

Frequently Asked Questions

Question	Response
Age verification	The Community Association does a bi-annual age verification for all homes. The Housing for Older Persons Act (HOPA) is a federal law that is administered by H.U.D. It basically allows communities to discriminate by age in determining who gets to live there. As a part of that statute, every two years the Community Association is required to document that persons living in all the homes have at least one qualified occupant 55 years of age or older. The developer has an exception and is allowed to sell up to 20% of homes to people who are between 45 and 55. This community currently has around 4.5% that fall into that category. This exception is for new builds only. All re-sales must have at least one age qualified person (55 years of age or older). Some residents have become very irate and made regretful comments to the Member Services desk staff over filling out a form once every two years. Bruce asked that the Neighborhood Representatives inform their neighborhoods about the federal requirements and ask for patience from residents. It is once every two years and not particularly onerous. All age restricted communities have this same requirement.
Animals per Household	CC&R's - Occupants of Dwelling Units may keep a total of three cats and/or dogs and a reasonable number of other usual and common house hold pets on a lot.
Bicycle Policy	According to Arizona State law, cyclists have the very same rights and responsibilities as motorists. You may ride far enough from the road edge to stay clear of surface debris, potholes, rough pavement, drain grates, and pavement joints, as well as to avoid pedestrians, dogs, parked vehicles, and other objects. You may occupy any part of a lane when your safety warrants it. Never compromise your safety for the convenience of a motorist behind you. Any vehicle on a two-lane road that has five or more vehicles behind it must pull off at the first safe pullout to allow the vehicles behind to proceed.
CAP Erosion	Kim will reach out to CAP (Central Arizona Project) for a resolution.
Childrens Swim Hours	The children's swim hours have been 11:00 a.m. to 2:00 p.m. daily, seven days a week, since the Sage Center opened in 2007. Prior to establishing children's swim hours the Community Association staff did some polling with other Sun Cities throughout the nation as well as other active adult communities in Arizona. This polling confirmed that active adult communities establish a two, three or four hour block of time in which they allow children under the age of 16 to swim in their swimming pools. It is important to remember that there are people who moved here to live in an active adult community because they do not necessarily want to be around children all of the time. The Community Association is trying to be sensitive to that group of people, while also understanding that our residents have children and grandchildren who come to visit, and those residents would like their guests to be able to enjoy the community's wide array of amenities, including the swimming pool. Management makes every effort to make the facility available to everyone, within reason. A great deal of thought went into figuring out what made sense, and 11:00 a.m. to 2:00 p.m. was settled on and those hours have been kept in place.
Community Standards	Community Standards Director enforces the rules as evenly as possible. If you have a specific concern with a perceived violation you are welcome to contact Karey Belanger to discuss or you can turn in a resident complaint form.
Construction Debris Cleanup	Trash from construction sites continues to blow in to homeowner yards. Kim will speak with the construction team manager regarding this issue.
Construction Hours	The City of Buckeye's rules are that construction work is allowed to begin no earlier than one hour prior to sunrise, and may not continue beyond sunset, Monday through Saturday (10-1-2 Disturbing and Unnecessary Noise Prohibited). Pulte's actual construction work hours in place for the community from May through September are 6:00 a.m. to 7:00 p.m., and October through April hours are from 7:00 a.m. to 7:00 p.m. for their own employees and for all Pulte subcontractors as well.
Construction on Sunday's	City of Buckeye does not allow construction work on Sunday. Pulte was previously notified and said they would follow up with their construction crews.
Construction Traffic	Kim will speak with the construction team manager regarding this issue.

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Count of Homes	Annual report states 2080 closings in Sun City Festival and 510 in Festival Foothills.
Cox Bulk Service	The Association will be conducting another resident survey for feedback prior to contract renewal. The Association will be forming a subcommittee to help review the current survey questions and will update them accordingly. The Board will use the resident feedback from the survey in their deliberations to make a decision regarding the future of the Bulk Service Agreement. Year three of the agreement expires on June 30, 2017. The bulk service agreement includes two digital converter boxes per household. When does it take effect? The conversion to the digital signal will take place on June 23rd, 2016. Ray Duncan, Steve Miller, Ann Garnett and Linda Wagoner volunteered to participate in the Cox Bulk Service subcommittee.
Coyote Skat	The grounds crew will take care of it during their normal maintenance routine.
Door-to-Door Solicitation	City of Buckeye ordinance states that even if a resident has a no solicitation sign on their entrance, the solicitor or door-to-door sales person is allowed to leave flyers. Political and religious groups are exempt from the requirement to have a permit. Otherwise, if a sales person knocks on a resident's door, they are required to have a City of Buckeye license for solicitation. All solicitation should cease after dark. Residents should be assertive and ask for the solicitor's permit and/or ask them to leave.
Facilities Addition/Expansion	Based off of our success, we are in the preliminary steps of planning our next area to grow into. The next milestone is 3,500 homes. In the future the Board may elect to have surveys and focus groups to get input on what the community would like to have. We also look at what the industry is doing currently to help the Board make a decision on facility needs.
Feral Cats	I have not heard about any feral cat issues in the community; however, you can visit this website to find information on how to deal with them if you have them in your neighborhood. http://www.allaboutanimalsaz.com/resources/feral-cats/
Garage Doors Open	We will send out an e-blast to remind residents to keep their doors locked and garage doors shut to protect their property.
Gas Station	Chris Bramwell will be meeting with the store operator to discuss the store operations and product variety.
Golf Cart Policy	Arizona law states that Golf carts, small, four-wheel vehicles used to travel from one part of a golf course to another can be driven on public roads. Arizona law treats these carts as motor vehicles, requiring drivers to register them and carry liability insurance. In addition, Arizona limits the use of golf carts to roads with a speed of less than 35 miles per hour to comply with federal standards requiring speed limits on these vehicles.
Granite	Granite areas are common areas, which mean they are part of the Community Association. If an area is under development, then it is the developer's responsibility but if it is an area that has already been reviewed and turned over, then the Community Association is responsible for that area. Please let Kim know the location of any areas of concern. He will then identify the location and determine if additional rock is required. If the area happens to be in an area that is still under developer control, then that area will be reviewed during transition and before Kim accepts that piece into the Community Association, he will ask that it get fixed. Granite replacement is schedule for the fourth quarter. We approach granite replacement based on the budgeted amount to be spent on granite for the year and which areas need it the most.
Grass Brown	Strategic turf areas throughout the community are periodically chosen not to be over seeded in the winter months. This allows the summer grass to perform better and is also used in water conservation efforts. This same process is used with the grass on the golf course.
Grocery Store	We are totally on board with getting grocery out here. The development team is pretty much reaching out to any viable grocer. We just haven't gotten anyone who is willing to step up yet. It is very close to being as important to us as it is to you. We need it for the future growth of the community. Even some of those stores like the Fresh & Easy's and the smaller grocers. Nothing to report yet but that process continues.

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Holiday Lighting	We had modest holiday lighting on both entry monuments at Sun Valley Parkway and Canyon Springs as well as Canyon Springs and Desert Vista Boulevard. We also had holiday decorations in the entryway of the Sage Center, Cyber Café, and the Indigo Grille. We can look into possibly including more lights in the future.
Lights - pathway behind the Grille	This was brought up during the last Neighborhood Representatives Council meeting, and is being evaluated at this time.
Limited Class & Event space	Kim will work with the Lifestyle Director and Fitness/Wellness Director to manage the guest attendance process for Lifestyle Events and Fitness Classes.
Missing Trees - Common Area	This is a project in process. When the community loses a tree in a storm or for other reasons, the process is that the landscape company comes out as an immediate response and cleans up the debris so that it is not a hazard. They do not remove the tree stump and fill in the hole at that time because it is more labor intensive and time consuming, and requires specialty equipment that isn't readily available. Every six months they go back to the areas that they have documented as having lost a tree and determine if it is an area where it is going to be beneficial to replant the tree and, depending on where the tree is, the decision is made as to how to proceed. For example, there was a tree that was planted very close to a monument and a wall; it was not going to be an opportune place to replant the tree, so the decision was made to put something else in its place. If the decision is made not to replace the tree, then the landscapers fill in the hole, replenish the granite, and, depending on the location, may put a new plant in its place.
Misters at the Pool	Misters tend to be messy and require a great deal of maintenance. The addition of more umbrellas will be investigated as to possible solution.
Mosquitos	Maricopa County's Vector Control at (602) 506-6616. This is the governmental entity responsible for addressing mosquito concerns in our area. If Vector Control receives enough complaints about a specific area, they will inspect the site, set traps to determine the significance of the mosquito breeding, and take the appropriate action to mitigate the problem.
Move to Desert Scape	We have reduced the amount of turf in our new construction areas by roughly 50%. Moving forward we are changing to more desert scape when and where we can.
Overflow parking for the Indigo Grille	The vacant land next to the Cart Barn is currently provided as overflow parking for the Indigo Grille.
Overflowing Dumpsters	The dumpsters are emptied based on the construction schedule but there has been feedback that residents are putting their trash there. This contributes to the dumpsters getting overfilled, especially on the weekends. Bruce stated that he and Richard will see if the frequency of emptying them can be increased. Such diverse items as armchairs and mattresses have been spotted by the dumpsters. The City of Buckeye publishes their quarterly bulk pick up schedule on their website and residents are encouraged to use this service to take care of such items.
Palo Verde trees - Common Areas	There have been cases where residents have over trimmed their Palo Verde trees, so much so that we have had to have landscapers evaluate the trees, and if the landscaper informs us that the tree does not have the chance to grow back to what it should look like the HOA will then require the resident to replace the tree.
Pet Etiquette	The Community Association sends out a periodic email to the residents, reminding them of the proper methods for managing their pets. The requirement to maintain pets on leashes at all times when outside the residence is clearly included in this message. Maintaining a pet on a leash means controlling the pet by holding on to the leash. In addition, the City of Buckeye Police Department will enforce the leash law when violations are observed. It was also brought up that residents are not cleaning up after their pets.
Plant replacement - Common Areas	Common area plants are replenished in the Spring and Fall based on the surrounding plant density.
Recycling	We have looked into recycling in the past and do not have sufficient space for the dumpsters.

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Road Strips	Road maintenance and striping is done by the City of Buckeye. Kim Rinehart contacted the city and they said they are working on the schedule for 2016.
RV Parking Rules	The City of Buckeye states that it can be parked in front of the house for loading and unloading purposes for a period of time not to exceed 72 hours; Sun City Festival Community Association rules state that parking shall be permitted for loading or unloading and short-term parking for no more than 72 cumulative hours per month.
Scheduling Golf Tee Times	Residents' frustration with trying to reserve a tee time was expressed and discussed. The Golf Committee includes a Finance Committee member, the Women's Golf Club president, the Men's Golf Club president as well as a Board member and a Troon Golf member. Their next meeting will be held on April 14. The Men's and Women's Golf Clubs hold 25% of the available rounds on the tee sheet. In addition to the clubs, informal groups get together and schedule tee times further out on the schedule. Individuals have more of a challenge in getting tee times. The Golf Committee will be reviewing this issue in their next meeting, and discussing possible modifications to the reservation system to accommodate individual residents.
Screens & Sandbags	There are two considerations. First, wherever locations these drains lead out to need to be finished with construction as well. Second, the screening and sandbags cannot be removed until the city takes ownership over the drains.
Shuttle Service	This has been studied in the past with negative results, Kim can look into again.
Sidewalk Cracks & Buckling	Repairs are the responsibility of the City of Buckeye. Individuals may report sidewalks in need of repair directly to Scott Lowe (623-349-6825), Director of Public Works, or they may report the need to Kim or Sally and they will be happy to communicate it to Scott.
Speeding	Kim will have an e-blast sent out to the community and place an article in the newsletter. I would also recommend residents contacting the Buckeye Police Department. Under Arizona Law, the following speed limits must be observed when no limit is posted: 25 mph in any business or residential area. azdot.gov/mvd
Standing water	The common areas are designed to be a catch basin during heavy rains which should absorb the water within 72 hours. If all the rain water is not absorbed after 72 hours we will treat the water so that mosquitoes don't nest.
Stop Signs	Buckeye has responsibility for the streets. Residents should call City of Buckeye Public Works Director, Scott Lowe, at 623-349-6825 or email him at slowe@buckeyeaz.gov when they notice a problem with a street sign, an issue with cracks in the street, or a problem with roadway paint, giving the exact address where these issues are located.
Street Parking Rules:	Any issues relating to parking on the street such as, parking the wrong way on the street and parking with two tires on the sidewalk are items that need to be brought to the attention of the Buckeye Police Department. Homeowners may call the non-emergency police number which is: 623-349-6400.
Street Size	According to Arizona State law, cyclists have the very same rights and responsibilities as motorists. They may ride far enough from the road edge to stay clear of surface debris, potholes, rough pavement, drain grates, and pavement joints, as well as to avoid pedestrians, dogs, parked vehicles, and other objects. They may occupy any part of a lane when their safety warrants it. Riders should never compromise safety for the convenience of a motorist behind them. Any moving vehicle, to include bicycles and golf carts, on a two-lane road that has five or more vehicles behind it must pull off at the first safe pullout to allow the vehicles behind to proceed.
Street Sweepers	Pulte has a sweeper onsite that sweeps many areas within the community, and especially the areas under construction. In addition, the city should be coming out once a month.
Traffic Light on SVP	That is under the jurisdiction of Maricopa County. We have asked them over the years to do traffic studies. The last traffic study was conducted about a year ago. The county is still saying it is not warranted in that location. We will give them the annual poke and get them to do another study.

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Trash out to the curb	Homeowners are also allowed to put additional trash in bags on top of the trash can if their can is full and they have extra trash as long as they wait until no earlier than the night before.
Tree Trimming	<p>a: Tree trimming is in the budget to be done twice a year, in specifically designated areas within the community. See Kim Rinehart for further details.</p> <p>b: Any plants and or bushes along the golf course are the maintenance responsibility of the Golf Maintenance team. They have been notified.</p>
Water Increase	City of Buckeye has raised the water rates due to the increasing demands of new homes built within the City of Buckeye and the increasing need for distribution facilities and maintenance.
Weeds on Developer Lots	Weed complaints should be sent to Kim Rinehart.
Worn Street Signs	Buckeye has responsibility for the streets and the street signs once they have been turned over from Pulte/Del Webb. Residents should call City of Buckeye Public Works Director, Scott Lowe, at 623-349-6825 or email him at slowe@buckeyeaz.gov when they notice a problem with a street sign, an issue with cracks in the street, or a problem with roadway paint, giving the exact address where these issues are located.
Yard Ornaments	Karey regularly patrols the community for yard art violations and sends out notices. If you have a particular house that you have noticed yard art at you can always contact Karey directly.