



## **FAQs**

**Q What is the Community's website?**

A [www.stoneridgeazhoa.com](http://www.stoneridgeazhoa.com)

**Q How are HOA Assessments billed?**

A Assessments are billed quarterly and are due in January, April, July and October. You will receive your invoice from Hoamco. Dues are considered "late" and incur late fees and interest if they are not received by the 30<sup>th</sup> day of the month in which they are due.

**Q What are my options for payment of my HOA dues?**

A You have several options to pay your dues:

- You can mail a check in the envelope provided with your statement
- You can drop off your payment at the Community Center
- You can log on to [www.hoamco.com](http://www.hoamco.com) for various online payment options

**Q Are any utilities, etc. included in my HOA dues?**

A The only outside fee which is included in your HOA dues is your weekly trash pickup. All utilities, etc. are the responsibility of the individual homeowner.

**Q When is trash pickup day?**

A Trash is picked up by Patriot Disposal each Friday. Please note your trash can should not be set out on the street prior to Thursday evening and must be taken in no later than Friday evening. If certain holidays occur during the week, trash pickup is pushed back to Saturday of the same week. (Please see the Patriot Disposal website for their holiday calendar.)

All trash must be kept in covered containers provided by the contracted disposal company and stored either in garages, trash enclosures, or outside the home in the rear side yard, no closer to the front of the garage than three feet to minimize visibility from adjoining street/alley EXCEPT for days of collection.

**Q I am a new homeowner. How do I order a trash can?**

A Just call the Community Center at 928-775-7550 and give us your name, telephone number and address. We will contact Patriot to have a trash can delivered and establish your weekly service.

**Q How may I use the facilities at the Community Center?**

A The Community Center is for the use and enjoyment of StoneRidge residents and their guests. To obtain your access card, simply stop by the Community Center to fill out the appropriate paperwork. There is a one-time fee of \$50 per household.

If you are an owner, please bring the following documents:

- Copy of your deed (or other proof of ownership)
- Photo identification

If you are renting a home in StoneRidge, please bring the following documents:

- Copy of your lease
- Photo identification
- Owner Relinquishment Form signed by Landlord/Owner

**Q What are the hours at the Community Center?**

A The Community Center is open and staffed seven days a week during the following hours:

Winter Hours (Labor Day – Memorial Day): 6:00 a.m. until 8:00 p.m.  
(pool and spa close at 7:30 p.m.)

Summer Hours (Memorial Day – Labor Day): 6:00 a.m. until 9:00 p.m.  
(pools and spa close at 8:30 p.m.)

The indoor pool and spa are open year-round; the outdoor pool is open from Memorial Day through Labor Day.

**Q Is there a minimum age for using the facilities?**

A Minimum age is as follows:

Sports Court – No minimum

Swimming Pool – 14 years of age. Children under the age of 14 must be accompanied by an adult.

Fitness Room – 16 years of age. Children under the age of 16 must be directly supervised by a parent.

Spa – 4 years of age (with parent). Children under the age of 14 must be accompanied by an adult.

**Q How many guests may I bring?**

A Each household is limited to 6 guests per day. The first 2 guests are free of charge; additional guests are a daily fee of \$3.00 each. Every guest must be accompanied by the StoneRidge resident and must complete a Guest Liability Form at the front desk.

**Q Are there rules regarding parking vehicles?**

A Yes. Parking any vehicles on public or private streets or thoroughfares in StoneRidge is prohibited. Motor vehicles are only permitted to be parked on concrete driveways or any other areas approved by the Founder or the Committee for the parking of vehicles.

**Q Are there rules regarding parking RVs, campers or boats?**

A Mobile homes, RVs, golf carts, boats or other watercraft, trailers, etc. just be parked in enclosed garages or alternate locations. However, temporary parking (not to exceed 2 days) of these vehicles to allow loading or unloading is permissible.

**Q I am having guests for several days. Where do they park?**

A Each Owner will be issued a temporary visitor's parking permit. Visitor's cars displaying this permit will be permitted to park on the street for temporary periods, not to exceed seven (7) days.

**Q Are pets permitted in StoneRidge?**

A Residents are permitted to keep a reasonable number of traditional household/yard pets,

not to exceed the Town of Prescott Valley Town Code maximum. Pets are not permitted to make an unreasonable amount of noise (i.e., excessive barking) or to become a nuisance to neighbors. Breeding/raising animals for commercial purposes is not permitted. No structure for housing pets may be visible from adjacent units unless approved for use during the construction period. Pet owners are responsible for controlling and picking up after their pets, whether within their own unit or while walking/exercising their pets through the StoneRidge community. Pets are not permitted on the golf course.

**Q I would like to receive a copy of the monthly newsletter. How do I do so?**

A The newsletter is sent out via email each month. Just give us your email address and we will be happy to add you to the distribution list. If you would prefer to receive a printed copy, please stop by and we will print one for you.

**Q I would like to make changes to my home. What paperwork do I need to complete?**

A Any modifications to the exterior of the home or landscaping must be submitted to and approved by the Architectural Review Committee (ARC) prior to the start of any work.

The application form is available online or at the Community Center. The ARC meets on the 2<sup>nd</sup> and 4<sup>th</sup> Thursdays of each month. Any changes to the exterior of the property which have not been approved are subject to a fine and removal.

**Q I would like to paint the exterior of my home. Are there certain colors which are permitted?**

A Yes. There is a binder of approved paint palettes which is available at the Community Center. Color schemes must be submitted to and approved by the ARC.

**Q Are there rules regarding pets?**

A Residents are permitted to keep a reasonable number of traditional household/yard pets, the number not to exceed the Town of Prescott Valley Town Code maximum. Pets will not be permitted to make an unreasonable amount of noise (i.e., excessive barking) or to become a nuisance to neighbors. Breeding/raising animals for commercial purposes is not permitted. No structure for housing pets may be visible from adjacent units unless approved for use during construction period. Pet owners are responsible for controlling and picking up after their pets whether within their own unit or

while walking/exercising their pets through the StoneRidge community. Pets are not permitted on the golf course.

**Q Are businesses permitted in StoneRidge?**

A Units within StoneRidge shall be used primarily for residential and related purposes. An owner or occupant may conduct business activities, only if the business activity:

- Is not apparent or detectable by sight, sound or smell from outside of a residence
- Complies with applicable zoning requirements
- Does not involve regular visitation of the home by clients, customers, suppliers or other business invitees or door-to-door solicitation within the Community
- Is consistent with the residential character of the Community and does not constitute a nuisance or threaten the security or safety of others.

**Q May I lease out my residence?**

A The home may only be leased out in its entirety (leasing individual rooms is not permitted.) All leases must be in writing and shall disclose that all tenants and occupants of the leased home are bound by the Governing Documents; however, the Governing Documents shall apply regardless of whether such a provision is set forth in the lease. In addition, a copy of the lease shall be provided to the Community Manager within ten days of signing.

**Q Is there a process by which I may file a complaint?**

A Yes. Please complete a “complaint form” (available online or at the Community Center). The Community Manager will review all forms and submit them to our compliance department to send a letter to the offending resident. The first letter is a “courtesy letter.” If the violation is not resolved, a second letter is sent which includes a \$25 fine. Please note that we do our very best to keep all complaints confidential. If you are concerned about completing a complaint form, please visit the Community Manager, who will listen to your complaint and take appropriate action.

If you have any questions which have not been addressed above, please contact the Community Center at 928-775-7550 and we will be happy to assist you.