

Mirage Crossing Resort Casitas

September 15, 2020

Welcome to our Community,

The Board of Directors for Mirage Crossing Homeowners Association are committed to ensuring we have a safe and harmonious community. We thank you for your anticipated cooperation in keeping our community a place where we have mutual respect and compliance by all.

You already should have received copies of our CC & R's and the current Rules and Regulations from your real estate agent. If you have not received these documents, please contact our Community Manager or access them on our website at www.miragecrossing.com. Please feel free to contact the Manager for clarity and direction. In order to assist you in acclimating to our Community, we would like to provide you with the following information:

Mirage Crossing Management Company

Our community is managed by First Service Residential (FSR), who will be sending you monthly statements with the amount of your HOA dues. Once you have taken possession of your unit, contact FSR to register, providing them with your most current address(es), email address(es), and contact phone numbers in case of emergency. Also, please register for online billing and automated payment of monthly assessments.

We have an On-Site FSR Property Manager for 3.5 days a week and his office is in the Clubhouse. The Property Manager may be contacted via phone or email for non-emergent issues within the complex and general questions or concerns you may have. FSR has an emergency contact number when the manager is not available. The Property Manager's hours and contact information can be found in *The Greenbelt*, or at www.miragecrossing.com

Automated Payment Methods

ClickPay is an online payment service that allows you to pay your assessments with either an eCheck or a major credit card. You may pay your assessments on a one-time occurrence or set up a recurring arrangement.

Homeowners Association

Mirage Crossing is a small condominium community, professionally-managed by First Service Residential located in Scottsdale, Arizona. The Homeowners Association has a five-member Board of Directors that usually meet the third Tuesday of each month, nine months a year. Communication with the Board can be made through the common board email address: board@miragecrossing.com

Community Website

A community website is maintained at www.miragecrossing.com. This site provides extensive information about our HOA and its activities. It is a good resource for our governing documents and other pertinent community information for our owners and residents.

Covenants, Conditions and Restrictions (CC&R's)

Our CC&R's clearly describes the boundaries of a condo unit and the definition of Limited Common Elements. Everything outside of that boundary is the responsibility of the HOA and owners are not allowed to make any changes to those Common Areas or Elements. A copy of the CC&R's is available at www.miragecrossing.com

Amenities

The following Mirage Crossing amenities are exclusively available for owners and their guests:

- **Pool and Spa**, accessed by key, and open every day from 6:00 AM to 10:00 PM. There is **NO ATTENDANT OR LIFE GUARD ON DUTY**.
- **Clubhouse**, accessible by the unit fob, and open daily from 9:00 am to 10:00 p.m. Clubhouse amenities include a lounge area, a kitchen, event gathering areas, meeting rooms and pool tables for use by residents only during open hours. The clubhouse can be exclusively rented by owners for private events if requested.
- **Fitness Room**, accessible by unit fob, and open from 3:00 AM until 12:00 midnight. **RESIDENTS USE AT YOUR OWN RISK.**
- **Barbecue Grills** throughout the greenbelt for use of residents. Directions are provided at the grill for proper use. **PLEASE CLEAN GRILLS AFTER USE.**

Please respect these amenities as your own and return them to a neat, organized state after use.

(Additional information is available in the Rules and Regulations Article 5.14).

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Parking

As outlined in the CC & R's, you have only two parking spaces available with your unit - one in your garage, and the second in your driveway. There are no additional parking spaces available for residents. The spaces marked "Visitor" or "Guest" are reserved only for service providers when on property or people visiting residents. Please ensure all guests using your condo are aware of the parking rules. (Additional information is available in the Rules and Regulations Article 4 and 8).

Facility and Gate Access

Our Property Manager can provide gate codes for both drive through gates. He can arrange to add your condo contact information on the gate call boxes, if you so desire. He can also provide assistance with programming specific remotes that can be used for both gate entrances.

Two access fobs are dedicated to each unit which gain access to the Clubhouse and Fitness Room. Access to the pool, outdoor clubhouse restrooms, and the pedestrian gates is by key. If you have any questions about access to different areas, please contact our property manager. (Additional information is available in the Rules and Regulations Article 11).

Pets

All residents are limited to 2 pets per unit, any combination of either dogs, cats or birds. The Association has very specific rules managing pet activity on premises. (Additional information is available in the Rules and Regulations Article 2).

Newsletter

Our community newsletter, *The Greenbelt*, is distributed six times a year to all Owners by email. *The Greenbelt* contains pertinent information about our community and the HOA. Copies of *The Greenbelt*, can be found on our website.

Condo Renovations, Upgrades or Architectural Changes

Mirage Crossing is an architecturally controlled community so, if remodeling your condo in any way, you need to discuss your plans with our Property Manager before starting. Board approval may be required. (Additional information is available in the Rules and Regulations Article 9).

Renting Your Condo

If you have purchased your condo as an investment and are considering renting it, please understand that it must be for a period of no shorter than 30 days. You are also responsible for ensuring that your tenants are provided and understand all the rules of our Community when staying here. (Additional information is available in the Rules and Regulations Article 1).

Mailbox

You should have received a key for your mail box and been given the mailbox number by the previous owner or real estate agent. If not, contact the Property Manager for the number. If you need a new lock, he can advise where you can purchase one.

Trash and Recycling

There are trash dumpsters located in walled enclosures around the community. Two of these enclosures, one at each end of the complex, have one recycle bin. A list of allowable items for recycle is posted on the recycling bin. (Additional information is available in the Rules and Regulations, Article 3).

Important Contact Information

- **HOA Board of Directors:** board@miragecrossing.com
- **Community Manager:** Rustin Casey email: rustin.casey@fsresidential.com Office telephone: 480-860-0221
- **First Service Residential Call Center:** 480-551-4300
- **Accounts Receivable:** 480.551.4300 ext. 4906 email: ARsupport.az@fsresidential.com
- **Address Change:** email: addresschanges.az@fsresidential.com