRATION

All new Unit Owners must have a distinctive Personal Access Code and a daytime Vendor Access Code. To obtain the codes and register the clickers that are under the possession of the new Unit Owner, complete a New Owner Entry Gate Registration Form at the following link:

[New Owner Entry Gate Registration Form](#)

NOTE: The gate codes and clickers belonging to the previous Unit Owner will be disabled upon sale of the unit. New gate codes and existing clickers must be registered by the new Unit Owner soon after purchasing the unit.

Calling Unit Instructions for Villas at Copperwynd

To call a resident from the gate calling unit:

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

1. If you know only the residents last name you may 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.
2. If you know the condo unit number of the resident, you wish to call you may enter just the three-digit code and it will dial.

In both cases the calling unit 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 touch tone 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. Please note: Vendor access codes are only active for community designated vendor hours, 6:00am – 6:00pm Monday – Sunday. Personal access codes activate the gate 24/7.

More information on gate access issues is on the website at **[Information About Entry Gates](#)**

If you should have difficulty accessing the community, please contact the Property Manager at 480-635-1133 ext. 134 during business hours. For after-hours emergencies please contact the Property Manager at: 480-635-1133 (press #).

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3. KEY CONTACTS

HOA Board of Directors:

HOA

Management Company:

Marc Chouinard, President Issa Al-Kharusy, Vice President Gerry Prokupek, Secretary David Holmes, Treasurer Dale Posthumus, Board Member	Villas at Copperwynd Association c/o GUD Community Management 4135 S. Power Road – Suite 122 Mesa, AZ 85212 480-635-1133 <p style="text-align: center;">Website www.villasatcopperwynd.com</p>	GUD Community Management 4135 S. Power Road – Suite 122 Mesa, AZ 85212 Office: 480-635-1133 Fax: 480-507-2822 E-Mail: dustin@gudhoa.com Community Manager: Dustin Snow After Hour Maintenance Emergency: 480-635-1133 + # (Pound Key)
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Services

Electric:

Gas:

Water:

SRP 1521 N. Project Drive Tempe, AZ 85281 602-236-8888 or 800-258-4777 www.srpnet.com	Southwest Gas Corporation 10851 N. Black Canyon Hwy Phoenix, AZ 85029 877-860-6020 www.swgas.com	EPCOR Water 12021 N. Panorama Dr. Fountain Hills, AZ 85268 1-800-383-0834 www.epcor.com mywater@epcor.com
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Security Gates

Sewer Service:

Cable TV:

GUD Community Management 4135 S, Power Road – Suite 122 Mesa, AZ 85212 Office: 480-635-1133 sherri@gudhoa.com	Fountain Hills Sanitary District 16941 E. Pepperwood Circle Fountain Hills, AZ 85268 480-837-9444 www.az-fhsd.gov	Cox Communications 1550 Deer Valley Rd Phoenix, AZ 85027 623-594-1000 www.cox.com
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Trash & Recycling:

Trash & Recycling Pick-up Times:

Republic Services 4811 W. Lower Buckeye Road Phoenix, AZ 85043 602-237-2078 or 1-800-833-4316 www.republicservices.com	Trash and Recycling: Every Thursday 2 nd Trash (if ordered): Every Monday
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Note: All Services listed above, except Basic and Expanded TV Cable and Security Gates services, are paid directly by the homeowner. Basic TV Cable and Security Gates services are paid for by the HOA.

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4. GUIDELINES FOR COMMUNITY LIVING

PETS:

Pursuant to Section 4.1 of the VAC CC&R, residents should carry a plastic bag to dispose of dog droppings and all pets must be on a leash no longer than 6 ft at all times. Noise from pets must not be a nuisance to other owners. As a courtesy to neighbors, pet owners must pick up dog droppings in their backyard patio areas on a daily basis.

PARKING:

Pursuant to Section 4.9 of the VAC CC&R, all Unit Owner, renters or full-time occupants must park all vehicles in garages. Except for service vehicles, parking on Grandview Drive should be avoided and is completely disallowed overnight for all vehicles. Parking in driveways by any vehicles is strictly forbidden at all times, except for brief periods to load or unload vehicles. Designated guest parking spots are for guests only, and then only for a 48-hour period and for no more than 7 days in a calendar month. Temporary exceptions to these basic rules will be granted by the Board for extenuating circumstances.

TRASH CONTAINER STORAGE:

Pursuant to Section 4.2 of the VAC CC&R, all trash containers and recycling containers must be stored in garages at all times except from 6:30 AM to 11:00 p.m. on the day of pick-up. Unit Owners or tenants who are unable to comply with this rule must make arrangements with a neighbor or another third party to ensure compliance.

ELECTRIC BARBEQUE GRILLS:

Electric barbeque grills are permitted on patios and balconies. Gas grills or any other open flame device (e.g. heaters), including propane, are **NOT** permitted in accordance with Section 4.23 of the VAC CC&R and the Town of Fountain Hills Fire Department regulations.

WATER SHUT OFF:

In order to avoid major damage to the Unit or neighboring Unit, Unit Owners should shut off the water to their unit (blue handle) when they are away from VAC. The shut off is located outside the 2nd floor garage wall facing the street.

RENTAL OF UNITS:

Pursuant to Section 4.11 of the VAC CC&R, Unit Owners must submit a Rental Record Form to the Property Manager when renting their unit. Units cannot be rented for less than 7 days.

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SUN SHADES:

Pursuant to Section 4.4 of the VAC CC&Rs, Unit Owners must submit an Architectural Change Request Form to the Property Manager prior to installing the sun shades from the approved vendor. Two-bedroom upper floor units can not accommodate sun shades due to balcony design issues.

SUN SCREENS:

Pursuant to Section 4.4 of the VAC CC&R, installation of sun screens on the outside of condo windows is prohibited.

MODIFICATIONS TO INTERIOR AND EXTERIOR OF CONDO UNITS:

Before renovating or remodeling condos or making any outside alterations such as landscaping, changing or painting front and garage doors and frames, or installing electronic equipment or cameras, in-ground pools or spas, Unit Owners must submit plans along with an Architectural Change Request Form to the Property Manager for Architectural Committee approval. Unit Owners should familiarize themselves with the Architectural Guidelines and Standards to understand the approval requirements. Prior to approval by the Architectural Committee, Unit Owners are responsible to obtain a Town of Fountain Hills permit, if required, for any activity that will be undertaken.

FEEDING OF BIRDS OR OTHER WILDLIFE:

Pursuant to Section 4.1 of the VAC CC&R, the feeding of birds, or any other wildlife, on balconies or patios is prohibited as this makes a mess for neighbors, attracts rodents which in turn attract snakes, coyotes, and bobcats, and could possibly attract woodpeckers that are problematic for making holes in our roofs, parapets, and/or stucco walls.

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5. WHO IS RESPONSIBLE FOR WHAT

Responsible	Item	Supporting Documents
Association	Flat Roofs	5.0 of the CC&R's
	Tile Roofs	
	Outside Walls	
	Gutters and Downspouts	
	Wrought Iron Fences	
	Trees Outside Enclosed Patios	
	Irrigation System	
	Streets	
	Sidewalks	
	Streetlights	
	Mailboxes	
	Security Gates and Controls	
	Fire sprinkler system serving unit, including fire riser control boxes but excluding sprinkler system inside units	
	Sewer Lines from sewer cleanout to street	5.0 of the CC&R's
Unit Owner	Grass and Landscaping within Yard and Patio area	5.1 of the CC&R's
	Irrigation System within yard area of first floor unit	
	Deck for second floor unit	1.1, 3.6, 4.17 and 5.1 of the CC&R's
	Party Walls Fences and walls in court and patio areas of lower units	
	Sliding doors with frames and all windows with frames	5.1 of the CC&R's
	Front Door with frames	
	Garage Door and frame	
	Outside AC Unit	
	Electrical Wires serving unit up to units' electrical meter	
	Water pipes and fixtures serving unit up to unit's water meter. This includes, but is not limited to, all pipes from the water meter into the unit, the outside turn-off valve for the unit and the floor drain trap primer valve.	
	Heating and AC Units	
	All Appliances and Fixtures	
	Everything inside unfinished inside walls	
	Fire Sprinkler System inside units	
Sewer lines in unit and to sewer cleanout		

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6. SERVICE REQUEST PROCESS

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

- a. The UO 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.
- b. The UO emails or faxes completed SRF to PM, or uses the electronic SRF on the HOA website to submit the SRF to the PM.
- c. The PM Logs the SRF in Service Request Management Dashboard for tracking by the PM and the Board of Directors (BOD).
- d. The PM reviews the completed SRF and makes three possible determinations:
 - i. If the issue is an emergency, then the PM dispatches the appropriate vendor to VAC ASAP (example: the bell on fire suppression system ringing constantly for no apparent reason).
 - ii. If the issue is an Association responsibility or not (example: a leak from the upstairs neighbor's unit).
 - iii. If issue is not an emergency and it is the Association's responsibility then the PM follows up with the UO, if necessary, during the next weekly visit (example: a UO wants a community tree trimmed properly).
- e. Based on the analysis of the situation, the PM can take three possible actions:
 - i. Dispatch an expert to review the issue in order to refine the diagnosis. The expert would then submit a detailed report to PM (example: a roof leak).
 - ii. Dispatch a previously approved vendor to rectify the issue without any report (example: a defect with fire suppression system).
 - iii. Request bids to resolve the issue from multiple vendors (example: a driveway drain not functioning properly and causing puddling).
- f. PM communicates with the UO on the status and timing for the resolution of the issue after step d and step e.
- g. PM receives BOD approval for the solution, authorizes work and communicates schedule to UO.

The **Service Request Form (SRF)** is available on the website. For easy access, follow the link below:

[Service Request Form Link](#)

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7. ARCHITECTURAL CHANGE REQUEST PROCESS

To maintain and preserve a high and consistent standard throughout the VAC community, Section 6.3 of the CC&R has mandated that an Architectural Committee be established to develop Architectural Guidelines used for reviewing and rendering architectural change decisions. The guidelines posted on the website in the document titled [Architectural Guidelines and Standards](#). The guidelines prohibit exterior changes which will deviate from the standard in color, appearance or design. Interior changes affecting supporting structures, sound proofing or other major items of the building are also not allowed. Unit Owners must request Architectural Committee approval for architectural changes by submitting an [Architectural Change Request Form](#) to the Property Manager.

Not all architectural changes require approval. However, a Unit Owner should contact the Architectural Committee to review planned changes to ensure that unauthorized changes do not occur.

For greater certainty, the following list of changes absolutely must not be undertaken without the required Committee approval:

Exterior décor or electronic device installation	Pet/Wildlife fence installations
Backyard landscaping and hardscaping	Retractable front screen door installations
Backyard spa installation	Front door staining
Balcony floor recoating. Tiling not permitted.	Stair lift installations
Exterior sunshade installations	2 nd floor hard surface installations
Fireplace or fireplace vent relocations	Window and Sliding Door replacements
Interior, bathroom, and/or kitchen remodeling	Painting of front door

For easy access to the **Architectural Change Request Form**, follow the link below:

[Architectural Change Request Form Link](#)

The **Architectural Guidelines and Standards** document is on the website at the link below:

[Architectural Guidelines and Standards Document Link](#)

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8. PARKING POLICY

In order to maintain the aesthetic appeal of the community and thereby property values, a primary function of the Board of Directors is to enforce the Association's CC&R. Section 4.9 of the CC&R addresses rules governing the operation of vehicles and parking in the community. The year-round community parking policy, outlined below, is completely consistent with Section 4.9. The Property Manager is responsible for ensuring universal compliance with this parking policy.

Owners, renters, and full-time occupants must park all vehicles in garages:

Pursuant to Section 4.9, all Unit Owner, renter, or other full-time occupant vehicles must always fit in the garage with garage doors closed, except to permit entry and exit of vehicles. The CC&R, and hence the policy, does not allow for the vehicles of any Unit Owner, renter, or other full-time occupant to be parked anywhere but in the unit's garage.

Pursuant to Section 4.9, only guests (not Unit Owners, renters, or other full-time occupants) may park in designated Guest Parking areas on a temporary basis, not exceeding forty-eight (48) consecutive hours or seven (7) calendar days in a month. Based **only** on extenuating circumstances and through a request made to the Property Manager, the Board of Directors at its sole discretion can: a) approve guest usage of guest parking beyond the maximum seven (7) calendar days in a month or b) approve homeowners, renters, and other full-time occupants to use guest parking on a temporary basis. The Property Manager should be contacted to discuss any issue that a homeowner believes requires special consideration.

Pursuant to Section 4.9, parking of any vehicle in driveways at any time (day or night) is prohibited, except to load or unload the vehicle. Overnight street parking of any vehicle is also prohibited.

Vehicle Restrictions:

Pursuant to Section 4.9, 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 permitted to be parked on the community's streets or guest parking areas by owners, renters, other full-time occupants, or guests.

Parking Enforcement Policy:

If a violation of this parking policy persists after the vehicle owner has been initially notified, up to two separate notices that demand the violation be immediately corrected will be issued. If a violation has not been corrected after 24 hours of receiving a second violation notice, the vehicle subject to the second notice will be towed at the owner's expense pursuant to Section 4.9 which states in part "**the Board of Directors shall have the right to have any vehicle towed away at the sole expense of the owner of the vehicle**". There is zero tolerance for vehicles parked in driveways which may be towed without notice.

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9. TENANT REGISTRATION POLICY

As provided in Arizona Revised Statutes (Condominium), Section 33-1260.01, and effective on the date noted above, the Board of Directors shall require all Unit Owners who rent their property to submit the following information on the official two page [Rental Record Form](#) found on the VAC 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 7 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 and ensure that renters have no more than two vehicles that all fit in the garage.
- d. Name and contact of rental or other 3rd party that is designated and empowered to act as an emergency contact.
- e. Each Unit Owner 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 Rental Record Form is submitted by a Unit Owner.
- b. No payment will be required when the unit owner updates information about their current tenant.
- c. A new registration form and registration fee will be required when a new tenancy occurs.

3. Submission Deadline:

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 VAC's Violation and Fines Policy.

NOTE:

- i. All information provided through this process will only be used by the Association and not shared for any purpose.
- ii. Any violation of Association rules by a tenant will result in notification to the Unit Owner 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 Unit Owner renting a unit and the Unit Owner shall ensure that their rental transaction be in compliance with all Arizona statutes.

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11. UNIT INSURANCE COVERAGE

UNIT INSURANCE COVERAGE AND RELATED HOME OWNER RESPONSIBILITIES

The Board approved a Board Resolution on January 17, 2024 related to the Unit Owner's responsibility as it relates to unit insurance coverage. The Following is a summary of the Resolution:

1. Pursuant to Section 8.2 of the CC&R, each Unit Owner is obligated to secure fire and extended coverage insurance covering their Unit described above and in Section 2.2 of the CC&Rs and any improvements located within the Unit as well as the Limited Common Elements allocated to or appurtenant to the Unit as set forth and identified in the CC&R and Arizona law. A Unit Owner's insurance policy should cover the following:
 - a. The interior of the Unit and garage allocated to the Unit, including the unfinished surfaces of the perimeter walls, floors, ceilings, windows, and doors
 - b. All improvements in the Unit
 - c. All appliances and fixtures in the Unit
 - d. The heating and air conditioning units serving the Unit
 - e. Limited Common Elements allocated to the Unit as identified on the Plat and in Section 3.4 of the CC&R, which include the entirety of any Yards, Patios, and courtyards adjacent to First Floor Units and the unfinished surface of any decks adjacent to the Second Floor Units.
2. Pursuant to Section 5.2 of the CC&R, if a Unit Owner or the Unit Owner's guest, tenant or invitee willfully or negligently causes damage to the Common Elements, the Unit Owner will be responsible to pay any associated insurance deductible and any damage to the extent not covered by the Association's insurance.
3. Pursuant to Section 5.4 of the CC&R, and notwithstanding any duty the Association may have to maintain and repair the Common Elements, the Association is not liable for any injury or damage caused by a latent condition or by any Unit Owner or any other person.
4. Pursuant to Section 9.18 of the CC&R, Unit Owners will be responsible for any damage to the Common Elements or Units caused by the Unit Owner's negligence or intentional acts.

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ADDITIONAL RULES TO MINIMIZE INSURANCE CLAIMS

1. If a Unit Owner or resident leaves a Unit vacant for more than seven (7) days, the Unit Owner or resident should shut off the Unit's interior water valve (top handle) to prevent water leaks in the Unit and the Unit below. In the event a Unit is vacant for more than a month, the Unit Owner or resident shall arrange to have someone inspect the Unit at least once a month while the Unit is vacant and shall immediately report any water leaks or other damage to the Association's Property Manager.
2. Unit Owners and residents are prohibited from shutting off the Unit's master water valve (bottom handle) as doing so will shut off the water to the Units' fire suppression system.
3. Unit Owners shall provide the Association entry through the Unit at any time for the reasons set forth in Section 3.5 of the CC&R, including to correct emergency conditions, to allow the Association to fulfill its obligations, or, with reasonable notice and at a reasonable time, to verify that provisions of the CC&R are being complied with by the Unit Owner.
4. Unit Owners shall refrain from using harsh chemicals (such as Drano) to unclog drains or toilets, as they may be harmful to the plumbing system. Clogged drains should be cleared with a plunger or other plumbing tool and a plumber should be hired for more persistent clogs. The Unit Owner is responsible for the Unit's sewer lines to the building's sewer clean-out.
5. Unit Owners shall ensure that Unit occupants and/or service providers (e.g. cleaners and contractors) refrain from allowing any item which could block the Unit's sewer from being flushed or drained in the Unit's drain pipes.
6. Unit Owners shall have dryer vents cleaned and gas fireplaces serviced on a regular basis.
7. Upon request by the Association, the Unit Owners are to provide the Association with proof of insurance conforming with the requirements in the CC&R.
8. Each Unit Owner is required to follow the Rules stated above. Failure to abide by these Rules may result in the Unit Owner being held responsible for any costs or expenses incurred and may be determined by the Board to constitute a negligent act by the Unit Owner.