

Manhattan Village Estate Homes Association

Homeowner Reference Guide



NOTHING HEREIN IS MEANT TO REPLACE THE MANHATTAN VILLAGE ESTATE COVENANTS, CONDITIONS AND RESTRICTIONS (CC&R's) OR RULES AND REGULATIONS. THIS DOCUMENT HAS BEEN DEVELOPED AS A HELPFUL AID TO THE MANHATTAN VILLAGE ESTATE HOMEOWNERS.

April, 2015

Dear Manhattan Village Estate Homes Homeowner:

This guide booklet has been put together by the Association to assist existing homeowners and help those new homeowners to The Manhattan Village Estate Homes. Any questions not answered in the guide booklet may be directed to Avalon Management.

If you are new to The Manhattan Village Estates here are some things you may want to do right away:

- ◆ Complete your confidential Resident Information Form and either mail it or email to Avalon. Avalon will provide you with information on how to obtain gate openers, key fobs and keys to the pedestrian gates throughout Manhattan Village. The form may be found at the end of this guide booklet or our website. There is specific information on the gate openers, key fobs and keys outlined on page 4 of this guide booklet.
- ◆ Introduce yourself to Manhattan Village Estates offsite manager, Norma Zermeno. A quick glance at the bulletin board at our pool Or our website will show you what scheduled activities are coming up next.
- ◆ Please complete the Resident Directory Form to let us know if any of your information has changed. We have included a copy of the form for your use at the end of this guide booklet; it may also be obtained from the our website: <http://www.mvestatehomes.com>

Sincerely,

The Manhattan Village Estate Homes Board of Directors

Important Contact Information

Avalon Management:

Manhattan Village Estate Homes Association
c/o Avalon Management
31608 Railroad Canyon Road
Canyon Lake, CA. 92587

Phone: (800) 342-7213

Phone: (951) 244-0048

Fax: (951) 244-0520

Website: <http://www.mvestatehomes.com>

Norma Zermeno, AMS, PCAM, Manager

Email: Norma@AvalonWeb.com

Member Billing: (800) 342-7213 ext 109, Email: AR@AvalonWeb.com

Customer Services: (800) 342-7213 ext 108, Email: estates@AvalonWeb.com

Gatehouse at Gateway:

Gatehouse Phone: (310) 546-3831

Online Guest Pass Access: www.gatekey.us

Hours: 24 hours a day

City of Manhattan Beach:

Website: www.ci.manhattan-beach.ca.us

Police - Dispatch: (310) 545-4566

Neighborhood Watch: (310) 802-5183

Fire: Emergency: 911 (310) 802-5203

Code Enforcement: (310) 802-5500

Parking and Animal Control: (310) 545-4566

Utilities:

Southern California Edison (800) 684-8123 or www.sce.com
Southern California Gas Company (800) 427-2200 or www.socalgas.com
Verizon (Phone Service) (800) 837-4966 or www.verizon.com

Rubbish Containers and Service

Pick up is on Mondays, except when New Years, July 4, Labor Day and Christmas fall on a Monday; pickup will be one day later (on Tuesday)

Additional or replacement trash, recycling, and green waste carts may be ordered by contacting Waste Management at (310) 830-7100 or www.wm.com. When calling Waste Management, the customer service representative should provide their name and the work order/confirmation number associated with your request. Please record this information; it will be helpful should you need the status of your request at a later date.

Blue Bin Recycling

The Bureau of Sanitation issues blue bins for recycling.

The following items can be placed in the blue bin:

- Aerosol cans (empty and caps removed)
- All clean paper
- Aluminum foil
- Aluminum cans for food and beverages
- Empty and dry paint cans
- Glass jars and bottles
- Magazines
- Metal cans for food and beverages
- All clean plastics labeled #1 through #7
- Plastic containers
- Plastic and film bags including clean grocery and dry cleaner bags
- Polystyrene, expanded polystyrene and Styrofoam
- Telephone directories
- Wire hangers (whenever possible return wire hangers to the cleaners)

Do not put the following items in the Blue Bin:

- Construction material, appliances, hoses, lawn furniture, hazardous waste, chemicals, and electronic waste.

Clarification Regarding Gated Community versus Secured Community

Ever since gates were installed, there has been a misunderstanding about whether Manhattan Village is a “gated community” or a “secured community.” The answer to the question is that we are a “GATED COMMUNITY.” The purpose of this memorandum to all homeowners is to explain why we are a gated community and why we are not (and cannot be) a secured community.

Firstly, Manhattan Village (which includes the estate homes, townhouses and court homes) is represented by two distinct homeowner associations: The Manhattan Village Estate Homes Association (MVEHA), that’s us, 122 homes and the Manhattan Village Home Owners Association (MVHOA), representing the court homes and townhouses, 400 homes. Each association is governed by a different set of CC&R’s, Rules and Regulations and separate Boards of Directors. The actions and decisions of one association are independent of the other association. However, we share the streets and all points of entry/exit.

Secondly, there are three vehicle entrance/exit gates and 6 pedestrian entrance/exit gates. The vehicle entrance gates are controlled by “clickers.” Access to “clickers” is not restricted. Pedestrian gates are controlled by conventional keys. Additionally, the Portsmouth Drive vehicle gate also is controlled by a touchpad activated system for the benefit of the Manhattan Village Estates residents and guests. The manned gatehouse at Gateway Drive is operated and by The Manhattan Village HOA (the other association) and ourselves. It controls access to Manhattan Village by guests of the court homes and townhouses and Estates guests. Thirdly, and most importantly, the heights of the walls and fences around Manhattan Village were not designed for security; they were designed partially for separation from commercial activities and partially to provide limitations on transient traffic. There are no walls surrounding the golf course, thus free access.

It is for these and other reasons and circumstances, that the Manhattan Village community is and always will be a gated – not a secured community. While the Associations provide some access control and part-time roving patrols, this must not be interpreted as assuring security. All residents are responsible for the security of their family, home and personal property.

As gated communities go, our access control systems are average. However, your Board of Directors and the recently formed Access Control Committee are considering cost effective methods to further limit unauthorized access and reduce the presence of unknown/unauthorized vehicles. While we never will be a “secured community”, there are technologies and equipment that can provide better access controls. We are in the very early stages of learning about and evaluating possible improvements. At such time as we reach a consensus, we will again communicate with you on this subject.

Manhattan Village Estate Homes Association
31608 Railroad Canyon Road
Canyon Lake, CA 92587
Phone (800) 342-7213, Facsimile (951) 244-0520
Email: Estates@AvalonWeb.com
Association Website: <http://www.mvestatehomes.com>

The Board of Directors

The Board of Directors consists of five elected members of our community and is the governing body of Manhattan Village Estate Homes. The Board is responsible for the maintenance of the common area, fiscal management of our funds, compliance of the Governing Documents, Rules and Regulations, Architectural and Landscape Design Guidelines, and other duties as specified in the Covenants, Conditions & Restrictions (CC&Rs) and By-Laws. Their underlying goal is the preservation and enhancement of the value of our community.

Committees

The Board has and will establish committees: These committees serve to support the Board, which means that our committee members perform much of the groundwork, at the request of the Board. As such, the committees make recommendations to the Board. The committee members have no authority to enter into contracts or spend money on behalf of the Association. This power rests exclusively with the Board of Directors.

Management Company

Avalon Management is our management agent; their primary responsibilities are:

1. Financial administration
2. Coordinating regular maintenance and repairs to the common area
3. Carrying out the directives of the Board.
4. Arranging Annual and Board Meetings
5. Conducting elections and voting

Board Meetings

Manhattan Village Estate Homes Board meetings are scheduled monthly at the Manhattan Village Mall Community Room. Please visit the Association's website at <http://www.mvestatehomes.com> or contact Avalon Management for the date and time of the next meeting or refer to the Manhattan Village Estate newsletter.

Who to call to Report a Common Area Problem

If you need to report a problem in the common area or have any questions regarding The Manhattan Village Estate, please call the Management Company, Avalon Management, at (800) 342-7213 or visit our website: <http://www.mvestatehomes.com> and fill out our online homeowner request form under the forms tab. This is the fastest way to report a problem or obtain information. If there is an emergency related to the common area that occurs after the Management Company is closed, please call 1-800-695-3972. Please do not call a Board Member or committee member at home to report a common area problem. We pay the Management Company to handle all common area problems.

Reporting Violations of the CC&Rs and/or Rules & Regulations

Homeowners should report violations of Manhattan Village Estate Homes CC&Rs and/or Rules and Regulations in writing to Avalon Management. You may obtain and complete a Homeowners Complaint form from the Association's website under the forms tab.

Please remember that Board and committee members are volunteers and fellow homeowners. They cannot individually authorize repairs or resolve disputes regarding the rules of the Association. Matters that need to be resolved by the Board should be addressed in writing in care of Avalon Management. The Board makes every effort to respond to all homeowners' requests made in this manner.

Please contact the management company if you have any questions.

Main Gatehouse

The manned main gatehouse is located on our Gateway Entrance. The gatehouse may be reached at (310) 546-3831 24 hours a day. The Villa at Portsmouth is NOT manned.

Community Access Control

An Access Control Officer is stationed at the Gateway gatehouse (24 hours per day). Knight Protection provides the sentry to The Manhattan Village Estate and the Town & Court Homes, via a contract. A set of Manhattan Village Estate specific post orders establishes the procedures for sentry conduct and responsibilities.

Homeowners Entry Files

All homeowners must complete a confidential Resident Information Form and submit it to Avalon as soon as they move in or need to change any information. This sheet contains general homeowner information. These forms must contain current and correct data. It is the responsibility of the homeowner to provide updated information to the Avalon. Some of this information may also be changed and accessed via www.Gatekey.us using your login information.

On your data sheet, you will need to select a four (4) digit authorization code (PIN) specific to your home. The officer will use this code to verify visitor access information you furnish over the phone. Do not share this access code with anyone but your immediate family or permanent residents of your household.

Homeowner Access

Owner access to the community can be through a gate transmitter, entry phone system at Portsmouth or pedestrian gate key.

Vehicles Entering at the Gateway Entry Gate

- The sentry should step out of the gatehouse whenever a vehicle approaches.
- Resident vehicles should use their own gate transmitter to enter via the resident lane. Otherwise, the vehicle will be stopped and the driver or passenger will be asked for their valid identification which should list their name and onsite property address.
- Non-Resident Vehicles must use the visitors lane and will be stopped for processing. Approval to enter will be either by a phone call made to the resident, or the visitor being listed on the authorized entry provided by the resident in the Access Control System-GateKey. Otherwise the vehicle will not be allowed to enter.

Vehicles Entering at the Portsmouth Entry Gate

- Resident Vehicles should use their own gate transmitter to enter. You may also use your 6 digit access code for the ICON kiosk station.
- Non-Resident Vehicles must use the entry phone kiosk system to either call the resident to gain entry or enter the resident 6 digit access code.

Gate openers (transmitters) are the property of individual owners, and should have been provided to new owners by the former owner. Gate openers utilizing 300 MHz or 310 MHz transmission can be purchased in the open market Avalon will be able to help in programming hand held gate transmitters as well as built-in transmitters in some automobiles.

Key fobs are used for access into the Estates pool only. Key fobs are also available from Avalon for purchase by homeowners at a cost of \$100.00 per fob (non-refundable); please assure that payment is made to Manhattan Village Estates Homes at the time of your purchase.

Keys for Manhattan Village Estate pedestrian gates may be obtained from Avalon for purchase by homeowners at a cost of \$100.00 per key (non-refundable); please assure that payment is made to Manhattan Village Estates Homes at the time of your purchase.

Gate transmitters, key fobs and pedestrian gate keys are for the express use of homeowners and residents only. These are not to be released to guests, vendors or home staff. Key fobs will be deactivated if found to be used by unauthorized persons.

Instructions on the Portsmouth Guest Entry System

Guests Access Instructions:

- The Icon 26 system will start and default back to the “Welcome To” Screen.
- Use the HELP button for assistance.
- Use the A Z keys to access the residence list on the unit’s electronic directory. The names are listed in alphabetical order by last name.
- When the desired name is found, enter the corresponding 3-digit code. The system will dial the number assigned to the resident code entered. Phone number will not be displayed. This 3-digit code can be changed via the resident information form.
- **After** connecting, the screen will display the “Talk Time” screen. If the resident wants to allow access to the visitor, they simply press (or dial) “9” allowing the gate to open.
- If the resident wants to deny access, you simply hang up the phone.

Resident 6-Digit Key Codes:

- Residents are assigned a 6-digit, personalized key code for accessing the facility.
- To use the key code assigned, the resident must first push the button with the *key symbol once and enter your 6-digit key code*. The gate will open with no contact with the resident.
- Please remember that this code will open the gate with no phone contact with the resident so care should be taken for whom you allow to have access to your resident 6-digit key code.

If you are on the telephone and do not have call waiting, your guest will hear a busy signal and will have to wait for you to end your call before they can contact you.

Guest/Domestic Help/Staff Access:

All persons not listed on the Homeowners approved access file will be allowed access onto the property in one of the following ways:

- 1) A homeowner may pre-authorize gatehouse entry by leaving visitor information with the sentry on duty at the main gate located at Gateway via GateKey.
- 2) A homeowner may authorize a gatehouse entry when contacted by the sentry upon the arrival of a guest.
- 3) A homeowner, when contacted directly by a guest using the entry phone at Portsmouth, may allow entry by pressing 9 on the telephone to remotely open the gate.

GateKey: Gate Key provides a web-based Visitor Management solution that is fast, easy to use, economical, and secure. Guards are able to quickly search resident and guest information and to admin guest and/or print passes, often searching and printing a pass in less than five seconds. Residents are able to connect anytime to update their personal and guest information, receive email and text notifications and guest reports. Administrators are able to view and update all resident, guests and guard information, and send both email and text message blasts to everyone in the community.

Resident Interface: Residents are able to add, edit and delete guest information, update their personal information, change their password, list additional residents, set up notifications for guest arrival or guest reporting, view a community directory, set up call restrictions, create a Secret Word, advise of important Health Information and Emergency Contacts, maintain a list of Pets, view their registered vehicles and assigned decal and transponder information if available, add additional users, and view a history of guest activity, all from their computer or web enabled mobile device.

Server Security: All connections from residents, administrators, and guards are through an encrypted, secure SSL (Secure Sockets Layer) - the standard in security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral. SSL is an industry standard and is used by millions of websites - including banking institutions.

GateKey contracts with a specialized internet security company that monitors their server's up-time availability, download speeds, and scans their system for over 30,000 vulnerabilities 24 hours a day, seven days a week.

To use Gate Key please use the steps below:

- From your home computer, go to www.Gatekey.us
- Click on the **Residential Tutorial Video** on the left hand side of the screen to watch a short 5 minute video on how to use Gate Key.
- For the user name use your phone number:
- For the password enter your password: (note, passwords are CaSe SenSitiVe)
- Once logged on, click on MY Info, then Edit, change your password and click Save.
- Click on Contacts and enter in your contact information, by clicking "Add New" and Save - be sure to list cell phones under "Mobile Number"
- Click on Guests, from here you can enter in your guests, including any restrictions. Temporary Guests are for service companies or other one-time guests, Permanent Guests are typically for family members that you always want to allow access into the community. When entering Guests be sure and click Save.
- You can view a complete Gate Key Resident Manual by logging on and clicking on the "help" tab on the main page (upper right hand corner under the Gate Key logo).

Estates Pool

Key fobs are used for access into the Estates pool only. Key fobs are available from Avalon for purchase by homeowners at a cost of \$100.00 per fob (non-refundable). See the website for additional information.

Wireless Connection: Wi-Fi is now available at the Estates Pool. The network name is **estatespool** and the password is **estates1**.

Procedure for Pool Access

On your approach to each access door or gate, you will notice a small black key card reader easily identified by an illuminated red L.E.D. Once you are at the gate or door you must present your fob to the reader. Upon reading the information from your key fob and the facility being within its operational time period, the green L.E.D. will illuminate, the electronic lock will release and access will be granted. The same procedure must then be performed at each consecutive door or gate. If an attempt is made to access the facility outside of normal operating hours, the green L.E.D. will not illuminate and the lock will not release. The system software features will allow the property management to maintain an accurate account of who is currently in the facility, in addition to a historical record of usage.

Gate

A gate contact sensor has been included in the system, for use in conjunction with the audible siren. The sensor will activate the siren in the event the gate is left open for an extended period of time.

Infrared Intrusion Detection Sensors

Infrared motion detectors have been included in the system, for use in conjunction with a dialer unit to the Main Gate. The motion detector will activate the dialer with a pre-recorded message to alert the gate attendant in the event of unauthorized access, by persons climbing over the perimeter of the facility after hours.

Only authorized fobs will operate the entrance gate. If a fob does not open the gate you will need to contact Avalon. Please do not open the gate for people manually for anyone whose fob does not open the gate or restrooms. The non working fob is not authorized to enter the pool via the software.

General Pool/Spa Area Rules

Your gate key FOB admits you to the Pool/Spa and is your authorization to use the Pool/Spa area. Upon request, you are required to show your gate key FOB as well as photo ID to any Access Control Officer or resident.

General Pool/Spa Area Rules for convenience of all residents:

- Pool/Spa Hours: 6:00 a.m. - 11:00 p.m. Sunday through Thursday, 6:00 a.m. - 12:00 a.m. Friday and Saturday.
- Parking for the Pool/Spa is in the cutouts along Village Circle. Parking is not permitted on Chatham.
- The gate to the pool/spa must be closed and latched after entering and exiting. Pool/Spa gate must NOT be propped open. In fact, if held or propped open, an alarm will sound.
- Residents are at all times responsible for the conduct of their guests as well as any vandalism, damage and/or loss by their guests.
- Please be considerate of residents living around the Pool/Spa Area, particularly early in the morning and late in the evening.
- Use of the Pool/Spa for commercial purposes is prohibited
- Residents are limited to 8 guests unless a Pool/Spa Party Request Application has been approved. (See MVEHA Website)
- Smoking is not permitted in the Pool/Spa and/or Green Belt Common Area.
- Dogs are not permitted in the Pool/Spa Area.
- Glass containers of any kind are not permitted in the Pool/Spa Area.
- Tables, chairs, pool furniture, and grills may not be reserved. They are available to all residents on a first come, first served basis and may not be removed from the pool/spa area.
- Children under the age of fourteen shall not use the pool without adult supervision in attendance.
- No diving in the pool or spa is permitted.
- Residents must read and obey all Pool/Spa Rules posted at the pool.
- Eating or drinking while in the Pool/Spa is strictly prohibited.
- Pool capacity is 53 persons.

- **WARNING*****

DO NOT SWIM ALONE!
THERE IS NO LIFEGUARD ON DUTY AT THE POOL/SPA.
USE OF POOL/SPA FACILITIES IS AT YOUR OWN RISK.

Architectural Modifications

All Homeowners must receive approval from the Architectural Committee for modifications to the exterior of their homes and property pursuant to the Associations Architectural Rules and Guidelines which can be found on the Associations website www.mvestatehomes.com. The Architectural Application needs to be submitted. It is located under Forms on the website: http://www.mvestatehomes.com/uploads/1/0/2/9/10297001/mveha_form_-_request_for_architectural_approval.pdf

The following documents are located on the Association website under Docs:
<http://www.mvestatehomes.com/docs.html>

- Architectural Review and Approval Procedures
- Fee Schedule for Rebuilds
- Retention of Design Professional
- Architectural Guidelines
- Painting Guidelines
- Remodel/Rebuild Guidelines
- Antenna Guidelines
- Landscaping Guidelines
- Synthetic Lawn Guidelines

Association Forms, Applications & Rules

The Following Forms and applications are located on the Association website under Forms:
<http://www.mvestatehomes.com/forms.html>

- Architectural Application
- Bounce House Application & Rules
- Pool & Spa area Party Application and Rules
- Common Area Lawn Party Application and Rules
- Common Area Problem Area Reporting Form
- Pool Fob Order Form
- Pedestrian Gate Key Order Form
- Resident Information Form

Manhattan Village Estate Website: <http://www.mvestatehomes.com>

Included in our website is information on:

- Latest News
- Calendar
- Contact Information
 - Online Homeowner Request Form
- Association Information
- Governing Documents
 - CC&R's
 - By Laws
 - Rules & Regulations
 - Guidelines
 - Architectural
 - Painting
 - Remodel/Rebuild
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 - Homeowner Forms

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Private Homeowner Non-public Access (My Account)

You can change your user name and password by clicking on "My Profile" then Password & Alias.

To view your statement, please click on Financial Reports, to View Architectural Application, CC&R Enforcement, and Work Order Status please click on "My Profile".

To view Association related documents click on Forms & Docs which includes:

Agendas
Annual Budget
Financial Reports
Meeting Minutes
Newsletter
Special Notices and Documents