



## New Homeowners Frequently Asked Questions

Welcome to Tesoro! We are glad you are here! Moving into a new home can often be a time of hectic transition. To help you with that process, here is a list of frequently asked questions:

<p><b>Property Management Company</b></p>	<ul style="list-style-type: none"> <li>• How do I contact the managing company?</li>   <li>• Who do I contact?</li>           <li>• What is the mailing address to pay the HOA assessment (monthly fee)?</li> </ul>	<p><b>Associated Property Management (APM)</b>          3260 E. Indian School Road          Phoenix, AZ 85018-1058</p> <p><u>Community Manager:</u> Denny Batchik  <a href="mailto:denny@apm-management.com">denny@apm-management.com</a>          480-941-1077, ext. 41</p> <p><u>Assistant Community Manager:</u> Annie Glenn  <a href="mailto:annie@apm-management.com">annie@apm-management.com</a>          480-941-1077, ext. 40</p> <p><u>Accounting Representative:</u> Amber Gagnon  <a href="mailto:amberg@apm-management.com">amberg@apm-management.com</a>          480-941-1077, ext. 34</p> <p>Tesoro at Grayhawk Condominium Association          % Associated Property Management          P.O. Box 61058          Phoenix AZ 85082-1058</p>
<p><b>Vehicle Gate Access</b></p> <p><b>Pedestrian Gate, Community Pool, and Workout Room Access</b></p> <p><b>Key Fob</b></p> <p><b>Community Clubhouse</b></p>	<ul style="list-style-type: none"> <li>• How do I obtain vehicle access to the front and back entry gates?</li>   <li>• How do I access the front and back pedestrian gates, community pool area and workout room?</li>   <li>• How do I obtain key fobs?</li>   <li>• How do I reserve the Clubhouse?</li> </ul>	<p><b>Contact AAA Smart Business</b>          Phone: 480-609-6242          Email: <a href="mailto:access@a3smarthome.com">access@a3smarthome.com</a>          Web: <a href="http://www.a3smarthome.com">www.a3smarthome.com</a></p> <p>Both pedestrian gates, the community pool area, and the workout room are accessible by the same key fob.</p> <p><i>To open, hold or wave the key fob in front of the reader</i>  <i>To exit, press the red exit button on the post to the left of the gate</i></p> <p>Contact the community manager.</p> <p>To reserve the Clubhouse, submit a Clubhouse Reservation Form to the community manager.          Go to: <a href="https://www.tesorogatgrayhawk.com">https://www.tesorogatgrayhawk.com</a></p>

<p><b>Mail</b></p>	<ul style="list-style-type: none"> <li>• What is my box number, and how do I obtain a key?</li> </ul> <p><b><i>New mailbox installation is planned for Summer of 2022</i></b></p> <ul style="list-style-type: none"> <li>• Who do I contact if I don't receive or lose my mailbox keys for the "old" mailbox?</li> <li>• Who do I contact if I don't receive or lose my mailbox keys for the "new" mailbox?</li> </ul>	<p>Contact the community manager. <i>Though not required, it may be helpful to notify the post office.</i></p> <p>U.S.P.S.  <b>Scottsdale Kachina Branch</b>  7339 E Williams Drive  Scottsdale, AZ 85255  480-513-2935</p> <p>Contact Dani Locksmith  480-842-2575</p> <p>Contact Mailbox Express  480-440-4424</p>
<p><b>Rules</b></p>	<ul style="list-style-type: none"> <li>• What is the Tesoro Declaration? What are the CC&amp;Rs?</li> <li>• Are there clarifying or additional rules of the Association?</li> </ul>	<p><b>The Tesoro at Grayhawk Condominium Association Declaration</b>, often referred to as the CC&amp;Rs (covenants, conditions, and restrictions) are limitations and rules established for a condominium association. You should have received a copy of this document at the time of your closing, or when you rented a unit. A copy is available on the Tesoro website.  Go to: <a href="https://www.tesoroatgrayhawk.com">https://www.tesoroatgrayhawk.com</a></p> <p>Yes. Please refer to the <b>Tesoro at Grayhawk Governing Rules and Good Neighbor Guidelines</b>. They are available on the Tesoro website.  Go to: <a href="https://www.tesoroatgrayhawk.com">https://www.tesoroatgrayhawk.com</a></p>
<p><b>Construction</b></p>	<ul style="list-style-type: none"> <li>• What are the requirements for a remodel project?</li> <li>• Who do I contact <u>before</u> the start of a remodel/construction project?</li> <li>• Who do I contact with questions or clarification?</li> <li>• Are there restrictions on hours during which construction may occur?</li> </ul>	<p>Review the <b>Tesoro Declaration</b> and the <b>Governing Rules &amp; Good Neighbor Guidelines</b>. See them on the Tesoro website.  Go to: <a href="https://www.tesoroatgrayhawk.com">https://www.tesoroatgrayhawk.com</a></p> <p><b>Contact the community manager</b> for any necessary restrictions, permits, approval, and instructions for use of roll-off dumpster.</p> <p><b>Contact the Architectural Review Committee</b>; if needed, obtain an Architectural Review Form from Tesoro's website for submission to the Community Manager.  Go to: <a href="https://www.tesoroatgrayhawk.com">https://www.tesoroatgrayhawk.com</a></p> <p>Yes. See the city of Scottsdale's "Construction Activity - Start &amp; Stop Times" on the city website.  Go to: <a href="https://www.scottsdaleaz.gov/codes/construction-activity">https://www.scottsdaleaz.gov/codes/construction-activity</a></p>

<p><b>Trash and Recycle</b></p>	<ul style="list-style-type: none"> <li>• What day is <b>Recycle</b> pick-up?</li> <li>• What day is <b>Trash</b> pick-up?</li>   <li>• Where can I find out about removing really large items of rubbish, like old beds or broken doors, and such?</li> </ul>	<p><b>Tuesday</b> (Pink Bin)  <b>Thursday</b> (Black Bin)  Place containers out after 6:00 p.m. the prior day and bring in by midnight the day of pick-up.</p> <p><b>City of Scottsdale</b> website for additional information about Brush &amp; Bulk trash removal, Pick-up schedule, Container Repair, and much more.  Go to: <a href="http://www.scottsdaleaz.gov/solid-waste">www.scottsdaleaz.gov/solid-waste</a></p>
<p><b>Utilities</b></p>	<ul style="list-style-type: none"> <li>• What utilities do I need to contact?</li>   <li>• What is the contact information for basic utilities?</li> </ul>	<p><b>Villas (Buildings #1-4, 19-40)</b>  Gas, electricity, phone, television, internet</p> <p><b>Townhomes (Buildings #5-18)</b>  Same as <b>Villas</b> plus water, sewer, trash</p> <p><b>Southwest Gas:</b> 877-860-6020  Go to: <a href="http://www.swgas.com">www.swgas.com</a></p> <p><b>APS:</b> 602-371-7171  Go to: <a href="http://www.aps.com">www.aps.com</a></p> <p><b>City of Scottsdale:</b> 480-312-2461  Go to: <a href="http://www.scottsdaleaz.gov/utilities">www.scottsdaleaz.gov/utilities</a></p>
<p><b>Websites</b></p>	<ul style="list-style-type: none"> <li>• How can I access the <b>Tesoro</b> website?</li>   <li>• How can I access the <b>Grayhawk Community Association</b> website?</li>   <li>• How can I access the property management website <b>APM?</b></li> </ul>	<p>Go to: <a href="https://tesoroatgrayhawk.com">https://tesoroatgrayhawk.com</a></p> <p>Go to: <a href="http://grayhawkcommunity.org">http://grayhawkcommunity.org</a></p> <p>Go to: <a href="https://apm-management.com">https://apm-management.com</a></p>
<p><b>Portable Barbecues and Open Flame Cooking Devices</b></p>	<ul style="list-style-type: none"> <li>• Can I have a barbecue, chiminea or other open flame device?</li> </ul>	<p><b>See Open Flame Rules, the city of Scottsdale's Fire Ordinance</b>, on the city of Scottsdale's website.  Go to: <a href="https://www.scottsdaleaz.gov/Assets/ScottsdaleAZ/Fire/BBQordinance.pdf">https://www.scottsdaleaz.gov/Assets/ScottsdaleAZ/Fire/BBQordinance.pdf</a></p>