

# *Canyon Creek*

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## **Resident Handbook**

Canyon Creek Homeowners Association

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

09MAY23

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 are 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 and the Canyon Creek Project, including Owners’ Lots and Dwelling Structures 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 Lot or Dwelling Structure 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 properties values in the Project, most exterior modifications to your Lot or its Dwelling Structure (e.g., 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,

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obstruction, balcony, screen, patio, patio cover, tent, awning, carport, carport cover, improvement, or structure of any kind shall be commenced, erected, decorated, 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 in writing prior to any additions or alterations to the exterior elements of Lots or Dwelling Structures. 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 appearance of your Lot or Dwelling Structure 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 Table of Contents at the front of 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 mandatory. Enforcement action, including, but not limited to, demands to cease and desist and/or hearings and 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 (one striped for pickleball), a tot lot/playground, and greenbelts with walkways. For additional privacy, the Project 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 12 for more information.

## **1.3. COMMON AREA**

In addition and 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 or maintained by the Association.

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

Each Lot is provided with two (2) keys. One key is an electronic transmitter in the form of a small plastic fob that can be attached to a key ring. It operates the gates to the tennis/pickleball courts and pool. Just hold the transmitter next to the reader at the entrance to the respective facility. If authorized, you will hear a click, and the gate will unlock. Once inside the pool or tennis/pickleball court area, 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 fobs 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/pickleball court lights. **The metal key does not unlock the pool and tennis/pickleball court gates. Use the electronic fob for those gates.**

**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 your landlord or the previous Owner, a replacement may be purchased from the property management company (\$15 each if picked up in person, \$20 if mailed to you). Lost/stolen/broken fobs will be deactivated and only one fob will be activated per Lot.

If your spa/restroom/tennis/pickleball court light metal key is lost/stolen/broken, or if you did not receive one from your landlord or the previous Owner, or if you need additional keys, they can be purchased from the property management company (\$100 each if picked up in person, \$105 if mailed to you).

The Board President (refer to the “Contacts” section of the website) may also be able to provide fobs and keys. Payment should be in the form of a check made payable to "Canyon Creek Homeowners Association.”

#### **1.5. PLACING YOUR NAME AT THE GATE**

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 at your Lot, they each can be added to the electronic directory with separate entries and four-digit code numbers. Please provide your address, your first initial, last name and your phone number (you may also provide an alternate number if the primary number is not answered). This information will be programmed into the entry system within five (5) business days. You can use a landline or 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.

The four-digit code number assigned to your (and other household members) phone number(s) is known as the **Directory Code**. It rings a phone, a person must answer and authorize access.

Each Lot will also be assigned a separate four-digit **Entry Code**. This code does not ring any phone, but immediately opens the vehicle gate. You can give the Entry Code to people that may be providing services to you (e.g., gardener, pool service, housekeeping, etc.) that may need to get in when you are not at home or don't need to talk to them at the gate prior to gaining access. Because the Entry Code provides immediate access, you should only give it to trusted individuals and not publish it in any manner.

#### **1.6. 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 three (3) days 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 15 or use the “Temporary Gate Code” email form in the “Contacts” section of the Canyon Creek website.

### **1.7. VEHICLE GATE TRANSMITTERS**

The vehicle gates use Radio Frequency Identification (“RFID”) tags that you attach to your vehicle(s). The vehicle gate can also be operated by entering a four-digit code into the keypad near the entrance gates (refer to section 1.8 *Operating Vehicle Gates* on page 4).

To obtain RFID tags to operate the vehicle gates, contact the property management company and provide your name, address, the make, model, year, color and license plate number for each vehicle. Each RFID tag is \$20 if picked up in person or add \$5 to mail one or more tags to you. You may ask the property management company if you can obtain the RFID tags from a neighbor who may have some available. Payment should be in the form of a check made payable to “Canyon Creek Homeowners Association.”

### **1.8. OPERATING VEHICLE GATES**

If your vehicle has an RFID tag (on page 3), slowly drive by the antenna (a white box) at either the Sonrisa West (main) or Sonrisa East (back) gate. When the tag is verified, the light on the antenna will flicker and the gate will open.

When guests arrive at the Sonrisa West (main) gate, they can tap the green “Phone Call” button then the “Find a Name” button. The electronic directory sorted by last name appears. They can scroll the list to find your name. They can tap your name to call you. Alternately, if you have given them your four-digit Directory Code, after tapping the green “Phone Call” button, they can tap the “I have a Directory Code” button and enter the Directory Code. This eliminates scrolling to find your name.

When your phone rings, it will show 951-365-6613 as the Caller ID. You can setup a contact record in your phone with the name “Canyon Creek Gate” so that name will show when someone calls from the gate. Answer the call then 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.

If you provide your four-digit immediate Entry Code to services providers (e.g., gardener, pool service, housekeeping, etc.), at the Sonrisa West (main) gate, they should tap the blue “Entry Code (PIN)” button, tap in the four digits then press the green “Enter” button at the bottom. The Entry Code may also be used at the Sonrisa East (back) gate by just entering the four digits followed by the pound (#) key. Either gate will open without phoning you.

Nationwide delivery services (e.g., FedEx, UPS, Amazon, USPS, etc.) have been provided with their own immediate Entry Codes, so you don’t need to provide that information when expecting a delivery.

### **1.9. OPERATING PEDESTRIAN GATES**

There are six (6) 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. The pedestrian gate code should be provided when escrow closes or by your landlord. The pedestrian gate code changes from time to time and will be communicated to Owners prior to the change. If you need the current pedestrian gate code, contact the property management company.

To enter the Project through the pedestrian gates, press the buttons one at a time to enter the code then press the handle down. If the code does not register, reset the lock by pressing down on the handle (or pressing the Clear (C) button if so equipped) and try again.



### **1.10. SURVEILLANCE CAMERAS**

Any Association-installed surveillance cameras in the Project, including the Facilities, are used to record and passively monitor such areas due to the risk of potential vandalism or theft and to aid law enforcement with prosecution thereof. SUCH SURVEILLANCE CAMERAS ARE NOT MONITORED IN REAL TIME AND SHOULD NOT BE RELIED ON FOR PERSONAL SECURITY.

### **1.11. NON-RESIDENT OWNERS**

If you lease your Lot 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 Lot or Dwelling Structure, etc.), this information may help the Association get in touch with you quickly.

### **1.12. 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).

### **1.13. 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. Please move vehicles off the streets on these days.
- Pool heated: Approximately April 1 - October 15 (spa heated year-round)
- Board meetings: Monthly, usually the second Tuesday of the month. 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/pickleball courts and posted to the Canyon Creek website a few days prior to each meeting.

### **1.14. 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.

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- 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.

### **1.15. 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.

The *Resident Handbook*, *Rules & Regulations*, and *Architectural Procedures and Standards* documents support but do not cover the entirety of the Association's Governing Documents. If there a conflict between information in the Governing Document, the Civil Code determines that the CC&Rs and then Bylaws 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 Owners. Among other duties, they handle the accounting and financial business of the Association, arrange for Common Area maintenance, answer Owner inquires, and coordinate Board meetings.

Refer below or to the chapter "Contacts" on page 15 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 streetlight 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 first call 911 emergency services and then 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 15.

### 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 Project on behalf of Members.

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 Owners 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 Owners 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 Owners are welcome!

Board meeting agendas are posted at the bulletin board adjacent to the tennis/pickleball courts and available on the website a few days prior to each meeting.

Owners may bring matters to the Board’s attention during the Owner open 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 effect positive changes through your involvement with your community. In addition to the Board, there is need for Owner volunteers to fill committee vacancies. Committee participation does not require much time, and it is a good method of ensuring the Project 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 Project operates:



**2.5. PATROL SERVICE**

Canyon Creek may contract with a patrol service to monitor our Project. The patrol service may monitor use of the Common Area, including, but not limited to 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 Owners 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/pickleball 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.”

The Association will endeavor to mail a courtesy assessment statement to Owners 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**

Owners shall be responsible for the actions of their family members, guests, tenants and service providers and their respective guests. Owners shall provide their tenants a copy of the CC&Rs and the current *Resident Handbook* and *Rules & Regulations and Architectural Procedures and Standards* and shall ensure that tenants are aware of their provisions. Residents 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 residents to notify their service providers and guests of any rule that may apply (such as parking restrictions, use of recreational facilities, etc.).

The Owner 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 Common Area by the Owner’s family members, tenants, guests 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. Although the Association does not intend to reveal the reporting person’s name and personal information, the Association cannot guaranty anonymity. If the complaint is justified, a Notice of Violation will be sent to the Owner. Refer to the chapter “Rules Enforcement Policy and Fines” in the *Rules & Regulations* document for more information.

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For any violation of rules relating to use of the pool, spa or tennis/pickleball courts, or other situations that require attention within less than an hour, residents are encouraged to contact the property management company. 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 Owners, is charged with preserving the architectural integrity of the Project. Its goal is to maintain and enhance the appearance and value of the properties within the Project. The ACC reviews and approves or otherwise acts on behalf of the Board on all architectural requests submitted to it for approval by Owners. The ACC applies the CC&Rs, and the Board-approved architectural guidelines and procedures set forth in the *Architectural Procedures and Standards* 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* 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 Project to review the maintenance of Common Area and community facilities such as the pool, spa, restrooms, barbeques, tennis/pickleball 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. This committee also recommends the timing and schedule for major maintenance, refurbishment or replacement of Common Area assets.

### 3.3. ENTRANCE COMMITTEE

The Entrance Committee oversees the maintenance, decorating and upgrading of the entrances to the Project as well as the guardhouse at the Sonrisa West main entrance.

### 3.4. GOVERNANCE COMMITTEE

The Governance Committee (or similarly titled committee) is formed from time-to-time as needed and advises the Board on policies and procedures and recommended changes to rules, regulations, and architectural guidelines.

### 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 Project to assess the condition and maintenance of the 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 Dwelling Structures 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 and on the bulletin board at the tennis/pickleball courts.

### **3.7. WELCOMING COMMITTEE**

The Welcoming Committee’s primary function is to meet with new Canyon Creek Owners welcoming them into the community and helping familiarize them with the neighborhood and important rules. 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 residents and the Project.



## **4. Privacy Policy**

California Civil Code currently allows an Association Member to request and obtain a membership list, including each member's name, property address, email address, and mailing address. 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 5220 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 14.

NOTE: Opting out of sharing your information with other Members does not prevent use of your contact information 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, property address, email address, and mailing address to be disclosed to other Members in the Association and would like the Association to withhold your private information, you must opt out 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, email address, and mailing address under the membership list, pursuant to California Civil Code 5220 and do so in writing pursuant to California Civil Code 5260(d). This opt-out shall remain in effect until changed by me/us.
  
- I/we do not opt out of the sharing of my/our name, property address, email 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 Owners. They handle the accounting and financial business of the Association, arrange for Common Area maintenance, answer Owner inquiries, coordinate Board meetings, etc.

### **Total Property Management**

23792 Rockfield Blvd, Suite 100, Lake Forest, CA 92630-1600

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: Jamie Hackwell, [jhackwell@totalpm.com](mailto:jhackwell@totalpm.com)

Customer Service: Ashleigh Adrianos, [aadrianos@totalpm.com](mailto:aadrianos@totalpm.com)

### **Southside Towing**

Phone: 949-631-8698

*Canyon  
Creek*