

# Frequently Asked Questions

## Who do I contact about common questions?

Most questions can be answered by checking either the Casa del Cielo HOA or Scottsdale Ranch Community Association websites, which include architectural and landscaping rules, guidelines and forms:

Casa del Cielo website: [www.casadelcieloscottsdale.com](http://www.casadelcieloscottsdale.com)

Scottsdale Ranch website: <http://www.scottsdaleranch.org>

For questions about your Casa del Cielo dues and statements, email us at:

[casadeltreasurer@gmail.com](mailto:casadeltreasurer@gmail.com)

For all other inquiries about Casa del Cielo, email us at:

[Casadelcieloscottsdale@gmail.com](mailto:Casadelcieloscottsdale@gmail.com)

To leave a telephone message with a question or to report a problem, call:

Casa del Cielo Hotline: **(480) 767-5940**

Additional helpful numbers:

Scottsdale Ranch Community Association: **(480) 860-2022**

10585 N 100<sup>th</sup> St., Scottsdale, AZ 85258

Scottsdale Police Dept. (District 3): **(480) 312-5000**

9065 E Via Linda, Scottsdale, AZ 85258

Scottsdale Fire Dept. (station 6): **dial 911**

10850 E Via Linda, Scottsdale, AZ 85259

Scottsdale Waste Management, **480-312-5600**

9191 E San Salvador Dr., Scottsdale, AZ 85258

## **HOA Membership fees**

Homeowner dues are \$120/month and are due the first of every month. A late fee of \$15 is assessed for payments received after the 15<sup>th</sup> of the month. Statements are mailed at the beginning of each year and no additional statements are mailed unless your account has a balance due. When submitting your payment(s), please include your lot number in the memo section. Payments should be submitted to:

### **Casa del Cielo Homeowners Association**

**P.O. Box 60251**

**Phoenix, AZ 85082**

Please notify us of any address, phone, or email change. These changes can be sent to the above post office box or emailed to [casadeltreasurer@gmail.com](mailto:casadeltreasurer@gmail.com).

## **Can I make changes to the exterior of my home?**

Yes, but you must file an application with the Scottsdale Ranch Community Association, which will review the application, and if approved, forward it to the Casa del Cielo Architectural Control Committee for approval.

All homes in CDC are subject to architectural guidelines governing the outdoor appearance of CDC homes and grounds from Scottsdale Ranch Architectural Control Committee and CDC Architectural Control Committee. As a homeowner/resident – whether owner or renter – you are bound by these guidelines as part of the HOA Covenant to which each home is subject. These guidelines and an application form can be found on the SRCA website at <http://www.scottsdaleranch.org/srca-documents-and-forms> and the CDC website: [www.casadelcieloscottsdale.com](http://www.casadelcieloscottsdale.com).

Any exterior modification, installation, or replacement of any item generally requires an approved application prior to commencement of work. There are checklists on the Scottsdale Ranch website pertaining to the specific area you are changing.

Please do not assume that a change to the exterior of a home is an acceptable change because another home in the Community has a similar modification. As a general rule, and to avoid the risk of violation charges and costly “repeated” labor work, check with the Architectural Control Committee before entering into any external repair or outdoor

project. Approval must be received by the CDC Architectural Control Committee before the Scottsdale Ranch Architectural Control Committee will consider it for approval.

Again, guidelines and application form can be found on the CDC website: [www.casadelcieloscottsdale.com](http://www.casadelcieloscottsdale.com) under the “documents” section.

### **Can I have a trash dumpster while I am having construction done?**

Yes, but according to the SRCA Architectural Guidelines, “trash dumpsters used during construction may be placed only on the Owner’s Lot or Parcel, and shall not be permitted to block any sidewalk or street and shall not remain on the Owner’s Lot or Parcel for a period not to exceed ninety (90) days unless otherwise approved by the Architectural Committee. The Owner must obtain the prior approval of the (SRCA) Architectural Committee before placing any dumpster on a Lot or Parcel.” In addition, “trash dumpsters used during construction shall be no less than 5’ in height and steel sided. No soft-sided dumpster containers or wooden crates are allowed.” The dumpster must not overlap common area and must not be parked in the street. If you will need a trash dumpster during your project, it is advisable to make that request part of your application for the project’s approval. The 90-day approval limit is meant to accommodate large construction projects. Most projects can be completed within 30 days. For further information, see the SRCA Architectural Guidelines, page 27, available at <http://www.scottsdaleranch.org/wp-content/uploads/2016/11/Current-Admin-Rules-Arch-Guidelines-Amended-08.23.16.pdf>.

### **What are the parking policies?**

The CC&Rs for both CDC and Scottsdale Ranch require that vehicles not be parked on the street on a regular basis. Additionally, vehicles are not to be repaired or painted in residential areas of the Ranch, except for emergency repairs. Inoperable vehicles may not be stored in view of neighboring property; however, they may be parked in garages. An inoperable vehicle is described as any vehicle without current required license plates and tags; or that is inoperable, unused, stripped, scrapped, junked, discarded, dismantled, wrecked, on blocks or similar devices, or vehicles with deflated tires.

CdC’s parking policy and the procedures for reporting violations made found on the CdC website.

## **Moving and Storage Containers**

According to the SRCA Architectural Guidelines, “A moving and temporary storage container may be stored on an Owner's property for no more than 30 days by any one Owner in any given year. The only allowable location for the container is in the property Owner’s driveway. The container must be registered with the Association prior to delivery to the property.” For further information, see the SRCA Architectural Guidelines, page 27, available at <http://www.scottsdaleranch.org/wp-content/uploads/2016/11/Current-Admin-Rules-Arch-Guidelines-Amended-08.23.16.pdf>.

## **Landscaping and Grounds Maintenance**

CDC contracts with a landscape maintenance company to mow, edge, trim, fertilize all front lawn and common areas as well as apply weed control to lawns and sprays to appropriate to trees/shrubs. In addition, they maintain the sprinkler system.

Homeowners are responsible for the areas inside their dwellings privacy walls and are encouraged to maintain any grassy areas, removal of fruit from fruit trees and the trimming of bushes/shrubs.

Approval to change any front area landscaping, removal/replacement of trees must be sought from the Landscape Committee prior to work commencing. Approval forms are located on the CDC website under “documents” and a copy attached.

## **Pet Owner Courtesy**

Pet owners are **required** to pick up after their pets. It’s the law! If you see a pet owner being negligent of this responsibility, please take the time to remind them. *If the problem persists, please call the Scottsdale Police to inform them of the problem.*

### **May I rent my property?**

Yes, but in order to preserve the residential character of our community, Casa del Cielo strictly follows the Scottsdale Ranch rules regarding rentals. According to the SRCA Architectural Guidelines and consistent with the SRCA CC&Rs:

- **At least ten (10) days before commencement of the lease term, the Owner shall provide the Association with the renter's contact information and a copy of the lease terms.**
- No Owner may lease less than his entire Lot and the Resident Unit – i.e., room rentals are NOT permitted. Sub-leases are not permitted.
- All leases must be in writing. The terms of the lease are subject in all respects SRCA, State, County, and City of Scottsdale rules.
- Monetary penalties may be assessed for violating SRCA rules.
- An Owner may not lease his Lot to more than one Single Family at one time.
- An Owner may not enter into more than a total of two (2) leases for his Lot during any 365-day period.
- Owners who lease their units must provide the lessee with copies of the SRCA and CdC Declaration and the Association Rules.
- An Owner who leases or otherwise grants occupancy rights to his Lot to any Person is responsible for assuring compliance with all SRCA and CdC rules.

For complete information and a copy of the Residential Lease Application Form, go to the SRCA website at: <http://www.scottsdaleranch.org/wp-content/uploads/2016/11/Residential-Lease-Form-2-pages.pdf>.

## **Homeowner Communications**

CDC Communications committee maintains the website:

[www.casadelcieloscottsdale.com](http://www.casadelcieloscottsdale.com) You will find: CC&Rs, bylaws, members of the Board of Directors, Committee Chairpersons, board meeting minutes, guidelines for Architectural or landscaping changes and required request forms for same and pictures of our community and community activity listings. Community Bulletins are sent periodically via email with news of interest. Reminder: please be sure to keep your current email address up to date with CDC Treasurer and/or Secretary.

## **Community Activities**

CDC has wide variety of activities that all homeowners are invited to attend/participate. Notices of these activities are listed in the monthly Community Bulletin. These are a few of the CDC sponsored events and are a great way to meet your neighbors:

*Pool gatherings:* The 2<sup>nd</sup> & 4<sup>th</sup> Thursday during the months of October-May. Join your neighbors for a time of fellowship. Bring an hors d'oeuvre to share and your own libation (no glass of any kind at the pool).

*Book Club:* meets first Monday of the month at noon during October-May at the pool. Book selections are posted on the CDC website.

*Saturday morning coffee:* meet at the pool on the 1st and 3<sup>rd</sup> Saturdays of October-May beginning at 8:30 a.m. Sign up to bring muffins/donuts; coffee is provided.

Other activities include: annual holiday party during December, Fall work days around the community, ladies' card games, GAIN night (meeting police/fire/waste management), and Spring luncheons to name a few.

Enjoy our beautiful pool and hot tub area all winter long. We maintain the pool at 85 degrees!

In addition to our immediate Cdc area, you have access to all of Scottsdale Ranch and all that it offers – The Scottsdale Ranch Park, tennis facility and club, the Senior Center which includes a workout area as well as classes in art, computers, yoga, etc. Programs change periodically at the Center so check with them for their current offerings.

Enjoy strolling through the Desert Garden adjacent to the Senior Center on Via Linda where you will find a wide array of desert plants and flowers.

### **Volunteer Opportunities**

Our Board of Directors works diligently at maintaining our monthly dues at a reasonable rate. One way to do that is to utilize our residents in volunteer positions wherever possible. There are many opportunities for volunteering and we urge you to speak with any Board Member or Committee Chair to become involved.

### **Community Wide Sales**

Twice a year, Scottsdale Ranch coordinates a community wide sale. Advertising in local media and placing signs around the perimeter and entrances of the Ranch are provided. Each home is invited to place 1 sign in their yard. Registration is not required. Sale hours are 7 am – 1 pm. Dates for the sales can be found on the Scottsdale Ranch website under “Activities & Events”.