



PALISADES CANYON Homeowners Association

Welcome Package

HOA PARTNERS

12598 Central | Suite 114 • Chino, CA 91710-3500 • (909) 545-6940 • (909) 575-6693 Fax

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Dear Homeowner:

Welcome to Palisades Canyon Homeowners Association, a place full of favorite places! HOA Partners is very proud to be your community management company serving you and your Board of Directors. We believe you will love watching your new community grow with new opportunities for you and your neighbors. This introductory letter contains important information intended to help introduce you to the community. This information is also located on the Association's web portal at <http://hoa-partners.com>

STAFF & THE BOARD

The day-to-day operations of the Association are managed by a very capable staff headed by the Property Manager. The primary governing body, however, is the Board of Directors; a group elected by the members of the Association. You are invited and encouraged to attend the regular Board meetings and to participate fully in community affairs. Homeowners are welcome to attend the meetings and may address the Board during the Homeowner Forum portion of the meeting.

WEB PORTAL

Our web portal is [Caliber Web Portal](#). We will endeavor to place as much information as possible on the website. We encourage you to visit often and use it as a tool to communicate with us. Everything from information about upcoming recreation events, interactive maps, telephone lists, Minutes, Board meeting agendas, important forms and much more is available there!

AUTOMATIC WITHDRAWAL FORM

Take the worry out of making your Association monthly assessment payment. Complete and return this form to have the funds automatically transferred from your banking account. This form is also on the web portal – [ACH Form](#).

E-STATEMENTS FORM

HOA Partners offers homeowners the ability to receive their monthly dues statement electronically. Take advantage of this time saving and environmentally friendly service! This form is also on the web portal –

MONTHLY ASSESSMENTS

Monthly statements will be mailed out after the 20th of each month and before the 1st day in which payment is due.

To ensure proper posting of your payment, always include the bottom portion of your statement. According to your governing documents, payment is due on the 1st day of the month and become delinquent after the 15th day of the month.

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Payments should be mailed to the following address:

Palisades Canyon Homeowners Association
C/O HOA Partners
P.O. Box 97913
Las Vegas, NV 89193-7913

CONTACT US

Please feel free to contact us via phone, mail, email or fax. The numbers can be found below and on the Association web site at <http://hoa-partners.com>. To contact the Board of Directors, please send your correspondence to the Property Manager or join us at the next meeting. Key staff contact information is as follows:

Property Manager (909) 545-6940 or Richard@HOA-Partners.com
Billing Questions (909) 545-6940 or Billing@HOA-Partners.com.com
Web Portal <http://hoa-partners.com>
After Hours Emergencies (213) 219-4291
Corporate Office (909) 545-6940 • (909) 575-6693 Fax
Mailing Address 12598 Central Avenue | Suite 114, Chino, CA 91710

GOVERNING DOCUMENTS

The Articles of Incorporation, Declaration of CC&R's, By-Laws and Rules and Regulations were provided to you at escrow. Please keep them in a safe place. They are also on the web portal at [Caliber Web Portal](#)

RULES AND REGULATIONS

These are very important extensions of the Declaration of CC&R's. Abiding by these rules will help to ensure that all members are able to enjoy the community while being courteous to other members. Thank you in advance for reading them and for being considerate of your neighbors. These Rules are also on the web portal at <http://hoa-partners.com/palisadescanyon.html>

ARCHITECTURAL IMPROVEMENT APPLICATION

An Architectural Review Form (for single family homes only) is included in this package. The application is also on the web portal – [Caliber Web Portal](#)

Please do not hesitate to contact us if you have any questions regarding your new community!

We look forward to getting to know you!

Sincerely,

Richard Perry
President

On behalf of: Board of Directors-Palisades Canyon Homeowners Association

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PALISADES CANYON HOMEOWNERS ASSOCIATION

November 23, 2022

Dear Homeowners of Palisades Canyon Homeowners' Association:

Your Board of Director has elected to make a change in the management of Palisades Canyon Homeowners' Association. Effective January 1, 2023, our new management company will be HOA Partners. We feel the community and you as individual homeowners will be pleased with the change.

We know that HOA Partners will make every effort to make this a smooth and seamless transition. Please read all the enclosed information very carefully to avoid any issues related to account payments. All your questions should be answered in the enclosed information.

Your contact team member will be Richard Perry. His contact information is provided below.

Richard Perry
Community Association Manager
12598 Central Avenue | Suite 114
Chino, CA 91710-3500
richard@hoa-partners.com
(909) 545-6940 Phone
(909) 575-6693 Fax
(213) 219-4291 Cell

If you any questions related to this transition, please contact HOA Partners at (909) 545-6940, or stop by and meet the team at 12598 Central Avenue | Suite 114 Chino, CA 91710-3500

Sincerely,

HOA Board of Directors

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Experienced Professionals Providing Exceptional Service

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IMPORTANT ASSESSMENT PAYMENT CHANGES

Beginning January 1, 2023, you will receive a monthly statement from HOA Partners. Included will be a remittance slip for mailing your payment as well as a return envelope addressed to your Association's bank. Homeowner's checks will be processed by the bank upon receipt and will be reflected in HOA Partners system the following business day. Please do not mail your January 1, 2023, payment to Association Management and Support Services.

- **Assessments**-As a friendly reminder, HOA assessments are due on the 1st of every month and are considered late if received after the 15th of every month.
- **Automatic Payments Through Management Company**- You will need to fill out a new ACH Authorization form for future assessments. We have included the form in the packet.
- **Automatic Payments Through Your Bank Institution**-If you are making automatic payments through your banking institution, please ensure your account number and the Association's mailing address are updated to:

**Palisades Canyon Homeowners Association
c/o HOA Partners
P.O. Box 97913
Las Vegas, NV 89193-7913**

- **Information you will need:**
 - Management Company ID: **7869**
 - Association ID: **0008**

If you have any questions or concern, please do not hesitate to contact us.

Palisades Canyon Homeowners' Association Architectural Variance Request

Owner Information

Owners' name: _____ Unit #: _____
Address: _____ Daytime Phone: _____
_____ Alt. Phone: _____

I have received, read, understand and agree to follow the Association's Rules & Regulations regarding Architectural Variances.

Owner's Signature: _____

Satellite Installation: Satellite dishes MAY NOT be installed on any roofs, wooden surfaces, sides of any buildings that are visible from within or without the complex. Wiring must not be visible on the exterior of the buildings. Failure to follow the guidelines will result in the removal of your satellite dish. You will be billed for the cost of any repairs to common area surfaces or buildings, or damage to private property.

Description of proposed architectural or structural change, or work to be performed.

- > Include a description or specifications of materials to be used.
- > Attach copies of plans, pictures from catalogs, etc. where appropriate.

Contractor Information

Diagram/Picture attached?: Yes No

City permit attached?: Yes No

(Where applicable, final inspection MUST be obtained. Obtaining permits is a Homeowner responsibility.)

Person/Contractor to perform work: _____

Address: _____

License #: _____ Phone #: _____

All contractors **MUST** carry workers compensation & general liability insurance all times.

Board Action:

Approved:

Denied:

Date: _____

Reason for Denial

Board action MUST be noted in meeting minutes.

Board action **MUST** be noted in meeting minutes.

Professionally Managed by: HOA Partners

CALIBER SOFTWARE

WEB PORTAL

Caliber Software Web Portal is a management company portal product that enables homeowners and board members to access information in Caliber Web Portal in REAL time. Homeowners can view their accounts and pay online, view compliance issues including copies of compliance letters, view maintenance issues including submitting service requests, update profile information, and view documents. Board members can view compliance and maintenance issues for the entire association, view and approve (or reject) invoices, view delinquent accounts and view board-only documents.

Security

- One-Way Encryption for user/password setup
- SSL security for all hosted customers
- Can be turned on for selected clients or all clients

Owner Area

- Owners can view and update their profile data.
- Real time access to accounting transactional data
- Online payments available through your bank or payment processor
- View Compliance/Violation history
- View and submit maintenance requests
- Owner access to ACH setup
- View/Print documents and reports as posted by the management company

Board Area

- Compliance and Maintenance data is viewable, and reports can be run for the entire community
- Access to delinquent owners along with their transaction history
- AP Invoice view and approval available
- With AP approval invoice images can be viewed as well
- View/Print documents and reports as posted by the management company

Access to the Web Portal can be accessed at: [Caliber Web Portal](#)

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HOA PARTNERS offers you the opportunity to make your assessment payments automatically, ensuring your Association dues are always paid on time with no chance of incurring a late fee because your payment was delayed in the mail.

If you would like to take advantage of this program, please supply us with the following information:

1. Complete the authorization form. **Please be sure to sign and date it.**
2. Attach to the form a voided check (no deposit slips will be accepted) for the account which the payment will be made. The check will not be returned to you.
3. Return the form with the voided check to:

HOA Partners
12598 Central Avenue | Suite 114
Chino, CA 91710-3500

It may take up to ten (10) days for the authorization to be processed through the office. You will receive a letter of confirmation from this office about two weeks before the first automatic payment will be withdrawn. Until you receive that letter, please continue making payments.

Your association will continue to send statements.

You may cancel your authorization at any time by sending a written cancellation notice to this office at least 10 days prior to the payment date either to the address listed above, or E-mail at billing@hoa-partners.com.

If you have any questions regarding the ACH payment system, please call our Accounting Department at (909) 545-6940.

Cordially,

HOA Partners

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HOMEOWNER AUTHORIZATION AGREEMENT FOR DIRECT PAYMENTS (ACH DEBITS)

Please return this form and avoided check by the 1st of the month to be debited for that month. Assessments are automatically debited on or about the 5th of each month.

Association: _____

Homeowner Name: _____

I (We) hereby authorize _____ hereinafter called Association, to initiate debit entries to my (our) ___ Checking Account / ___ Savings Account (select one) indicated below at the depository financial institution named below, hereinafter called DEPOSITORY, and to debit the same to such account. I (We) acknowledge that the origination of ACH transaction to my (our) account must comply with the provisions of U.S. Law.

Name as it appears on the bank account: _____
Monthly Debit Limit: \$ _____

Initial here if you agree to have any current outstanding balance processed for payment on your first ACH withdrawal. ***Please note, account cannot be enrolled in the ACH program with an outstanding balance.**

Bank Name: _____

Bank Address: _____

City: _____ State: _____ Zip: _____

**ACH/Routing Number _____ Account Number: _____
(* Please verify with your bank for proper #s)

This authorization is to remain in full force until ASSOCIATION/COMPANY has received written notification from me (either of us) of its termination in such time and in such manner as to afford ASSOCIATION/COMPANY and DEPOSITORY a reasonable opportunity to act on it.

Name(s): _____

Property Street Address: _____ Homeowner Account #: _____

Email Address: _____

(Confirmation for enrollment will be emailed to you)

Date: ____ / ____ / ____ Signature: _____

NOTE: ALL DEBIT AUTHORIZATIONS MUST PROVIDE THAT THE RECEIVER MAY REVOKE THE AUTHORIZATION ONLY BY NOTIFYING THE ORIGINATOR IN THE MANNER SPECIFIED IN THE AUTHORIZATION.

***Please provide a voided check with your account number.**

** You must verify with your financial institution for the correct ABA routing/transit number that should be used for ACH Debits

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HOMEOWNER INFORMATION FORM

PLEASE RETURN TO MANAGEMENT OFFICE WITHIN 5 DAYS

Dear Homeowner:

To provide you with better service and in case of an emergency, we need to update the Homeowners Information Form. Please complete this form and return it to us at the HOA Partners office as soon as possible. We wish to assure you that all information provided by you will not be shared with others outside this organization and will be held in strictest confidence.

*** It is imperative that this form is filled in in its entirety.**

Association Name: _____

Homeowner(s) Name: _____

Phone #: (Home) _____ (Work) _____ (Cell) _____

Address: _____

Mailing Address: (if different) _____

Email Address: _____

Emergency Contact: _____ Phone #: _____

If the property is rented, please list name and phone #s of leases:

<u>NAME</u>	<u>PHONE (Home)</u>	<u>PHONE (Work)</u>
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_____	_____	_____
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_____	_____	_____
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<u>VEHICLE MAKE/MODEL/COLOR</u>	<u>LICENSE #</u>
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_____	_____
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_____	_____
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_____	_____
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California law requires that the Association deliver to its members certain notices and documents (collectively, "Association Notices") from time to time.

As a member of the Association, I acknowledge that I have a right to receive Association Notices in non-electronic form (e.g., via U.S. Mail). Notwithstanding the foregoing, I desire to receive in electronic form via electronic mail ("E-mail") all Association Notices capable of being sent in electronic form, in lieu of receiving the same in a non-electronic form.

I understand that:

- Some Association Notices (e.g., a secret ballot) must be sent in non-electronic form and I shall continue to receive the same at the U.S. mail address on record with the Association.
- Association Notices capable of being sent in electronic form shall be sent to me via E-mail in a ".pdf" format.
- I have the right to update my E-mail address at any time by notifying the Association in written form.
- I have the right to revoke my consent to receiving Association Notices in electronic form at any time by notifying the Association in written form.
- Upon receipt of such revocation, the Association shall resume providing all Association Notices to me in non-electronic form.
- I have the right to obtain a paper copy of any Association Notice upon request. There shall be no charge for such paper copy except to the extent permitted by Civil Code Section 5205.
- For purposes of giving notice, "delivery" shall be deemed complete at the time of the transmission from the Association.

To confirm my consent to receiving all Association Notices capable of being sent in electronic form via E-mail only, and to demonstrate that I can access Association Notices in the electronic form that will be used by the Association to transmit such information, I must "reply" to the E-mail from the Association providing my name, property address and authorized E-mail address as well as sign this form and return said form to the management office.

Name (Print): _____

Unit: _____ Email Address: _____

Signature: _____

Dated: _____

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ACKNOWLEDGEMENT FORM

I am in receipt of the following documents as part of the escrow process.

Documents Received:

1. Articles of Incorporation
2. Bylaws
3. CCRs-(Conditions, Covenants and Restrictions)
4. Rules and Regulations
5. Annual Budget Package
6. Insurance Declaration Page
7. Association Statement
8. Welcome Packet
 - Management Welcome Letter
 - Caliber Web Portal Page
 - Architectural Approval Application
 - Automatic Withdrawn Form
 - Homeowner Information Form
 - Consent to Delivery by Electronic Transmission

By signing below, I/we acknowledge that we have received the documents checked above.

Buyer 1: _____ Date: _____

Buyer 2: _____ Date: _____

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