

# *Canyon Creek*

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## **Resident Handbook**

Canyon Creek Homeowners Association

[www.CanyonCreekHOA.com](http://www.CanyonCreekHOA.com)

13FEB18

REVISED AND APPROVED BY THE CANYON CREEK BOARD OF DIRECTORS  
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## 1. General Information

We sincerely hope you enjoy living in Canyon Creek. Please review this *Resident Handbook* for important information pertaining to the Canyon Creek Homeowners Association (the “Association”). Please refer to and save the *Resident Handbook* document for future reference. It must be given to tenants of Canyon Creek rental properties. This document and additional information is available on the Canyon Creek website ([www.canyoncreekhoa.com](http://www.canyoncreekhoa.com)).

This *Resident Handbook* provides helpful information that new and existing residents can refer to for things such as obtaining keys, operation of the phone entry system, trash collection, etc. Two separate documents provide additional information:

- **Rules & Regulations – Part 1:** Addresses Rules & Regulations (other than Architectural) that relate to the Association, Homeowner properties and the Common Area.
- **Rules & Regulations – Part 2: Architectural Procedures and Standards:** Provides important information about the type of changes to the exterior of your home that require approval by the Architectural Control Committee (ACC), the submission and approval process, as well as the standards and guidelines that help you understand what is and is not acceptable.

This document and the two listed above are available in the “Documents” section of the Canyon Creek website ([www.CanyonCreekHOA.com](http://www.CanyonCreekHOA.com)).

Living in close proximity to others requires thoughtful consideration about how your actions may affect others. We encourage open communication, cooperation and respect between neighbors so we can maintain a friendly environment that maximizes everyone’s enjoyment of their homes.

Unless otherwise defined herein, capitalized terms used in this document shall have the same meaning ascribed to them in the Canyon Creek Declaration of Restrictions (the “CC&Rs”).

This *Resident Handbook*, which may be changed by the Board periodically as needed, contains the following important information you need to know:

### 1.1. EXTERIOR CHANGES

To maintain the architectural/landscape character and aesthetics of Canyon Creek, and preserve and improve the value of homes, exterior modifications to your home, additions or changes to structures, materials, certain landscape and paint colors (hereafter referred to as “Improvements”) must be approved PRIOR to commencement. More specifically, and as set forth in Article VII, Section 9 of the CC&Rs, “No exterior portion of any dwelling structure, and no building, fence, wall, obstruction, balcony, screen, patio, patio cover, tent, awning, carport, carport cover, improvement, or structure of any kind shall be commenced, erected, decorated,

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painted, resurfaced or otherwise maintained upon any part of the Project, nor shall any alteration or improvement of any kind be made thereto until then same has been approved in writing.”

The Canyon Creek Architectural Control Committee (“ACC”) is responsible for review and decisions on all Home Improvement Applications, which must be submitted and approved prior to any additions or alterations to the exterior elements of houses and lots. There are Home Improvement Applications for this purpose, and the procedure and standards are more fully described in the separate *Architectural Procedures and Standards* document. The forms and document are available in the “Documents” section of the Canyon Creek website ([www.CanyonCreekHOA.com](http://www.CanyonCreekHOA.com)).

**In general, anything that will change the look of your home from the outside needs prior approval.** This includes, but is not limited to, changing any exterior surfacing material; changing colors; adding/removing/replacing doors/windows/garage doors; changing/adding/removing hardscape; adding/removing any landscape that, when mature, will be over six feet high and visible from the Common Area; installing any structure (e.g., patio cover) that will be over six feet high (regardless of Common Area visibility); adding/moving any equipment (e.g., air conditioning or solar equipment) and any exterior structural changes (e.g., room addition, reconfiguration of the exterior appearance, etc.).

At first glance, the information in the *Architectural Procedures and Standards* document may seem overwhelming. However, you only need to review the information that applies to the type of Improvement(s) you are contemplating. The index in the document assists in finding the right information. Each section indicates whether approval is required and which form to use.

**If you want to add to or modify an Improvement already approved by the ACC, you must contact the ACC and submit a new application that either replaces or amends the existing approval. This may require re-submission of plans and drawings, and entail delays to your project. Therefore, you should carefully consider all aspects of the Improvement before submitting applications.**

Obtaining prior approval for changes is very important. Action including cease and desist orders and/or fines and/or removal/modification of the changes may be taken for noncompliance. Please contact the property management company or visit the “Documents” section of the Canyon Creek website at to obtain a Home Improvement Application and more information about approval requirements.

## **1.2. CANYON CREEK FACILITIES AND ACTIVITIES**

For the enjoyment and recreation of residents, and subject to the rules set forth in the separate *Rules & Regulations* document, Canyon Creek provides a pool and spa, gas barbeques, restrooms and shower, two lighted tennis courts, a tot lot/playground, and greenbelts with walkways. For additional privacy, the community features perimeter walls, fences and gates. The Association has provided three dispensers of free “doggie bags” that can be used to clean up after your pet.

During the year, the Social Committee organizes several events for the enjoyment of residents and provide an opportunity for you to meet your neighbors. Refer to section 3.6 *Social Committee* on page 11 for more information.

## **1.3. COMMON AREA**

To elaborate on the definition set forth in the CC&Rs, “Common Area,” as used in this and other documents, refers to streets, sidewalks, greenbelts and walkways, exterior perimeter walls, gates, fences, pool, spa, gas barbeques, restrooms, shower, tennis courts, tot lot/playground and any other portions of the Project owned by the Association.

#### **1.4. TENNIS COURT, POOL, SPA AND RESTROOM KEYS**

Each Lot is provided with two keys. One key is an electronic transmitter in the form of a small plastic gray fob that can be attached to a key ring. It operates the gates to the tennis courts and pool. Just hold the transmitter next to the reader at the entrance to the respective facility. If authorized, a green light will appear and the gate will unlock. Once inside the pool or tennis court area, press the green button near the door or turn the doorknob to open the gate to exit. This computer-controlled, electronic locking system allows securing these facilities after hours and tracks usage (to identify suspected vandals). In addition, lost key transmitters can be deactivated to prevent misuse of our facilities by non-residents.

The other key is a standard metal key that operates the timer on the spa, unlocks the restrooms at the pool and controls tennis court lights.

**Please do not lend or give your keys to anyone other than family members, tenants or guests. Please ensure the gate is closed and locked when you enter or exit the facilities.**

If your fob is lost/stolen/broken or if you did not receive one from the previous Homeowner, a replacement may be purchased for \$25 each from the property management company. Lost/stolen/broken fobs will be deactivated and only one fob will be activated per home.

If your spa/restroom/tennis court light metal key is lost/stolen/broken, if you did not receive one from your landlord or the previous Homeowner, or if you need additional keys, they can be purchased for \$25 each from the property management company.

#### **1.5. VEHICLE GATE TRANSMITTERS**

The vehicle gates use a battery-operated transmitter like a garage door opener. You can use the vehicle gate transmitter to program the transmitter in your vehicle if so equipped (refer to your vehicle owner's manual for setup instructions). The vehicle gate can also be operated by entering a four-digit master code into the keypad near the entrance gates (refer to section 1.7 *Pedestrian and Vehicle Gates* on page 4).

If your vehicle gate transmitter is lost/stolen/broken, if you did not receive one from your landlord or the previous Homeowner, or if you need additional transmitters, they can be purchased for \$25 each from the property management company.

#### **1.6. PLACING YOUR NAME AT THE GATE AND ON THE PHONE ROSTER**

Please contact the property management company to have your name added to the electronic directory at the main entry gate. If there are multiple residents with different last names, they each can be added to the electronic directory with separate entries and code numbers. This information will also be added to the printed phone roster that is periodically mailed to all Canyon Creek residents. Please provide your address, the spelling of your first and last name and your phone number, and this information will be programmed into the entry system within five (5) business days. You can use a landline home phone number that will ring your home phone or you may assign a cell phone number. Using a cell phone number will allow you to answer and open the gate from anywhere in the world where you have cell service. If your phone number changes, be sure to notify the property management company.

Once your name appears on the entry system at the Sonrisa West (main) gate, using directions that appear on the screen, your guests will be able to look up your name, enter the code number that has been assigned to you and your phone will ring. To save your guests time looking up your name on the directory system, look up your own name on the entry system making note of your three-digit code. You can tell guests to enter your three-digit code (e.g., 1-2-3) when they arrive at the Sonrisa West (main) gate. Once your guests identify themselves over the phone, simply press and hold '9' on your phone. You will hear a message and the gate will open for them. When answering on a cell phone, you should press '9' several times in a row to make sure the tone gets through. Note that your personal three-digit code cannot be used at and guests cannot call

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you from the Sonrisa East (back) gate. Only the four-digit master vehicle (refer to section 1.7 *Pedestrian and Vehicle Gates* below) can be used at the Sonrisa East gate.

**Please remember, the phone roster is provided for the private (and not for business or other) use of Canyon Creek residents only.** To ensure privacy, resident phone numbers and addresses are not published on the Canyon Creek website.

### **1.7. PEDESTRIAN AND VEHICLE GATES**

The Association has chosen to make it easier for residents and repeat visitors, such as gardeners, housekeepers, pool services and delivery personnel, to gain access to the community by providing master codes for the pedestrian and vehicle gates. There are six pedestrian gates: one next to each vehicle entry and exit gate at Sonrisa West (main entrance) and Sonrisa East, one exiting to Yale Avenue at the northwest corner of the community, and one exiting to Hicks Canyon wash along La Dera. All pedestrian gates use the same three-digit code, while both vehicle gates use the same four-digit code.

To use the master vehicle gate code at the Sonrisa West (main) gate, press the button with the “key” symbol TWICE, then the four-digit code. At the Sonrisa East (back) gate, just enter the four-digit code.

Please contact the property management company or refer to the printed phone roster for the codes, as the codes will change from time to time. If the codes are updated, you will be notified in advance. Remember to notify personnel that provide services on a recurring basis. **Please remember: The master codes are provided for the private use of Canyon Creek residents only – do not publish or allow real estate agents to publish the master codes.**

### **1.8. TEMPORARY GATE CODE**

If you are employing a service provider or real estate agent that will need access for a specific period and you may not always be home, or if you are having a large party and would prefer not having every guest phone you from the guardhouse, a special temporary code can be set up on our phone entry system. Please make your request at least two weeks in advance. After validating your request, the code will be assigned and you can communicate the code to service providers or guests.

To submit a request, refer to the chapter “Contacts” on page 14 or use the “Gate Code” email form in the “Contacts” section of the Canyon Creek website.

### **1.9. NON-RESIDENT OWNERS**

If you lease your property or are away from your home for long periods, it is important that you provide up-to-date contact information to the property management company. In the event of an emergency (e.g., water leaking, damage to your property, etc.), this information may help the Association get in touch with you quickly.

### **1.10. GARAGE SALES**

Garage sales (or other events inviting the public to view/purchase personal goods) are not permitted in Canyon Creek (unless a community-wide event is planned and approved in advance by the Board).

### **1.11. RECURRING EVENTS**

Mark your calendars for the following dates that pertain to your Association. You can also check the “Events” section of the Canyon Creek website for the most up-to-date information.

- Trash collection: Mondays (unless it is New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving or Christmas Day, in which case, collection will be on Tuesday)
- Street cleaning: 2nd & 4th Tuesday
- Pool heated: Approximately April 1 - October 15 (spa heated year-round)

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Board meetings: Monthly (check your assessment statement or the “Events” section of the Canyon Creek website for date, time and location). Board meeting agendas are posted at the bulletin board adjacent to the tennis courts and sent via email (to those signed up for email notifications) a few days prior to each meeting.

**1.12. WEBSITE**

Visit the Canyon Creek Homeowners Association website at [www.canyoncreekhoa.com](http://www.canyoncreekhoa.com) where you will find lots of useful information. Many management requests (such as forms) and documents (such as CC&Rs) can be quickly located online.

The home page summarizes site updates and important news, plus you can register to receive email messages, notifying you of important events, meetings, and news.

- The **About Us** section provides information about the Association and community, including photos, floor plans, and maps with door-to-door driving directions.
- The **Events** section lists dates and locations for meetings, social events, etc.
- The **News** section provides the latest community news, Board meeting agendas and minutes, and other news.
- The **Resources** section lists help wanted notices, along with a list of suggested service providers that others have used and recommend. You will also find useful links to city/county/state information, movie show times and reviews, and more!
- The **Documents** section provides architectural approval information and forms, automatic payment authorization forms, articles of incorporation, bylaws, CC&Rs, Rules & Regulations, and an online rules violation report.
- The **Contacts** section connects you with the property management company, patrol service, Board members, and committee chairpersons, and enables you to obtain replacement keys and transmitters.

You can also sign up for [Nextdoor](#), our neighborhood social networking site, where you can post questions, ask for recommendations, list articles you would like to sell and communicate with other Canyon Creek residents or more broadly to other nearby neighborhoods that are part of the Nextdoor network.

We encourage you to sign up for our email list by filling out the form at the bottom of the home page. That way, you will be notified of updates to the website, and important community news and events. We are sure you will find the site useful. Your comments and ideas are always welcome. Click the "Comments" link at the bottom of any page.

**1.13. REFERENCES**

This document may include references to city and state codes, procedures and ordinances that may change from time to time. The information included herein was deemed accurate at the time it was prepared, but subsequent changes to laws supersede any information contained herein to the contrary.

Although the *Resident Handbook*, *Rules & Regulations*, and *Architectural Procedures and Standards* documents support the Association’s CC&Rs, Articles of Incorporation and Bylaws (collectively “Governing Documents”), they do not cover the entirety of the Governing Documents. If there a conflict between information in those documents and the Governing Document, the Civil Code determines that the CC&Rs, then Bylaws will prevail.

## 2. Association Management

### 2.1. PROPERTY MANAGEMENT COMPANY

The Association has contracted with a professional property management company to handle the Association's day-to-day operational tasks. The property management company acts as a primary liaison between the Board, committees, service providers and Homeowners. Among other duties, they handle the accounting and financial business of the Association, arrange for Common Area maintenance, answer Homeowner inquiries, and coordinate Board meetings.

Refer below or to the chapter "Contacts" on page 14 or the "Contacts" section of the website for the name, address and phone number of the current property management company.

**Rather than contacting Board members, if you notice any problem regarding the Common Area, please contact the property management company Customer Service department since it is available to handle day-to-day operations. This will ensure your issue is handled in the fastest way possible. All residents share the responsibility of notifying the property management company on any matters needing attention or maintenance.**

If you notice a street light is out or flickering, contact Southern California Edison (1-800-655-4555). You may enter a street light problem and find notifications/status of power outages in the Outage section of the SCE website ([www.sce.com](http://www.sce.com)). If you smell a natural gas leak, immediately contact Southern California Gas Company (1-800-427-2200).

For any community emergency that could damage life or property, please call 911 emergency services and notify the property management company, which maintains a 24-hour emergency response service. For all other maintenance issues, contact the property management company during normal business hours.

For non-critical issues, as an alternative to calling or writing, you may complete and submit a form on the Canyon Creek website in the Contacts/Management section.

The current property management company contact information is listed in the chapter "Contacts" on page 14.

### 2.2. BOARD OF DIRECTORS

As a California nonprofit mutual benefit corporation, the Members of the Association annually elect the members of the Board, which is charged with conducting the business of the Association for the benefit of the community on behalf of its residents.

Typical duties of the Board include, but are not limited to, review and approval of financial records and annual budget; adoption and enforcement of architectural guidelines, Rules & Regulations; and contracting with vendors to maintain the Common Area. Additionally, the Board is responsible for appointing Homeowner members to serve on various committees such as landscaping, architectural and others.

If you are interested in running for a position on the Board, you may submit the candidate submission form that is mailed to Homeowners at the end of the calendar year (the form is also available on the website), preceding the annual election that takes place in February each year.

**2.3. BOARD OF DIRECTORS MEETINGS**

The Board of Directors usually meets once a month. Each month the meeting date, time and location will be printed on the bottom of your assessment statement and can be found on the “Events” page of the Canyon Creek website. All Homeowners are welcome!

Board meeting agendas are posted at the bulletin board adjacent to the tennis courts and sent via email (to those signed up for email notifications) a few days prior to each meeting.

Homeowners may bring matters to the Board’s attention during the open Homeowner forum session at the beginning of the meeting, and are welcome to observe the business portion of the general meeting. However, per the California Civil Code Section 4930(a), except for certain rare exceptions (such as in the case of an emergency), the Board may not make decisions on items that have not been listed on the meeting’s agenda.

The Board may meet in closed, executive session to discuss legal issues, contracts, personnel issues, foreclosures, payment plans and to conduct violation hearings as permitted by the California Civil Code Section 4935.

**2.4. GETTING INVOLVED**

There are many ways that you can affect positive changes through your involvement with your community. In addition to the Board, there is need for Homeowner volunteers to fill committee vacancies. Committee participation does not require much time, and it is a good method of ensuring the community is managed in the manner you envision. In fact, nonprofit associations rely on volunteer involvement to sustain their operations.

To volunteer, you may attend and express your interest at a Board meeting, or may submit correspondence to the property management company to that effect. Please refer to the diagram below for a better understanding of the structure under which your community operates:



**2.5. PATROL SERVICE**

Canyon Creek has contracted with a patrol service to monitor our community. The patrol service may monitor use of the community facilities and parking violations. To report minor questionable activity, please contact the property management company. For alleged criminal activity, call 911.

**2.6. ASSOCIATION ASSESSMENTS**

All Homeowners are required to pay monthly assessments that cover the operating expenses of the Association as well as fund reserves for the long-term maintenance and/or replacement of Common Area elements (such as pool, spa, tennis courts, streets, etc.). In other words, and as is set forth in Article IV, Section 2 of

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the CC&Rs, assessments “shall be used exclusively to promote the recreation, health, safety, and welfare of all the residents in the Project.”

A courtesy Association assessment statement will be mailed to Homeowners at the address on record at the end of each month. Whether or not you receive the statement, monthly assessments are due and payable by the fifteenth (15<sup>th</sup>) day of each calendar month and become delinquent if not paid within fifteen (15) days thereafter. If you do not receive a statement, you may make your check payable to Canyon Creek Homeowners Association, and mail your payment to the address (which may change from time to time) shown on a previous billing statement. Be sure to reference your account number directly on your check.

To help avoid late payments, late fees and possible foreclosure, you may want to set up recurring reminders or payments (push payment) from your bank. Be aware, however, that monthly assessment amounts or special assessments may periodically change the amount due. If you have set up automatic payments, you will need to adjust the amount or the payment address (if it changes) to avoid late fees.

Another alternative is to authorize Automated Clearing House (ACH) payments where the property management company is permitted to withdrawal (pull payment) of the appropriate amount each month. They will automatically adjust the amount as the assessment changes. A form for this purpose can be found in the “Documents” section of the Canyon Creek website.

Questions about your billing statement or account should be directed to the Accounting department of the property management company.

Refer to the chapter “Assessment Collection Policy” in the *Rules & Regulations* document for more information.

## **2.7. GUEST, TENANT AND/OR SERVICE PROVIDER VIOLATIONS**

Homeowners shall be responsible for the actions of their family members, guests, tenants and service providers and their respective guests. Homeowners shall provide their tenants a copy of the CC&Rs and the current *Resident Handbook* and *Rules & Regulations* documents, and shall ensure that tenants are aware of their provisions. Homeowners or tenants should ensure that service providers are made aware of provisions that apply to them (such as posting gate codes and real estate sign requirements). It is the responsibility of the Homeowner, tenants and service providers to advise their respective guests of any Rule or Regulation that may apply (such as parking restrictions, use of recreational facilities, etc.).

The Homeowner shall be liable for payment of assessments and fines resulting from violations of any provisions of the Governing Documents and/or any damage caused to Association property or Common Area by the Homeowner’s family members, guests, tenants and or service providers and their respective guests. Refer to the chapter “Rules Enforcement Policy and Fines” in the *Rules & Regulations* document more information.

## **2.8. REPORTING VIOLATIONS**

Any resident may report a violation of any provision of the Governing Documents to the property management company. The notification may be verbal by phone, but should be followed up in writing (a fill-in form for this purpose is available in the “Documents” section of the Canyon Creek website). The property management company, the Architectural Control Committee or a member of the Board will investigate the complaint, and the reporting person’s name and personal information will not be revealed in order to provide anonymity and privacy. If the complaint is justified, a Notice of Violation will be sent to the Homeowner. Refer to the chapter “Rules Enforcement Policy and Fines” in the *Rules & Regulations* document for more information.

For any violation of rules relating to use of the pool, spa or tennis courts, or other situations that require attention within less than an hour, residents are encouraged to contact the property management company.

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The property management company maintains a 24-hour telephone number (949-261-8282) for emergencies concerning the Common Area (such as a broken sprinkler, exposed wiring, etc.).

If an emergency or criminal violation is in progress, call 911 or call the City of Irvine Police Department at 949-724-7000.

## 3. Committees

### 3.1. ARCHITECTURAL CONTROL COMMITTEE (ACC)

The Architectural Control Committee (“ACC”), which is made up of Homeowners, is charged with preserving the architectural integrity of the community. Its goal is to maintain and enhance the appearance and value of the properties within the community. The ACC reviews and approves or otherwise acts on behalf of the Board on all architectural requests submitted to it for approval by Homeowners. The ACC applies the CC&Rs and the Board-approved architectural guidelines and procedures set forth in the *Architectural Standards and Guidelines* document when acting on the request. The ACC recommends to the Board any additions and/or revisions to the guidelines. Refer to the separate *Architectural Procedures and Standards* document for more information.

### 3.2. COMMUNITY FACILITIES COMMITTEE

The Community Facilities Committee may meet with a representative of the property management company for periodic walks through the community to review the maintenance of Common Area and community facilities such as the pool, spa, restrooms, barbecues, tennis courts, tot lot/playground, walkways, streets, lighting, fencing/gates and other assets. This committee periodically monitors the performance of various contractors maintaining the facilities, and brings noted deficiencies to the attention of the property manager.

This committee also makes recommendations to the Board about requirements for routine facility maintenance as well as desired facility improvements. The committee may do research to identify contractors and suppliers of products and materials, develop specifications, obtain cost estimates from contractors, and provide other related activities. For approved projects and upon Board approval, this committee may also provide project management assistance working with contractors to ensure projects are completed to specifications, approved contract cost and schedule. The Committee also recommends the timing and schedule for major maintenance, refurbishment or replacement of community assets.

### 3.3. ENTRANCE COMMITTEE

The Entrance Committee oversees the maintenance, decorating and upgrading of the community entrances and the guardhouse at the Sonrisa West main entrance.

### 3.4. EXTERNAL AFFAIRS COMMITTEE

The External Affairs Committee (or similarly titled committee) is formed from time-to-time as needed and considers the impact of external matters affecting the community, communicates relevant information with the neighborhood and advises the Board. Subject to approval by the Board, and consistent with the Association’s Governing Documents, this committee provides appropriate responses to external matters and interfaces with the Irvine Company, city, school district, municipal agencies, other community associations, and governmental agencies on matters affecting the environment and community.

### 3.5. LANDSCAPE COMMITTEE

Members of the Landscape Committee become familiar with the responsibilities of the Association’s landscape contractor. This committee meets monthly with a representative of the property management company and landscape contractor for a walkthrough of the community to assess the condition and maintenance of the community’s landscaping. The committee monitors the performance of landscape contractors, and brings noted deficiencies to the attention of the property manager and the Board.

This committee also makes recommendations to the Board about requirements for routine landscape maintenance as well as desired landscape improvements. The committee may do research to identify contractors and suppliers of products and materials, develop specifications, obtain cost estimates from contractors, and other related activities. For approved projects and upon Board approval, the committee may also provide project management assistance working with contractors to ensure landscape projects are completed to specifications, contract cost and schedule.

### **3.6. SOCIAL COMMITTEE**

The Social Committee initiates, plans and coordinates social activities to encourage neighbors to get to know each other. This committee may secure and designate a chairperson for each event who may direct, coordinate and acquire a group of volunteers to carry out the arrangements. This committee develops an annual calendar and budget for Board approval, and submits expenses for costs associated with approved events.

The Association sponsors several annual social events including a Spring Egg Hunt for the children, a summer pool party and BBQ, and a Halloween party. Flyers will be distributed to homes and via email if you are signed up for our email list. Social event information is also posted on the “Events” section of the Canyon Creek website.

### **3.7. WELCOMING COMMITTEE**

The Welcoming Committee’s primary function is to meet with new Canyon Creek Homeowners welcoming them into the community, and helping familiarize them with the neighborhood and important Rules & Regulations. This initiates the establishment of neighborhood bonds, including explaining some of the social events normally held and giving them an Association Welcoming Package.

### **3.8. OTHER COMMITTEES**

The Board may appoint or remove other committees from time to time as needed to address concerns or needs of the community.

## **4. Privacy Policy**

California Civil Code currently allows a member of an association to request and obtain a membership list, including members' names and addresses. The requesting member can only obtain the membership list if he/she articulates in writing a purpose reasonably related to his/her interest as a member. Unless the Board determines that a request for the membership list is made pursuant to a purpose not reasonably related to the requester's interest as a member, the requester must be provided with the membership list, or be offered a reasonable alternative, as provided in California Corporations Code Section 8330(c).

California Civil Code 5260(d) allows a member to request to be removed from the membership list to prevent release of their private contact information to a member requesting the membership list.

If you chose to opt-out of sharing your name, property address and mailing address from the membership list provided to a member requesting the list, pursuant to Civil Code 5260(d), the opt-out designation must be by written notification to the Association's property management company. Such opt-out shall remain in effect until changed by you, by written notification to the Association's property management company.

A form for this purpose can be found on page 13.

NOTE: Opting out of sharing your information with other members does not affect your contact information used by the Association or property management company for the purposes of assessment billing and other Association communications, nor does it affect the listing of your name on the telephone vehicle gate entry system.

## 5. Privacy Policy Form

If you do not want your name and address to be disclosed to other members in the Association and would like the Association to withhold your private information, you must opt out of the sharing of your name, property address, and mailing address by completing this form. This opt-out shall remain in effect until changed by you.

### DESIGNATION FOR OPTING OUT OF PERSONAL INFORMATION DISCLOSURE

- I/we opt out of the sharing of my/our name, property address, and mailing address under the membership list, pursuant to California Civil Code 5260(d). This opt-out shall remain in effect until changed by me.
  
- I/we do not opt out of the sharing of my/our name, property address, and mailing address under the membership list.

Signature(s): \_\_\_\_\_

Print Full Name(s): \_\_\_\_\_

Property Address: \_\_\_\_\_

Please mail, fax or email this form to: Canyon Creek Homeowners Association c/o the property management company.

This form does not opt you out of receiving Association communications, nor does it affect the listing of your name on the telephone vehicle gate entry system.

## **6. Contacts**

To avoid publishing this entire document when any contact information is changed, all contact information appears below and this page will be updated as an addendum to the *Resident Handbook* as needed.

Canyon Creek has contracted with a professional property management company to handle the day-to-day operational tasks of running the Association. The property management company acts as a primary liaison between the Board, committees, service providers and Homeowners. They handle the accounting and financial business of the Association, arrange for Common Area maintenance, answer Homeowner inquiries, coordinate Board meetings, etc.

### **Total Property Management**

2301 Dupont Drive, Suite 100, Irvine, CA 92612

Office hours: 8:30AM - 5:00PM, Monday-Friday, except holidays

Phone: 949-261-8282 (24 hours)

Fax: 949-261-6958

General email: [corporate@totalpm.com](mailto:corporate@totalpm.com)

Website: [www.totalpm.com](http://www.totalpm.com)

Managing Agent: Laurie Coffman, [lcoffman@totalpm.com](mailto:lcoffman@totalpm.com)

Customer Service: Lurette Turner, [lturner@totalpm.com](mailto:lturner@totalpm.com)

### **Southside Towing**

Phone: 949-631-8698

*Canyon  
Creek*