



***Terravita
Homeowners'
Guide to the
Association***

34109 N. 69th Way
Scottsdale, Arizona 85266
P: 480-595-7533 F: 480-595-7514

Board Approved 12/12/17—First Edition



Terravita Community Association

Your Terravita HOA

Association Office Mailing Address:

34109 N 69th Way
Scottsdale, AZ 85266

Association Office Hours:

Monday–Friday 8:00a.m. – 5:00p.m.
Closed on Major Holidays

Association Office Contact Information:

Phone: (480) 595-7533 Fax: (480) 595-7514

AFTER HOURS EMERGENCIES

We hope you will never experience one, but just in case, keep this number handy. **Please call 911 for serious emergencies first, then call: GATE HOUSE (480) 488-0815**

Terravita has security staff on site seven days a week, 24 hours a day.

From the Terravita Community Association Board:

The Terravita Community Association (Association) is one of three governing entities in Terravita. The Association is the homeowners' association (HOA). One of the Association's responsibilities is maintaining standards and protections put in place when Terravita was developed. It is no accident that Terravita remains beautiful. When we purchased our homes in Terravita, we joined a community and, by accepting the Association's governing documents and rules, we agreed to a partnership with the Association to preserve the integrity of Terravita.

This Guide includes an overview of the governing documents and some of the Association's policies and procedures; it highlights some issues experience has taught us Homeowners may overlook. This Guide is not comprehensive and does not replace the governing documents; complete copies of the Design Guidelines, CC&Rs, By-laws and other governing documents and policies are available on the Terravita website (www.terravita.com).

Within those many pages are important rules and guidelines that are responsible for Terravita being the desirable community that it is. All Terravita Homeowners are bound by the Association's governing documents and rules. This Guide serves as a starting point for future questions and where to direct those questions.

Please contact the Community Association at 480-595-7533 for required procedures and approvals or stop by the office in the Desert Pavilion. The Association's office is an excellent resource for more information and to answer your questions. Friendly management staff will be glad to help.

Thank you,
The Board of Directors

ASSOCIATION MANAGEMENT TEAM

All members of the Management Team are here to help Monday through Friday during business hours for assistance with questions or issues in the Terravita community.

COMMUNITY MANAGER

The Community Manager oversees day-to-day operations and maintenance of the Terravita Community Association's common areas and works closely with the Board of Directors.

COMMUNITY SERVICES ADMINISTRATOR

The Community Services Administrator is here to assist Homeowners with their inquiries about anything from covenants violations, applying for exterior modifications, to a variety of questions related to the Terravita community.

RESIDENT SERVICES ASSISTANT

You will always find a welcoming smile from our Resident Services Assistant. The Resident Services Assistant is here to assist Residents Monday through Friday during regular business hours with any questions they may have about Terravita. In addition, the Resident Services Assistant can also help with any gate access device issues you might have.

THE TERRAVITA COMMUNITY ASSOCIATION IS

PROFESSIONALLY MANAGED BY

CCMC

8360 E. Via de Ventura, Bldg. L, Suite 100
Scottsdale, AZ 85258

P(480) 921-7500 / F(480) 921-7564

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GOVERNING DOCUMENTS

You have chosen to live in one of the most beautiful communities in Scottsdale. In order to preserve the overall aesthetics and ambiance of Terravita, the developer and the Terravita Community Association, Inc. have adopted several documents that govern activities and property uses within the community.

- Articles of Incorporation of Terravita Community Association, Inc. (“Articles”)
- By-Laws of Terravita Community Association, Inc. (“By- Laws”)
- Declaration of Covenants, Conditions, and Restrictions for Terravita (“CC&Rs”)
- Terravita Community-Wide Standards, and
- Terravita Landscape and Architectural Design Guidelines (“Design Guidelines”)

The Homeowners in Terravita support strict compliance with these documents; many Homeowners chose to live in Terravita because of the restrictions and the quality of life they protect. This summary and Guide are no substitute for the complete documents. Copies of the complete documents are available on Terravita’s website. Any condition on your property that is contrary to the requirements of the Governing Documents is considered a violation.

The general purpose of each document is discussed in this section of the Guide:

The **Articles** incorporate the Association as a nonprofit corporation under state law and set forth its general powers and its membership structure.

The **By-Laws** contain the administrative procedures and rules of the operation and internal government of the Association.

The **CC&Rs** contain the plan of development and ownership and specify rights and responsibilities of the Owners. All Owners acknowledge by acceptance of a deed the requirements of the Declaration (CC&Rs), Bylaws, and Rules of the Association. Some examples: The CC&Rs support protection of Natural Area Open Space (NAOS). There is no guarantee by either the Association or the Golf Club to maintain any view from impairment (CC&Rs Article 4.10 and 15.02). The Properties are subject to **Design Guidelines** and other Use Restrictions. Article XI of the CC&Rs requires that no exterior changes to structures, lots or their landscaping shall take place except in compliance with Article XI and the **Design Guidelines** and upon **written approval by the Association's Modifications Committee**. Article V of the CC&Rs sets forth the general maintenance responsibilities of the Association and each Owner.

The **Community-Wide Standards** document elaborates on maintenance obligations set forth in the Declaration at Article V and sets minimum standards for maintenance of property within Terravita. For example, these Standards require that Owners must, with Modifications Committee approval, replace plants that are removed or have died with approved plants; the Approved Plant List is a part of the Design Guidelines.

The intent of the **Design Guidelines** is to preserve Terravita's desert environment and architectural character. City of Scottsdale regulations and principles blend structures and landscaping into the natural desert setting; roof designs, colors, non-reflective materials and lighting result in minimal visual impact. The **Design Guidelines** set forth standards and procedures for submission of all Plans. Written approvals are required **for all exterior changes or replacements** to structures, lots or landscaping. No work can begin until written approvals have been given by the Modifications Committee; all work must conform to approved plans.

There are three Corporate entities that govern Terravita. Each has different responsibilities. This page will help you understand who to call for what!

TERRAVITA COMMUNITY ASSOCIATION (TCA)

THAT’S US! Your Homeowners’ Association is responsible for maintaining common area assets; these include common area walls, fences, landscaping, and streets. The Association maintains a reserve fund for renovations/replacements of common area assets. The Association is a required membership for Homeowners.

TERRAVITA COUNTRY CLUB (TCC)

The Country Club manages the social side of Terravita. They are in charge of organizing the fun “stuff” and providing access to Club amenities. This includes your membership cards, access to the pool and fitness center, tennis, group functions at the Desert Pavilion, dining in the Club House, and more. If you have questions please contact Country Club Member Services at 480-488-3456. The Country Club is a required membership for Homeowners.

TERRAVITA GOLF CLUB (TGC)

The Golf Club manages all aspects of the Golf Course. If you have questions about Golf membership please contact them at 480-488-7962. Golf Club membership is optional for Terravita Homeowners. Arrangements can be made for non-TGC Homeowners to play an occasional round of golf. Please call the Golf Shop for more information.

PLEASE TAKE NOTE: All three Corporate entities own separate property within Terravita. It could be any one of the three Corporate entities that owns the property outside your lot. Contact the Association office if you have questions about the area outside your lot. Homeowners or their landscapers may not alter, trim, use, plant, or work outside Homeowner lot lines.

ASSOCIATION BOARD OF DIRECTORS

The Terravita Community Association has a seven-member Board of Directors. Directors are Homeowner volunteers in good standing with the Association.

ASSOCIATION BOARD MEETINGS

The Board of Directors typically meet on the fourth Tuesday of each month. These meetings are held at the Desert Pavilion and open session begins at 4:00 pm. Homeowner attendance is encouraged. Board Meetings are official meetings with structured agendas which are available for review prior to each meeting.

All meeting dates are posted on the website calendar and are announced in the Friday email blasts. Agendas are posted on the mailbox kiosks the Friday before the meeting and are sent in the Friday email blast. A Board Meeting summary is sent out in the following Friday's email blast and is also posted on the mailbox kiosks. Meeting dates and times are subject to change, so please check your emails, website calendar, and mailbox postings for any changes.

ASSOCIATION COMMITTEES

The Terravita Community Association has 11 committees. Each committee is chaired by a Director. The number of committees can change with Board approval depending on issues and/or projects happening within Terravita at any given time. These committees are comprised of Homeowner volunteers dedicated to serving their community. Homeowners are welcome to observe committee meetings and we encourage Homeowners to apply to volunteer for one of these committees. Committee Volunteer Interest forms can be found on the website or in the Association office. Committee meetings are on the website calendar and are announced in the Friday email blasts.

COMMUNICATIONS

EMAIL BLASTS: The Terravita Community Association sends email blasts to the community on a weekly basis regarding security, the gates, streets, and other need-to-know items. Every Friday please look for an email from the Association. When there is need for urgent updates, for instance if a gate is not working properly, an email blast will be sent out immediately. If you are not receiving these email blasts please send your email address to: community@terravita.com

WEBSITE (www.terravita.com): Terravita's website is an exciting gateway into your Community. This private community site allows you to have instant access to information regarding Terravita. All three Corporate entities have information on this site; however, the Country Club can assist you with any questions regarding logging in to the private side of the website.

In order to find information on the Association (your HOA), please click on the [Association Tab](#) on the top menu bar once you are logged in to the private side of the website.

MAILBOX KIOSKS: The Association utilizes the right-hand side of the kiosks to help Homeowners receive and post information. The Country Club also utilizes the kiosks and posts to the left-hand side. The Association posts email blasts on the kiosks every Friday, in addition to other Association information. With TCA approval, fliers can be posted as a courtesy to Homeowners for events going on in the community, space permitting. These fliers are not associated with the Association.

SPIRIT NEWSLETTER: The Association produces a four-page color newsletter that allows Directors to communicate news of interest to the community. The Spirit is normally published in November, January, and March. [Click here](#) to view past newsletters.

COMMUNITY GATE ACCESS

EGO TAG TRANSPONDER: Terravita is a gated community which means a transponder is required to open the unmanned gates. There are four gated vehicle entrances to Terravita. Homeowners may purchase a transponder, called an eGo Tag, to be installed by the Security staff. EGo tags are not to be removed or transferred.

VENDOR/CONTRACTOR: Vendor approved hours are Monday through Saturday 7am-6pm. Vendors and contractors are not allowed to do work on Sundays or Association Designated Federal Holidays. Vendors/ Contractors must be on your guest list to enter Terravita.

GUEST/VENDOR ACCESS TO YOUR ACCOUNT: Guests must access Terravita through the main entry off Scottsdale Road/ Terravita Way. Vehicles are not allowed to tailgate in behind you at any gate. Please report this to the Gate House if it occurs.

Guests will be admitted if they are on the guest list. If you have opted in, you will receive a text message alert when any guest/vendor checks in under your address/account. If you would like this feature, please contact the Association office at 480-595-7533.

Because Terravita is a gated community, you will need to utilize the options below to manage your guest list. Keeping your guest list current at all times will minimize any delays for your guests and vendors when they check in at the Main Gate. Detailed instructions for use of this system are available at the Management office in the Desert Pavilion or on the website.

GATE ACCESS PORTAL OPTIONS

www.gateaccess.net Automated Phone System: 480-575-6066

'ABDI GateAccess' App for Smartphone

If you are unavailable, or we do not have current contact information for you, your guests will be turned away when they are not on your guest list. For security reasons the gate staff cannot call you at any number not listed on your Gate Access account. For this reason, it is very important you keep your Gate Access account up to date with the Association at all times. This is your responsibility. Contact us for more information.

EVENT GATE ACCESS: Here in Terravita many group activities and events are held. If you are holding an event within Terravita and have a large guest list, please contact the Association office to discuss the details. Guest lists are required 48 hours in advance of the event.

SHORT-TERM RENTALS

Short-term rentals can be no less than 30 consecutive days. Terravita homes may only be leased as a whole. For example, a Casita cannot be leased on its own.

Please notify the Association of your new tenant(s) so that when they arrive a Gate Access profile can be built for them. Tenants are required to fill out a Vehicle Registration form in order to build their Gate Access profile. If they wish to come through gates other than the Main Gate guest lane, Tenants can purchase eGo Tag(s) for their vehicle(s).

Homeowners may not give their transponder to tenants for use. Tenants must purchase their own transponder.

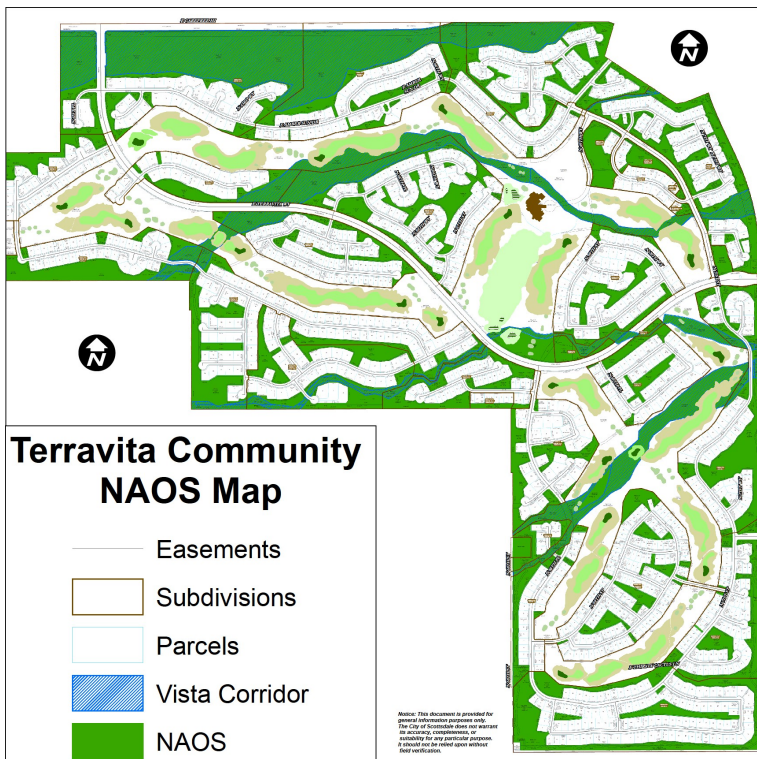
EGo tags will have an expiration date of the lease end date and will no longer work at that time. Please update the Association office regarding any lease extensions for your tenant(s).

For questions regarding renting your property please contact the Association office. For questions regarding transferring your social membership, please contact the Country Club office.

NATURAL AREA OPEN SPACE (NAOS)

“A Natural Area Open Space easement essentially restricts what can be done with a piece of land. NAOS easements are areas of continuous natural desert. Land that is designated NAOS must be preserved in its natural desert state and remain free of obstruction. NO grading, filling, clearing, or excavation of any kind is permitted in the NAOS easement” ([NAOS pamphlet](#) produced by City of Scottsdale). NO dumping of vegetation cuttings or discharge of pool/spa backwash water into the NAOS is permitted.

The Association shall be responsible for the preservation and maintenance of all portions of the properties designated as NAOS by the applicable governing authority in a natural state as provided by law. City of Scottsdale NAOS pamphlets are available in the Association office.



VIEWS

There is no guarantee by either the Association or the Golf Club to maintain any view from impairment (CC&Rs Articles 4.10 and 15.02). Terravita landscaping assets are fragile and can be permanently damaged by uninformed Homeowners. Homeowners or their landscapers may not do any work on land outside their own lots. If you see a need for any work or trimming outside your lot, please always contact the Association.

POOL BACKWASHING

No water should be discharged to the street, NAOS, or Common Areas as per City of Scottsdale Ordinance. It is not only a nuisance to neighbors, but it is a violation of local, state, and federal regulations. All backwashing of pool and spas within the community must be done through the clean-out in your front yard.

You can usually find your clean-out near the front corner of your concrete foundation, but please be aware that it may be covered by rocks or plant material.



FENCE AND WALL MAINTENANCE

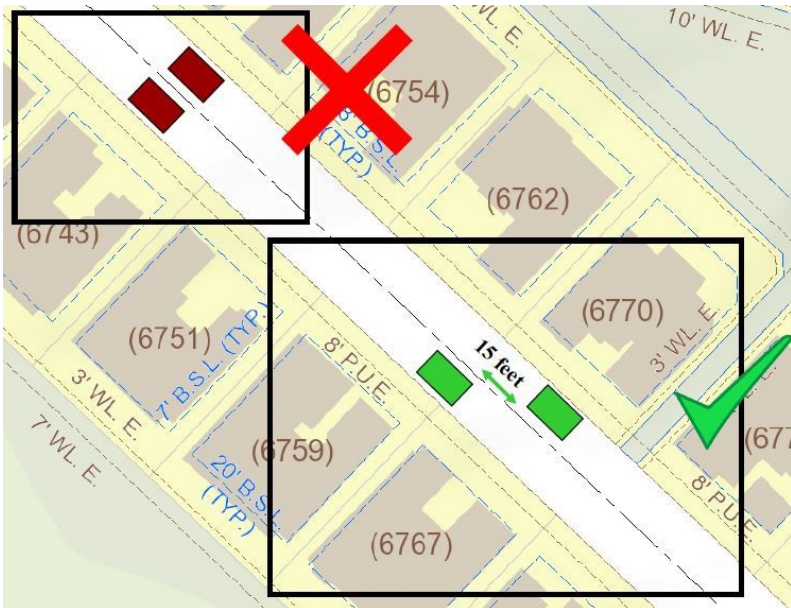
Fences and walls which abut common area are Association assets and their maintenance is Association responsibility. These are maintained and painted on a five-year rotating basis. Homeowners are required to make fences and walls accessible during this maintenance period. You will be notified when your parcel is due to be painted and given ample time to prepare for painting. This includes keeping view fencing and stucco walls clear of vegetation, etc. Non-compliance to give the Association access to common area wall/fencing will result in a notice of violation. Shared walls/fences between Homeowner lots are Homeowner responsibility. If you have questions regarding this please give the Association office a call.

PARKING POLICY

OVERNIGHT PARKING: Parking personal vehicles on driveways overnight is allowed within Terravita. However, overnight parking on the street requires a variance. If you or your guest(s) need to park on the street overnight, please call the Gate House at 480-488-0815 to request overnight parking on the street. Security will issue a blue hang tag to hang in the windshield. Homeowners are granted four overnight parking variances every month.

Any vehicles parked on the street overnight between 1AM and 5AM without a blue hang tag will be issued a parking ticket.

STREET PARKING: Double parking is not allowed by vendors or Homeowners. Please leave at least 15 feet between vehicles if you are parking on the opposite side of the street. This is a required safety precaution to permit emergency vehicles to pass unhindered.



TRAILERS/BOATS/ETC: A variance is required if you would like to park your trailer, RV, or boat on your driveway or in the street. For this request please contact the Association office to obtain a variance. Variance requests for larger vehicles, trailers, boats, etc. will be reviewed by the Security Committee.

STORING VEHICLES: You cannot store vehicles, whether operable or inoperable, except within enclosed garages. Motor homes, trailers, boats, and golf carts cannot be kept at residences unless in an enclosed garage.

STORAGE PODS AND LARGE TRASH BINS: Large trash bins are allowed for short periods of time for the disposal of construction debris here in Terravita. However, they must be fully on your driveway and within your property envelope. Storage PODS are allowed for short periods of time and must be fully on your driveway as well.

Please notify the Association if you will have either of these items on your property and what the length of time will be. Please keep in mind the vendor and contractor hours for delivery. On Sundays delivery/pick-up will not be allowed.

CONSTRUCTION ITEMS: Any construction items must be stored within your property envelope. No dirt, debris, replacement gravel, new plants or cuttings of existing plants/trees, or other items may be stored on the street, sidewalk, or rolled curb for any amount of time.

Any trash/construction debris cannot be left on lots and needs to be removed immediately.

Deliveries may not be made on the street out front of your home, even for short periods of time. They must be delivered and placed on your property immediately.

Please contact the Association office with any further questions.

MODIFICATIONS

ALL exterior modifications, changes to structures, landscaping, grading, etc., of Terravita homes MUST be submitted to the Association's Modification Committee.

No work may commence prior to approval from the Modifications Committee. Non-conformance will result in violations and possible sanctions. Please contact the Association office with any questions and refer to the Design Guidelines.

EXAMPLES (non-inclusive):

- Front and Rear Yard Landscaping
- Tree/Plant Removal
- Tree/Plant Addition
- Additions to your home
- Casitas (limited to one per lot)
- Pools/Spas/Water features
- Outdoor fireplaces
- Window replacements/additions
- Door replacements/additions
- Driveway material changes
- Outdoor Lighting
- Paint color change
- Patios/Pergolas/Gazebos/Ramadas
- Awnings & Sun Screens
- Roof changes
- Downspouts/Gutters

Applications, if approved, are valid for 120 days. The project must be completed within 90 days of commencement.

Home improvements may require separate approval and inspections from the building and/or zoning departments of the City. The Association approval does not constitute approval from the City of Scottsdale.

APPROVED AND PROHIBITED PLANT LISTS: Why must all plant materials and their locations on Homeowner lots be approved by the Modifications Committee? The Approved and Prohibited Plant Lists are part of Terravita's Design Guidelines; long-established City protections and design principles underlie the Design Guidelines. Terravita's standards protect our fragile desert, our desert views and sustain Terravita's natural beauty.

The Approved Plant List includes the permitted planting area ("zone") for each plant. The five planting zones on Homeowner lots offer more choices in some zones. Those plants coded Native may be used in all five planting zones. Sensitive are those zones that abut natural desert areas. Most listed plant materials are low water use and have been chosen to blend with our desert; there is a wide variety to accomplish any design need.

Plants on the Prohibited List may not be used anywhere on Homeowner lots. They are not acceptable due to aesthetics, excessive water use, mature height, excessive pollen production or their ability to dominate our desert.

LIGHTING: Terravita enjoys sparkling starry skies. Excessive lighting obscures view of the night sky. Lighting should be low level and recessed to shield light source. Terravita landscape lighting provides indirect ambient light. Other lighting is to be directed downward, recessed or shielded to insure minimum light pollution, glare, light trespass and skyglow.

As with all exterior modification changes, all exterior lighting and plant materials require approval from the Modifications Committee. [Click here](#) for an application or visit the Association office.

TRASH COLLECTION

Containers must be kept out of view except on actual collection day. The Trash/Recycle Can Placement and Enforcement resolution can be found on the [Terravita website](#) (TCA Tab/Forms and Documents/TCA Adopted Policies & Resolutions.) It is summarized below:

TRASH: Collection day is Tuesday and is the black bin. The black bin may not be placed out earlier than 5pm Monday evening and must be removed from the street no later than 10pm Tuesday night.

RECYCLE: Collection day is Thursday and is the pink bin. The pink bin may not be placed out earlier than 5pm Wednesday evening and must be removed from the street no later than 10pm Thursday night.

BULK PICK UP: The City of Scottsdale provides bulk trash pick up regularly. Pick up items can be placed out as early as noon, the Saturday before the week of bulk pick up. The Association sends email reminders before the week of pick up. For the schedule and regulations of items, please refer to the [City of Scottsdale website](#).

RESIDENTIAL CONTAINER REPAIR: If your trash or recycle bin is in need of repair or replacement, contact the City of Scottsdale at 480-312-5600 or fill out the request online. Go to the [City of Scottsdale Solid Waste website](#) and click the Request Container Maintenance link.

PET POLICY

Dogs must be kept on leashes and all fecal matter must be disposed of in trash cans. The Association provides Mutt Mitts for Homeowner's convenience. Mutt Mitts stands are located throughout the community. Dogs must be kept from creating a nuisance that is a disturbance to neighbors.

OUT OF TOWN

The Terravita Community Association Vacation Watch Program is available to all Homeowners through the Terravita Security contractor. The "Vacation Watch Program" was designed and put into place to better serve the Homeowners of this community and to safeguard their assets. Whether you are away from your residence for a long weekend, two to three weeks, or even several months at a time, this program can put your mind at ease while you are away.

With this program, Homeowners give security permission to come onto their property to check all windows and doors, walk the perimeter, etc. Security will alert Homeowners of anything suspicious they find. This program does not include trash services and Security will not enter your home.

If you would like to participate in this program please fill out a 'Vacation or Extended Absence Notification Form'. This form is available in the Association office or on the website by [clicking here](#) (TCA Tab/Security/TCA Vacation Watch). Please visit the website if you have any questions or give the Association Office a call.

OTHER

The 25 mile an hour speed limit is strictly enforced by Terravita Security.

Garage doors must be kept closed except when entering or exiting.

Mailbox locks to individual mailboxes are the property of Homeowners. The Association keeps mailbox numbers on file; however, keys are not kept on file.

The External Affairs Committee created a comprehensive guide related to emergency preparedness. This can be found on the website by [clicking here](#) (TCA/Safety/Emergency/ TCA Emergency plan) or in the Association Office.

PAYMENT OPTIONS

For payment of your Terravita Community Association assessments, please feel free to utilize either of the convenient methods outlined here:

DIRECT DEBIT: If you would like your quarterly assessment to be automatically drafted from your checking account each quarter, simply fill out the automatic debit form and attach a voided check. This form is available at the Association Office, on the website, or can be emailed to you.

PAY ONLINE: If you would like to use your credit card, we accept Visa, MasterCard, Discover, and American Express. Please go to www.ccmnet.com and select the option to pay online. Please note there is a fee associated with this payment method.

BY CHECK: You will receive statements quarterly from CCMC which can be paid by check by mailing it to the following address (also on the statement). When making payments please allow five to seven days for transit and processing:

Terravita Community Association
C/O CCMC – Western Region
PO Box 105260
Atlanta, GA 30348-5260

If you prefer, you can mail or hand deliver your payment directly to the Association address at the Desert Pavilion:

Terravita Community Association
34109 N 69th Way Scottsdale, AZ 85266

PHONE NUMBER QUICK REFERENCE

Terravita Community Association

Office: (480) 595-7533

Fax: (480) 595-7514

Guard House (After Hours Emergency): (480) 488-0815

CCMC Office: (480) 921-7500

Country Club Office

Office: (480) 488-3456

Fax: (480) 488-4033

Fitness: (480) 488-6475

Golf Pro Shop

(480) 488-7962

Utilities

Arizona Public Service (APS): (602) 371-7171

Southwest Gas (Emergency 911): (877) 860-6020

City of Scottsdale Solid Waste: (480) 312-5600

City of Scottsdale Water and Sewer: (480) 312-2461

Police (Emergency 911)

Scottsdale Police Department: (480) 312-5000

Fire Department (Emergency 911)

(480) 312-8000

Mayo Clinic Hospital (Phoenix Location)

(480) 515-6296

HonorHealth Scottsdale Thompson Peak Medical Center

(480) 324-7000

HonorHealth Scottsdale Shea Medical Center

(480) 323-3000

Banner Poison Control Center

(602) 253-3334

Center for Disease Control

(800) 232-4636

Post Office

7339 E Williams Dr.

Scottsdale, AZ 85255

(480) 513-2935



TERRAVITA
COMMUNITY ASSOCIATION

34109 N 69TH WAY
SCOTTSDALE AZ 85266