

Below you will find a list of “frequently asked questions” about living in GlenOak Hills, followed by a list of answers:

#### QUESTIONS:

1. Q: Do I have to sign up for an online account with Avalon Mgt?
2. Q: Where is the best source to keep abreast of activities in GlenOak Hills?
3. Q: What is the Architectural Control Committee (ACC)?
4. Q: What types of improvements need approval from the ACC?
5. Q: What is the purpose of the CC&Rs and do I have to abide by them?
6. Q: I misplaced my CC&R document; how do I get another copy?
7. Q: Where do I find the ACC’s house/property improvement application?
8. Q: Where do I take my completed house/improvement plans?
9. Q: What features does the clubhouse offer?
10. Q: How do I reserve the clubhouse for a private event?
11. Q: What are the requirements to reserve the clubhouse?
12. Q: The tennis courts are locked. How can I use them?
13. Q: Who can use the playground equipment?
14. Q: Where can I ride my horse in GlenOak Hills?
15. Q: How often is the newsletter published?
16. Q: Is there a community telephone directory?
17. Q: How is mail delivered?
18. Q: Does GlenOak Hills have a Neighborhood Watch Program in place?
19. Q: Where is the closest Fire Station?
20. Q: When is the annual membership meeting held and where?
21. Q: Where is the closest U.S. Post Office?

#### ANSWERS:

**1-A:** No, this is not required. However, by signing up you will have easy access to many important documents other than your account info. You can view the Board of Directors’ contact info, Association meeting agendas, financial reports, newsletters and meeting minutes, plus other information.

**2-A:** There are two: bulletin boards and this website. Bulletin boards are located at each entrance, with the right side available for Member input and the left for Association business. The left side will provide meeting agendas and any important announcements. The “Latest News” and “Calendar” tabs on this website are good sources for current activities in our community.

**3-A:** This volunteer committee is made up of 3 GOH members: Mark Marshall, Jerry McLaughlin, and Arthur Holcomb, and is a separate entity from the Board of Directors. They review and issue written approvals on all improvements per the CC&R guidelines, with a new member appointed every 3 years. If a project is denied, you have the right to appeal to the Board.

**4-A:** All improvements, of any kind, should have ACC approval.

**5-A:** The goals of the CC&Rs are to protect property values, preserve the nature of the community, meet the established expectations of the members, and to prevent haphazard and unsightly development. They are legal, binding documents recorded in Riverside County and applicable to all parcels in GlenOak Hills. There is not an “opt-out” option.

**6-A:** This document and others can be downloaded under the “Governing Docs” tab.

**7-A:** Click on the “Homeowner Forms” tab to download an application. Copies are also available at the board meetings held in the clubhouse on the fourth Thursday evening of each month.

**8-A:** Completed applications can be delivered to Avalon Mgt., 43529 Ridge Park Drive in Temecula, or you can attend the ACC’s monthly meeting held the last Saturday of each month at the clubhouse, 40101 DePortola Rd., from 8 am to noon.

**9-A:** The clubhouse has a fully equipped kitchen, lobby area, meeting room, 4 restrooms and a billiard table. There is also a small outdoor covered patio in the rear. Maximum occupancy is 149 people.

**10-A:** Call Avalon Management at (951) 699-2918 to make reservations. Click on the “Homeowner Forms” tab to download a reservation form w/instructions, and submit along with all required deposits to Avalon in order to secure your reservation date. The clubhouse is available to members on a first-come, first-served basis.

**11-A:** There will be a \$50 key deposit and a \$200 cleaning deposit, both of which are refundable upon return of the keys and favorable inspection report following your event. The inspection has a \$25 non-refundable fee.

**12-A:** Go to Avalon Management to get your personal clubhouse key. Clubhouse keys allow access to the community clubhouse, tennis courts, horse arena, and pickle-ball container located inside of the tennis courts. Tennis court regulations are posted at the courts and they are for daylight use only.

**13-A:** The playground is for the use of GlenOak Hills members and their guests. Children under 12 must be accompanied by an adult.

**14-A:** A riding arena is available to all members located next to the playground. Many members ride their horses along our community streets and on BLM land, located off of Ladera Vista Drive.

**15-A:** The community newsletter is published quarterly: March, June, September and December. It is available via email or the postal service and can be viewed on this website under the “My Account” tab, once you log in.

**16-A:** Yes, go to Avalon Mgt. for a free copy.

**17-A:** Homeowners may rent a locked box through USPS. All mailboxes are City maintained. Cluster boxes are located on Via De Oro and Avenida Bravura. For additional questions, please contact the local post office at (800) 275-8777.

**18-A:** Yes, the community is divided into 3 tracts, each with 1-2 Tract Captains. Surveillance cameras are also posted at the mailboxes. The purpose of a Neighborhood Watch program is for the safety and well-being of our community.

- \* Our program is developed in conjunction with the Sheriff's Dept. and a Deputy Sheriff generally attends the meetings;
- \* All Members are encouraged to become participants;
- \* A great way to meet your neighbors. Our motto is "We look out for each other";
- \* Neighborhood Watch signs are posted throughout the community, which helps to deter crime-related incidents or other suspicious activity;
- \* Participants receive training in order to recognize suspicious activities, suspicious sounds and/or unusual smells, learn how to identify a suspect, etc.;
- \* It is important to report any suspicious activity to the Sheriff. Law enforcement responds, not us;
- \* To report non-emergency incidents call (800) 950-2444;
- \* Meetings are held periodically throughout the year;
- \* Contact Dean Walker, Chairperson, at (760) 449-3929 to get involved.

**19-A:** Fire Station 96 is located 1- 2 miles away at 37700 Glenoaks Road.

**20-A:** This meeting is held the second Saturday in November at the clubhouse, typically in the early afternoon.

**21-A:** Temecula's main office is located at 30777 Rancho California Road, at the intersection of Margarita Road. Phone: (951) 506-5513; website: usps.com, where you can arrange to have your mail held while on vacation, etc.

/tlh

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