



Guidelines for Your Comfort & Safety

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Welcome to Phoenix Metro R.V. Park!

This booklet is intended to serve as a guide to the operations and policies of our park. No rule or regulation is intended to restrict or limit the pleasure of our guests – it is simply our way of ensuring that everyone has the best time possible.

HOURS. (All hours are subject to change and will be posted accordingly)

OFFICE:

October 1st – April 30th

Monday through Friday 8am to 5pm; Saturday 10am to 5pm; Closed on Sunday

May 1st – September 30th

Monday through Saturday 8am to Noon; Closed on Sunday

LAUNDRY ROOM, RESTROOMS: 24 hours (with key)
(Closed for cleaning Monday-Friday from 3pm-5pm)

CLUBHOUSE, POOL AND SPA: Hours are posted

QUIET HOURS. Please be considerate of your neighbors. Quiet hours are from 10:00pm to 8:00am daily. All outside decorative lighting, except security lighting, must be off by 10:00pm.

EMERGENCY MESSAGES. Emergency messages will be delivered to your site. All other messages will be posted on the message board outside the clubhouse.

SITES. Your site consists of the space from your sewer to the next site's sewer. Please leave 6" from both sewer slabs (if no slab, see management for measurement).

RATES. All rental rates include water and sewer hook-ups, trash pickup service, use of our recreational facilities and participation in activities. All rates are based on double occupancy.

SEWER/SEPTIC SYSTEM. To prevent sewer backup, do not put any grease down your drains. Use septic tank approved toilet paper or Scott® 1-ply tissue. Use a little more water while flushing your RV toilet. Sewer hoses must be up off the ground to guarantee proper drainage. Annual tenants must have a hard pipe sewer connection. All connections must be airtight. No duct tape permitted. Maricopa County Environmental Services Department requires that any RV that stays in a park for more than two weeks must have their flexible sewer drain hose elevated. Failure to comply may result in MCESD fining you.

SITE APPEARANCE. Management reserves the right to make regular inspections of each site to ensure compliance with park policies. If your site falls into disrepair – weeds, trash, etc. – maintenance will clean your site and you will be charged a minimum fee of \$35.00 each time your site must be cleaned. Tenants shall maintain their space in a clean and orderly fashion and care for all plantings, trees and shrubs. Tools are available for your use in the office. Tenant is responsible for own weed and pest control.

PATIOS. Only traditional patio furniture and décor permitted outside unit. Furniture must be in good condition. No storage under un-skirted units. Appliances such as washers, dryers, refrigerators and/or freezers are not permitted on patio. A refrigerator or freezer may be kept in your shed. Do not store exercise equipment on patio.

SITE MODIFICATIONS. Any alterations to the exterior of your RV or RV site – storage sheds, awnings, shade screens, etc. – must be approved by management in writing. You are responsible for completing a **Site Modification** request form. Forms are available in the office along with a list of approved materials and guidelines. Any existing modifications that do not meet with park standards will be re-evaluated prior to the sale or change of unit. Management may require a tenant to repair any deterioration of improvements. Tenant must complete one form per modification request. Do not proceed with any modifications until you have received management approval.

Storage Sheds. Tenants may provide their own storage shed. There may be one (1) shed per site no larger than 10' by 10'. Sheds may be metal, vinyl, Rubbermaid® or fireproof Tuff Shed®. Sheds must, in the sole judgment of management, be compatible with the recreational vehicle located on the site. All sheds must be anchored within two (2) weeks of move-in. No shed shall be used for overnight accommodations under any circumstances.

Awnings. Awnings are permitted, but must be approved by management in writing and conform to state, county, city and park regulations. All park models must have an awning installed within thirty (30) days of move-in. One thirty (30) day extension of time for installation may be given by management for good cause.

Skirting. All park models and annual tip outs must be skirted with metal or vinyl material within thirty (30) days of move-in. One thirty (30) day extension of time for installation may be given by management for good cause. Skirting must, in the sole judgment of management, be compatible with the unit located on the site.

Landscaping. Additional plantings must be approved in advance. Plants such as oleanders and bougainvillea have extensive root systems that can cause problems with the park's leach fields and septic systems. Plantings may not be removed without management approval.

Radio/TV Antennas/Satellite Dishes. *These and Similar Items Must Comply With the Following:*

Antennas one meter or less in diameter or diagonal measurement which are designed for over-the-air receptions of signals from satellite, wireless cable or television broadcasting facilities, together with their associated mounting hardware and mast, if applicable, may be installed subject to the following restrictions:

1. The installations must not be visible from any other space, the common areas or any street. If this is not possible without impairing the ability to receive signals, the installation must be screened by landscaping or other means approved by the management to minimize visibility without impairing receipt of the signal. If it is necessary to receive an adequate signal that the installation be visible from another space, the common areas or a street, all components must be painted a color that will blend into the background against which the installation is mounted.
2. Under no circumstances may a mast be higher than the height necessary to establish line of sight contact with the transmitter, and in any event, it may be no higher than the minimum height required by applicable law or regulation.
3. All locations, manner of installation, screening and color must comply with these restrictions. The park manager must review all installation plans prior to the commencement of the work.

Painting. There is to be no exterior painting of units on sites. Trim may be painted by hand only using a sponge brush or roller – no spraying. Colors and color schemes must be approved by management in writing.

Lattice & Sunscreens. Must be approved by management in writing by completing and submitting a site modification request form.

ELECTRICITY. 30/50-amp service is provided. Tenants are responsible for any additional amperage they may require. All permanent utility connections from the RV to park outlets must be made by licensed craftsmen using park-approved materials. INDOOR EXTENSION CORDS ARE NOT FOR OUTDOOR USE. Tenant will be billed for repairs if the electric meter is tampered with during the time the tenant occupies the site.

APS Billed Sites. All annual tenants are responsible for calling APS at (602) 371-7171 to turn on/off their individually metered electric service. The meter must be in the tenant's own name. The tenant will be billed directly by APS. Tenant must provide APS with the correct space number.

Phoenix Metro Billed Sites. All monthly sites contain electric meters that are read by Phoenix Metro R.V. Park staff and billed directly to tenant. All monthly residents must pay HEIDCO INC. an electric deposit (applied to last month's electric bill). Electric bills are payable to HEIDCO INC.

INTERNET/TELEPHONE/CABLE/SATELLITE. Internet, telephone, cable and satellite TV services are available on all sites. Please call one or both of the following to activate the services of your choice.

- Call **Qwest** at 1-800-244-1111 to activate your site connection.
- **Cox Communications.** Cox digital cable, digital telephone and high speed internet services are available on all sites. Call Cox at 1-800-957-7250 or 623-748-8957

WIRELESS INTERNET (Wi-Fi): Free wireless internet is available at all sites and common areas. Please inquire in the office to obtain information on how to access your connection.

NEWSPAPER. A newspaper vending machine is located outside of the office. For individual subscriptions contact *The Arizona Republic* at (602) 444-1000 or (800) 332-6733 to start/stop delivery.

WATER. A water vending machine is located outside of the laundry room.

VENDING MACHINES. There is soda vending machine located in the clubhouse.

ICE. Bags of ice may be purchased through the office during office hours.

PROPANE. Propane can be delivered to your site by contacting *Arizona Propane* at (623) 939-7557. You may leave your money in the office if you will not be at your site on delivery day.

PHOTOCOPIES. Available in the office for a small fee.

FAX. Available in the office at the following rates:

Local: \$1.50 for first page and \$1.00 for each additional page.

Long Distance: \$2.50 for first page and \$2.00 for each additional page.

MAIL DELIVERY. Mailboxes are located on the east side of the office building. Outgoing mail may be placed in the slot on the mailroom door.

USPS. The United States Postal Service delivers your mail to a box that corresponds with your site number.

Fed Ex or UPS. Fed Ex or UPS will deliver to your site but you must provide the sender with your site number. You cannot depend on the office being open to receive packages nor will the office staff be responsible for accepting your packages.

Be sure to notify your correspondents of your change of address and tell them to include your site number:

Your Name
22701 North Black Canyon Highway
Space _____
Phoenix, AZ 85027

If you leave for an extended period of time be sure to complete and submit a "Hold" card or "Change of Address" card. These are available in the office. Once completed, management will give your card to the postman.

GARBAGE. Please dispose of household garbage only in the dumpsters located throughout the park. Make sure all garbage bags are securely fastened. Do not dispose of any hazardous materials, including but not limited to, paint, oil, car batteries and tires. Please report any non-tenant use and jot down a license plate # if possible.

RECYCLING BINS. Recycling bins are located throughout the park by the garbage dumpsters. Please use these designated bins to dispose of newspapers, cardboard boxes and plastic bottles. Aluminum cans may be disposed of in the silver trashcans. Please recycle!

AGE/CONDITION OF UNITS. Management reserves the right to approve or disapprove of the age, type, size and/or appearance of all travel trailers, motor homes or park models. Generally, units 15 years or older will not be accepted. When a tenant sells a unit that is 15 years or older the unit may be required to be removed from the park.

RVs must be of a size and type compatible with other RVs in the park. No pick-up campers, pop-up trailers, van/bus conversions or tents are permitted. Only manufactured self-contained units are accepted.

TIE DOWNS. All sheds, RVs and travel trailers, except motor homes, must be tied down within two (2) weeks of move-in. This applies to all annual tenants and to any monthly units that will remain in the park during the summer months. Please see management for placement of stakes.

DECORATIONS. All outside decorations must be removed within two (2) weeks after the holiday being observed.

WHEEL COVERS. Please do not use cardboard or unpainted wood panels to cover the wheels of your unit.

SMOKING. No smoking is permitted in any park buildings including the office, clubhouse, restrooms, and laundry room. Please use the outside ashtrays provided in common areas. Do not use the common area planters as ashtrays. Dropping cigarette butts is littering. You may smoke on your site, however, please use ash containers and keep them clean.

LAUNDRY. Located across from the clubhouse near the swimming pool.

Please keep laundry room and machines clean. No smoking or alcoholic beverages permitted.

Please use liquid soap only in washing machines and clean out lint filters thoroughly after each use or you may be asked to cease using the facility.

Please keep doors closed at all times and report any non-tenant use to the management. **DO NOT PROP LAUNDRY ROOM DOORS OPEN.**

No washers or dryers are permitted at your site unless your RV came factory equipped with them.

CLOTHESLINES. Clotheslines are provided outside of the laundry room. Hanging laundry outside your unit is not permitted.

RESTROOMS. Located next to the mailboxes. Showers are included with restrooms. Keys are available in the office for a refundable deposit.

Please leave restrooms & showers as you would like to find them. No smoking or alcoholic beverages permitted. You may be asked to cease using the facility if you are in violation of these conditions.

Please keep doors closed at all times and report any non-tenant use to the management.

BILLIARD ROOM. No one under the age of 18 permitted. No food or drinks.

EXERCISE ROOM. Equipment is available on a first-come, first-served basis. If other tenants are waiting, limit your time on a machine to no more than 30 minutes. No visiting children are permitted to use any exercise equipment.

POOL & SPA. Located across from the clubhouse. Hours are posted.

There is NO lifeguard provided. All posted rules must be followed and obeyed. No loud noise, profanity, loud music, etc, while using pool. The pool gate must be kept closed at all times.

No pets in pool area. No glass containers. Limit use of alcoholic beverages. The conduct of any person that may be dangerous to him/herself or others, create a health or safety concern, or disturb others, is not permitted.

Please keep pool area clean by removing all trash and placing in garbage containers.

Proper swimwear must be worn. No "cut off" jeans in pool or spa.

No children under 3 years of age are permitted in pool or spa. Diaper-aged children must wear "little swimmers" in the pool. No diapers are permitted. Little swimmers are available in the office for visiting children. Visiting children may be in pool area only as posted. All other times are for tenants only. All children under age 18 must be supervised by a responsible adult when in the pool or spa area.

LOADING & UNLOADING UNITS. Loading and unloading of vehicles such as trucks, motor homes, etc., is restricted to 3 hours while unit is on the blacktop. After that time the vehicle must go into storage. Please check with management before placing vehicles in storage. There is a separate rental agreement for the storage yard.

VEHICLES. Inoperable and/or unlicensed vehicles are not permitted on your site. No loud motorcycles or noisy vehicles should be driven in the park at any time. All vehicles must be in good repair; no broken windows, no flat tires and no oil or other fluids should be leaking.

PARKING. Parking is limited to two (2) vehicles (including motorcycles) per site in addition to your unit. Large trucks, (except pick-ups) motor homes, and other RVs, may not be kept on the site in addition to the primary unit. Trucks, (other than pick-ups) flat-bed trailers, secondary RVs, boats, trailers and the like, must be placed in storage or kept outside of the park.

All tenants must register each vehicle with the office. There is no parking permitted on park streets or unoccupied sites. Any vehicles parked on your site must be vehicles that you regularly use for transportation and not for extra storage. If you change your vehicle at any time during your lease term, you must update your vehicle registration information with the office.

Please park vehicles (including motorcycles) in designated parking areas only. If your site is not large enough to accommodate guest parking, guests may park by the clubhouse and walk to your site.

REPAIRS. No vehicle repair is permitted on any sites. This includes lubrications, oil changes, fabrication, bodywork, painting, brake repair, etc. This does not include the repair of a flat tire or jumping a battery.

WASHING. No vehicle washing is permitted on any site. A car wash is provided for your convenience outside of the storage area. Limit washing of RVs on site to a light scrubbing and rinse with a bucket or hose.

BICYCLES. Please park bicycles so they do not obstruct walkways to park facilities. Bicycle racks are provided outside of the clubhouse, office, pool and shuffleboard courts.

ON-SITE STORAGE. If you leave a vehicle on your site when you leave for an extended period of time (summer months) you may cover it with a regular car/truck cover. Lightweight covers or tarps are not acceptable. If you leave your RV for an extended period of time please use only standard window shades or blinds to cover your RV windows. No aluminum foil permitted.

SPEED LIMIT. The speed limit is 10 MPH.

All vehicles must use marked streets and observe the correct use of entrances, exits and stop signs. Yield the right-of-way to pedestrians and bicyclists.

Short cuts across unoccupied sites are not permitted and may damage utilities. Charges will be assessed to the responsible party should damages occur.

WALKWAYS. Please use park streets as the walkway from your space. Do not cut across other sites.

GUESTS. All overnight guests must register in the office. There is a \$2.00 fee per guest per night. There is no charge for visiting children under the age of 18. Visiting children must have an adult in attendance at all times. It is the obligation of the tenant to make payment arrangements for any guests.

A guest may stay with a tenant for no more than fourteen (14) days in any thirty (30) day period. Extended stay guests may stay a total of thirty (30) days in any twelve (12) month period upon management approval. Extended stay guests may be required to sign a copy of the Park Rules and Regulations.

Any guest staying beyond the time limits above becomes a prospective tenant and must complete an application for tenancy prior to management approval.

SUBLETTING. Tenants are not permitted to have guests occupy their unit or site in their absence. All rents are non-transferable.

BIRDS & ANIMALS. Please do not feed stray animals. Bird feeders are limited to hummingbird feeders only.

PETS. NO MORE than 2 pets are permitted upon management approval. All pets must be licensed and registered in the office prior to move-in. No dangerous breeds, including but not limited to, Chow, Doberman, Pit Bull, Rottweiler, Malamute, Wolf mixes. Management may require notarized proof of pet's breed from a veterinarian.

If you do not have a pet when you move into the park and you choose to bring a pet into the park at any time during your lease term, you must obtain management approval and register your pet with the office.

No visitors' pets are allowed. Your pet must be quiet and under control and licensed.

You must keep your pet on a leash (no longer than 6') and accompany your pet at all times when outside of your unit.

Exercise your pet in designated areas only. Pooper-scoopers are provided. Do not allow your pet to roam on other sites.

Pets are not permitted in any park buildings. Do not leave your pet alone outside of your unit, leashed or unleashed, in a pet carrier, cage, kennel or pen.

A plastic bag for waste pickup must be carried at all times when walking your pet. If we must clean up your pet's droppings you may be charged a \$10 clean-up fee.

Violation of any of the above may result in loss of tenancy privileges.

Exceptions will be made to the park's pet restrictions when reasonably necessary to accommodate the needs of handicapped residents.

REFUNDS. No rent refunds will be issued to tenants who move prior to their rent expiration date. In extreme circumstances a refund or credit for a future stay may be given at the owner's discretion.

RESERVATIONS. Phoenix Metro accepts reservations for monthly site rentals. Reservations may be made in person or by phone. One month's rent at the current monthly rental rate plus tax is required as a deposit to make a reservation. Your payment may be in the form of a check, cash or money order. We also accept Visa, Master Card and Discover Card. Please do not send cash. A \$50 electric deposit will be due on arrival.

Phoenix Metro will try to accommodate specific site requests however we cannot guarantee them. Paid reservations ensure a site; however, longer-term tenants will have priority.

Reservations will be confirmed upon receipt of payment. Payment must be received within fourteen (14) days of original date of reservation.

CANCELLATION POLICY. Reservations may be canceled by email, phone or in writing. For guests who cancel prior to their arrival date the following will apply:

- \$ 50 charge if cancellation occurs more than 30 days before arrival date.
- \$100 charge if cancellation occurs between 15 and 29 days before arrival date.
- NO REFUND if cancellation occurs 0 – 14 days before arrival date.

There are no refunds for monthly guests who choose early departure.

ANNUAL AGREEMENTS. Annual agreements are available. These are granted based on a request by the tenant and/or at the discretion of ownership and management.

A \$250 deposit is required to reserve an annual site. This amount is refundable at the end of tenancy less any outstanding deductions for repairs and/or damages caused during tenancy. If you need to cancel a reservation please follow the cancellation procedure above.

In the best interests of park tenants, annual agreements may not be granted based on history of lack of site maintenance or lack of adherence to the park's rules and regulations. Annual agreements may also be terminated based on the above.

SALE OF UNIT. Rental Agreements are non-transferable.

Intent to Sell. Current tenant must notify the management by completing an Intent to Sell form if they intend to sell their RV or park model. All rent must be brought current. The tenant must indicate if he/she wishes to have the unit remain in the park when it is re-sold.

New Buyers. Management must approve of new buyers if they intend to keep the RV in the park after the sale. The buyer may not reside in the park until he/she has been approved for tenancy.

Age of Units. Units over 15 years old may be required to be removed from the park when they are re-sold. Management reserves the right to approve or disapprove any unit that is re-sold regardless of age.

ADVERTISING. Tenants may advertise items for sale using a dated 3" x 5" index card. Cards may be posted on the bulletin boards in the laundry room and clubhouse for 30 days. Cards that are not dated will be removed. On-site advertising is limited to a single small sign in the front window of your unit. You may also post information about your unit on the bulletin boards in the laundry room and clubhouse as specified above or place a small advertisement in the park newsletter. This park or its address may not be used for the purpose of advertisements or sale of merchandise.

RESPONSIBILITY. Phoenix Metro R.V. Park is a privately owned park. The park owner, and/or its agent, is not responsible for loss or damage of personal property due to fire, theft or accident. All tenants and guests use the facilities at their own risk. Tenants are responsible for any damage to park property. Anyone destroying park property, accidentally or intentionally, will be charged the cost of repairs.

No violation of any law or ordinance of the city, county or state will be tolerated. No activities shall be permitted which would place the management or owner of these premises in violation of any law.

SUGGESTIONS. We always welcome your suggestions. All suggestions must be in writing and signed. Anonymous and third party suggestions may not be considered. You can drop your suggestions in the box in the clubhouse or send them by mail or email.

AGE 55+ COMMUNITY. Phoenix Metro R.V. Park is a "housing for older persons" community with minimum age requirements. At least one tenant per household must be 55 years of age and all secondary tenants must be at least 40 years of age. In order to maintain this status, management reserves the right to periodically verify a tenant's proof of age. This documentation is always held in confidence and used only in connection with compliance with the Fair Housing Act.

MAINTENANCE. Maintenance requests and/or concerns must be made directly with management. Please do not block access to utilities or facilities for our maintenance personnel.

VIOLENT CONDUCT. Fighting or violence of any kind is strictly prohibited in the park. Harassment or intimidation of your neighbors or guests in the park will not be tolerated. Please report any occurrences of harassment to manager, owner and/or agent immediately. Harassment or violent conduct will result in immediate eviction.

FIREARMS/WEAPONS. There is to be no open display or wearing of any firearms or any other weapons in the park except by authorized peace officers.

The discharge or display of a weapon in the park (law enforcement excepted) will result in immediate eviction.

STORAGE AREA. Tenants are welcome to use the gated storage area for a monthly storage fee. Please check with management prior to placing property in the storage area or it will be towed. The park assumes no liability for property stored in this area.

No repairs are permitted on any storage sites. This includes oil changes, fabrication, bodywork, painting, etc.

ACCESS TO PARK. Management reserves the right to prevent access to the park and to remove anyone, other than approved tenants, deemed objectionable.

Objectionable persons include but are not limited to persons previously denied tenancy at the park, persons previously evicted from the park, persons engaged or previously engaged in criminal activity in the park, and persons who have previously materially violated park rules or have been disruptive in the park.

Tenants permitting guests who are objectionable to be on the premises are subject to a notice of termination of tenancy for material noncompliance with park rules.

IN CASE OF EMERGENCY...

1. *Medical/Criminal Emergency.* Call 911
2. *Suspicious Activity (Non-threatening).* Call Crime Stop at 602-262-6151.
Non-Resident: If you see someone in the park who appears not to belong, jot down a description of the person(s) and vehicle, if any. Note the date and time of the sighting and call crime stop and report the incident to management.
Resident: If you see a park tenant or a guest of a park tenant being disruptive call crime stop. Jot down a brief description of the incident, date and time and report the incident to management.
3. *Extreme Emergencies* (water leaks, power outages, etc.). Call 602-980-3800