

Palacio Del Mar Homeowners Association



www.PalacioDelMarCondosHOA.com

PALACIO DEL MAR CONDOMINIUM HOMEOWNER WELCOME PACKET

DATE:	
CONDO:	
HOMEOWNER:	

Welcome to Palacio Del Mar Condominiums. Congratulations on your new investment! Below is a list of items for your review to acquaint you with the community:

Document Item	Initials
Homeowner Contact Information	
Homeowner Assessment Fee	
Homeowner Included Services	
Insurance Policy – Homeowners Personal Property/Contents	
Maintenance Assistance	
Vendor/Contractor/Supplier Access	
Electric Bill - CFE	
Association Contact Information	
Policies/Rules	
Emergency Condominium Access Information and Consent	
Guest Access and Authorization	
Request for Automatic Payment of Assessments	
Privacy Policy	

This form is to be signed by both parties as proof of acknowledgement and agreement.

HOA Community Manager

Homeowner

Date

Homeowner

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Homeowner Contact Information

In order to help best protect your investment, please provide the following information, and return it to the address or email listed above. Information provided will remain confidential.

Name: _____ Condo: _____

Name: _____

Home Phone: _____

Cell Phone: _____

Email: _____

Mailing Address: _____

City: _____ ST: _____ Zip Code: _____

BEST way to contact (Circle One): Home Cell Email

The condo unit is/will-be (Circle One): Owner-Occupied Rented

If your unit will be rented, what service/person will you be utilizing to rent your unit:
(Ex: AirBnB, VRBO, local rental company, private individual, etc.)

Emergency Contact (if you cannot be reached)

Name: _____ Phone: _____

Relationship: _____ Email: _____

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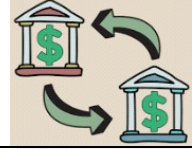

Homeowner Assessment Fee

Monthly Assessment Fee: \$225.00 USD

There are several payment options for you to pay your monthly association fee. Remember to pay your assessment(s) on time to avoid any late fees. **Payments are due on the 1st of every month.** Late fee of \$35 will be assessed when payment is received on or after the 11th of the month. It is the sole responsibility of the owners to pay the assessment fees. The HOA will not attempt to receive payment from third parties.

SIX EASY WAYS TO PAY



	Mail: If you prefer to Pay by Mail , payments can be mailed to Palacio Del Mar HOA, LLC at PO Box 1900, Higley, AZ 85236. Please include your condominium number on your check.
	Bill Pay: You can send payment using your own bank bill pay service . Palacio Del Mar HOA needs to be identified as the payee. Please include your condominium number on your check. Payments can be mailed to be processed at PO Box 1900, Higley, AZ 85236.
	Auto-Pay: Have your assessments automatically pay on the 1 st of every month utilizing your credit card. There is a servicing fee of 3.9% per transaction to process. A "One-Time Payment" may also be processed as a service. Email PalacioHOA@Gmail.com to set this up as a payment option.
	Zelle: Payments may also be processed through Zelle using PalacioHOA@Gmail.com as the account name.
	Wire Transfer: Cash payments may be made in the form of a wire directly to bank . There is a fee in the amount of \$15 that needs to be added to your total monthly assessment as your wire transfer.
	In Person: If you prefer to pay in person , you can pay directly to the security team. For your protection, we are unable to accept cash or post-dated checks. Checks are the only method of payment accepted in person.

Should your homeowner's monthly assessment be delinquent more than 3 months, termination of all homeowners included services will be suspended until outstanding balance is paid in full, plus 1 month.

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Homeowner Included Services

Welcome to Palacio Del Mar Condominiums. The following information is shared with you that is considered relevant about being a member of this community.

Homeowner Assessments Include:

- **24/7 Security** at the main entrance
- **Insurance Coverage** against earthquakes, fire, and storms; related damage for the building and public areas and liability for the entire property (insurance does not include individual condominium units and/or personal property/contents)
- **Maintenance and Cleaning** of common areas, including:
 - ❖ Building hallways
 - ❖ Swimming pool/spa
 - ❖ Elevators
 - ❖ Palapas areas
 - ❖ Gardening and landscaping
 - ❖ Equipment rooms
 - ❖ Beach areas
 - ❖ Parking lot
 - ❖ Guards office
- **Utility Services** as follows:
 - ❖ Water
 - ❖ Electricity for Common Areas
 - ❖ Trash/Refuse services
 - ❖ Pest Control of common areas
 - ❖ Propane to heat the spa
 - ❖ Staff salaries
 - ❖ Federal zone fee
- **Parking Permits** as resident of the property and/or for guests of the property

It is the responsibility of the individual homeowner to obtain the following services as deemed necessary for your individual condominium unit: Cable TV, Telephone Service, Internet Service, Filtered Water Services.

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Insurance Policy – Homeowners Personal Property/Contents

Homeowners must acquire a liability and content insurance policy for personal property and contents for the individual condominium. Once obtained a copy of the policy must be emailed to PalacioHOA@Gmail.com. It is the responsibility of the new homeowner to obtain individual insurance as the association is not responsible for any/all damages that may occur to the individual condominium unit.

Maintenance Assistance

In case maintenance assistance is needed to your individual condominium unit, you may contact an external vendor/contractor/supplier. Palacio Del Mar or HOA is not responsible for any of these companies. Owners will contact directly to the vendor of their choice.

Owners are responsible for any acts or omission that may be caused from damages of individual condo to another homeowners condominium and any/all damages that may occur to any third party as an invited guest and/or contractor in your individual condominium.

Vendor/Contractor/Supplier Access

For the security of all homeowners and the community, we request owners to inform the HOA when any contractor or external worker will access/enter your condominium. Access requests must be provided with a **24-hour notice** in advance of access to premises. The homeowners are responsible for any damage done to the property by any external vendor/contractor/supplier they authorize to enter premises. If notification is not received prior to the arrival of the contractor, the **access may not be granted**.

To request vendor/contractor/supplier access email:

PalacioHOA@Gmail.com

Palacio Del Mar HOA reserves the right to refuse access to the premises to any vendor/contractor/supplier should they not comply with Palacio Del Mar Rules and/or Policies.

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Electric Bill - CFE

The electric bills of your individual condominium are your sole responsibility. CFE generates statements for payment of services every 2 months. As CFE is a power company of the federal government, they do not bill outside of the country, nor accept checks or foreign currency for payment.

You can set up your account with CFE to receive email notifications of the statements. You can make your payment at CFE in the lobby ATM machine, directly with a teller within daily hours, or at a bank if the bill is not past the due date.

After the due date passes and there is non-payment, the electric company disconnects the power of the condo, and a re-connection fee is charged at your expense. Breaking the seal of your meter is illegal and fine is assessed. All complaints regarding the fee or charge need to be addressed directly with CFE, as Palacio Del Mar and HOA are not associated. For more information or reviewing your electric bill, you can go to their website: www.cfe.gob.mx.

Association Contact Information

Palacio Del Mar HOA Office Contact:

Amy Hill
Community Manager
Phone: 602.478.2034
Email: PalacioHOA@Gmail.com

Palacio Del Mar HOA Security Contact:

Miguel Luna
Lead Security Guard
Day Shift: 6AM-6PM

For guest reservations, email: PalacioReservation@Gmail.com. Please email any guest reservations or arrivals at least 24 hours in advance.

For any maintenance requests or property upgrade requests, please email PalacioHOA@GMail.com.

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Policies/Rules

For your safety, enjoyment and courtesy to others, the following policies/rules have been established

Pool/Spa Common Area:

- ❖ POOL HOURS 10AM – 10PM. SPA is heated Fri & Sat 4pm-9pm.
- ❖ There is **NO LIFEGUARD on duty**. All children must be supervised AT ALL TIMES by an adult.
- ❖ **No glass containers** are allowed to be used in or around the pool area.
- ❖ No diving into the pool/spa. This includes jumping from the spa to the pool.
- ❖ No running around the pool/spa.
- ❖ **Spa is adults only**. Children 14 + can be accompanied by an adult.
- ❖ **Bathing suits are required**. There are no street clothes or nudity allowed.
- ❖ Children that are NOT potty trained, MUST be in swimmers (diapers are not allowed).
- ❖ Your designated condo bathroom must be utilized should you need to use the restroom. No urinating in the pool.
- ❖ Place ALL trash in receptacles.
- ❖ **Pets are not allowed in the pool/spa.** A FINE will be strictly enforced of \$100 USD. On 2nd occurrence, access will not be granted for remainder of stay.
- ❖ **All furniture** in the common areas is to remain in common areas and are not to be used in individual condominiums.

General Policy/Rules:

- ❖ Owners, Guests, and Renters are responsible for their own belongings
- ❖ All individuals must respect the privacy of the other owners and guests.
- ❖ Quiet hours are 10PM – 7AM.
- ❖ Hanging articles over the balcony railings is strictly prohibited.
- ❖ **No Fireworks or Bonfires allowed on property.** A FINE will be strictly enforced of \$250 USD should any fireworks be initiated on the property. Should the Policia arrive as well, they will ticket according to the law.
- ❖ Speed limit in the parking lot is no more than 5 mph.
- ❖ All Garbage/Trash must be bagged, tied, and placed in the trash receptacle near the entrance of the property. Follow the signs.
- ❖ No dumping trash in or around the property. It is your responsibility or your guests to place in the appropriate trash receptacles.
- ❖ Please be courteous with noise and music. Quiet Hours are strictly enforced.
- ❖ Dog rules: Cannot be a nuisance by barking or aggressiveness to other homeowners or guests. **YOU MUST pick up after your own pet.** It is not the responsibility of the staff.
- ❖ No camping (RV's or Trailers) is allowed on/or within the premises.
- ❖ No one under the age of 16 may drive any vehicles, per Mexican Law.
- ❖ Management is not responsible for unsupervised minors, lost or stolen items, and/or vehicles on the property.