

# **DESERT COVE ESTATES**

## **RESIDENTS' HANDBOOK**



**Prepared By:**

**Desert Cove Homeowner's Association**

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# DESERT COVE RESIDENTS' HANDBOOK

## 1. Welcome to Desert Cove Estates

Welcome to life in the adult community of Desert Cove Estates. We hope you enjoy your time here and with mutual co-operation, we can all continue to live in what may be the most beautiful adult community in British Columbia's Okanagan.

This Desert Cove Estates Residents Handbook which has been compiled by the Desert Cove Homeowner's Association is intended to serve as a source of information for all new residents to help you settle into your new home and community. It is our hope that the information contained within will help you integrate into and become an active participant in making the Desert Cove community a harmonious, joyful and rewarding place in which to live.

## 2. Role of Desert Cove Estates Ltd.

Desert Cove Estates Ltd. (hereafter called 'Management') is a privately owned company that is the developer and landlord of Desert Cove Estates. Management owns the Recreation Centre building, the water supply system and all related structures and equipment. Management is the developer of all residential buildings within Desert Cove. Management is responsible for maintenance and upkeep of their buildings and facilities, as well as, maintenance and upkeep of all roadways and common areas. Management also provides the water supply and garbage pick-up services for all residential properties. Management establishes the Desert Cove regulations for leaseholders and they may alter or change these regulations as they deem appropriate.

We each pay a monthly lease fee to Management for the right to peaceably possess and enjoy the land upon which our residence is situated and for the services provided by Management. These lease fees are not strata fees and residents do not have any active role in the management of Desert Cove Estates Ltd.

## 3. Role of Desert Cove Homeowner's Association

Desert Cove Homeowner's Association (hereafter called 'DCHA') is independent from Management. The DCHA is a not-for-profit society registered under the BC Society's Act. The scope and parameters of the DCHA are available in the DCHA By-Laws (see Schedule B). For more information regarding the constitution or by-laws, please contact the Secretary of the DCHA Executive.

The **Mission Statement** of DCHA is to:

- (1) *endeavour to maintain and enhance a safe environment and improve upon the lifestyle at the community of Desert Cove,*
- (2) *encourage the active participation of all residents in the community's activities of every nature and kind,*
- (3) *act as a liaison and to represent the Association members on issues of community concern brought to the Board of Directors.*

The **goals of the DCHA** are to:

- (1) *coordinate and organize social and safety activities for the association members,*
- (2) *provide information sessions for residents on topics considered important to the quality of life for residents,*
- (3) *represent members in matters relating to management and external organizations,*
- (4) *assist residents in understanding and interpreting regulations pertaining to Desert Cove and,*
- (5) *provide timely communications to the association members regarding actions of the Executive Committee.*

The DCHA has a fiscal year of September 1<sup>st</sup> to August 31<sup>st</sup>. Membership costs consist of an initial one-time fee of \$25.00 (twenty-five dollars) per household, plus an annual fee of \$10.00 (ten dollars) per each resident, payable by August 31<sup>st</sup> each year. When a resident purchases a membership, the annual fee is not due until the following fiscal year (September 1st). Fees are used to maintain and purchase equipment for entertainment and use by members (e.g., pool tables, sound systems, kitchen equipment, hall decorations, etc.). DCHA membership entitles residents to (1) discount prices for tickets to social events, (2) admission to and a vote at the DCHA Annual General Meeting, (3) admission to all General Meetings scheduled by the DCHA Executive, (4) access to the minutes of all General and Annual General Meetings [please contact the Secretary], (5) access to social and recreational activities at the Recreation Centre, (6) use of kitchen equipment for approved functions.

The DCHA Executive is comprised of volunteers who serve in various capacities and are elected or appointed for varying terms. Executive members are elected at the Annual General Meeting in September. The DCHA is required to schedule and hold two General Meetings through the fiscal year. The DCHA Executive meets at the call of the President and usually occurs once per month through the year.

#### **4. Guidelines for Residents of Desert Cove Estates**

##### **a. Regulations**

It is the responsibility of each resident to be aware of the regulations established and provided by Management. It is also incumbent on residents to ensure that their visitors and guests abide by those regulations. You should have received a copy of the regulations with your lease agreement. As well, they are accessible on the DCHA website and from Management.

**b. Speed Limits**

The speed limit throughout Desert Cove Estates is 30 kilometers per hour. There are no sidewalks along streets in Desert Cove and pedestrians must walk on the streets. Please keep your speed to the posted limit and ensure that your visitors also abide by those speed limits.

**c. No Solicitation**

Solicitation by any means is not allowed within Desert Cove Estates. Residents are advised to contact Management if they encounter anyone soliciting within the community.

**d. Pets**

All pets (dogs and cats) must be on a leash whenever they are outside of your yard. While walking your pets, owners are required to pick-up and remove their pet's droppings and they should make every effort to keep their pets off neighbour's yards.

**e. Emergencies**

Residents are to call **911** for any emergency, including police, ambulance or fire needs. Fire protection for Desert Cove is provided by the Okanagan Indian Band Fire Department on Westside Road. Ambulance and police services are provided from Vernon. DCHA also maintains an Automated External Defibrillator (AED) at the Recreation Centre that may be accessed when it is needed and an Emergency Contact list is available on the Desert Cove Homeowner's Association website.

**f. Garbage Pick-up**

Garbage collection is provided and funded by Management. Garbage is picked up every Monday morning, including holidays. Place your garbage containers at the street no later than 7:00 am. Leaving garbage out overnight is not recommended unless it is in a securely closed container. No garden refuse can be put into your household garbage. Garden and yard waste will not be picked up with garbage.

**g. Yard Waste**

Garden or yard refuse that is placed in household garbage will not be picked up. Compostable materials (grass, flowers, etc.) may be placed in the compost pile above the lower RV parking lot. Non-compostable materials, such as woody stems, tree trimmings and plastic bags should not be placed in the compost pile. Owners are responsible for disposal of non-compostable materials. Generally, local garbage facilities will accept yard waste at no charge during specific periods in the spring and fall and Management does provide a pick-up of non-compostable yard waste at specific times in the spring and fall. Please contact the Management office to learn more about the pick-up service they provide.

#### **h. Recycling**

RecycleBC provides recycling to Desert Cove Estates. They have contracted Emterra Environment for the pick-up service. Pick-up schedule is every two weeks and is free of charge for residents. All homes have been provided with recycling containers and information pamphlets outlining what can be and cannot be placed in the recycling containers. If you haven't been provided with containers, contact Emterra Environment directly at: 250-545-4245 or email [askmebc2@emterra.ca](mailto:askmebc2@emterra.ca) Visit the DCHA Website for additional information.

#### **Refundable Container Recycling:**

There are receptacles at the back door of the Recreation Centre where *returnable aluminum liquor cans (beer, coolers, etc.), aluminum soft drink cans, glass bottles (liquor, beer, soft drinks and wine), milk cartons, plastic liquor and water bottles, juice and wine box containers* may be left for collection. Please put all cans and bottles in a bag and leave at the receptacles. They will be picked up daily and ALL proceeds are donated to Vernon Jubilee Hospital.

#### **i. Mail Delivery**

Canada Post delivers mail Monday to Friday (Statutory holidays excluded) to the compartment boxes at the front of the Recreation Centre, usually before 11:00 am. Regular mail is delivered to your box. Parcels are delivered to the large, numbered boxes by the Centre entrance. If you receive a parcel, a key will be left in your compartment box that will open the box that contains your parcel. Remove your parcel, close and lock the door and drop the key into the outgoing mail box. Remember that your mailing address is your compartment box number followed by Desert Cove Estates, Vernon, BC V1H 1Z1 (e.g., ### Desert Cove Estates, Vernon, BC V1H 1Z1). Do not put "PO Box" in your address as these boxes are owned by Management and are not Canada Post Office boxes. It is important to make sure you have BOTH your mailing address and your physical address on your Driver's License, in order to receive mailed communications from Driver's licensing (they insist on showing the physical address on your license).

#### **j. Newspaper Delivery**

The free Vernon Morning Star newspaper is delivered to Desert Cove during the morning of Wednesday and Friday each week. Newspapers may be picked up from the blue paper boxes on 7th Avenue, east of the Recreation Centre.

#### **k. Recreation Centre**

You should have been given a key for the Recreation Centre. If not, a key may be obtained from the Management Office. The Recreation Centre has an indoor pool, hot tub, craft room, library, fitness centre, pool tables and a kitchen. All doors to the Centre are usually locked after 3:00 pm and on weekends so you will need your key to get in. The key will open the front door and the pool table room door. A member must accompany guests whenever they use any Desert Cove facilities. Your key must not be given or loaned to a non-resident. There are several activities that are

regularly scheduled at the Recreation Centre. There is a copy of the weekly activities schedule on the Desert Cove Homeowner's Association website.

All new residents are provided with nametags which are located in foyer of the rec centre. Residents can choose to purchase magnetic nametags through the DCHA.

**I. DCHA Website**

The DCHA provides a website at <http://www.desertcovehomeowners.org> that residents can access. This website contains information pertinent to residents and is used for sharing information of interest to all residents. If you have problems accessing this site, please email [desertcovehoa@gmail.com](mailto:desertcovehoa@gmail.com). Free Wi-Fi is also provided within the Recreation Centre by Management. If you do not have internet access at home, you may access internet with your computer at the Recreation Centre although, you need to be aware that, this access is unsecured.

**m. Library**

The library at the Recreation Centre is maintained by volunteer DCHA members and operates on the honour system. All items in the library (books, videos, jigsaw puzzles) can be borrowed at any time but, please return them when you are done. Please return all items to the cart or the counter (do not restock the shelves). The librarian also requests that Snowbirds who leave for the winter not take items from the library with them. Donations to the library are always welcome. For more information on the library, please contact the resident librarian.

**n. Pool Tables**

The pool tables are owned and maintained by DCHA and may be used by DCHA members. Guests may only use the pool tables when accompanied by a resident. Players are asked to play with caution so that damage does not occur to the cloth or other equipment. After using the table, please put the balls in the pockets, replace the cover on the table and shut off the light to the room.

**o. Swimming Pool / Hot Tub / Fitness Centre**

The swimming pool and hot tub are owned and maintained by Management. Entry to the pool area requires a FOB, provided to all residents by the Administration Office. Rules and regulations for use of these facilities are posted in the pool area. The pool is kept at a pleasant temperature and is open for use from 7:00 am to 10:00 pm. Guests are welcome to use the pool but, all guests including all adults and children, must be accompanied by a resident. Children over three (3) years of age may use the pool between the hours of 11:00 am and 1:00 pm and from 4:00 pm to 6:00 pm. Children younger than three (3) years of age are not permitted to use the pool or hot tub. Please note, the pool is reserved for Ladies Aqua Fit on Monday, Wednesday and Friday mornings from 9:00 am to 10:00 am and for Men's Aqua fit on Tuesday, Thursday and Saturday mornings from 9:30 am to 10:30 am. (See Appendix A.)

The fitness centre equipment is owned and provided for our use by Management. Rules and procedures for use of the equipment are posted within the fitness centre area. Please use this equipment with respect and leave it in a suitable condition for the next user.

**p. Water Supply**

Water within Desert Cove Estates comes from wells that are owned by Management. Water quality, water supply and the water filtration system are diligently monitored by Management. The water supply is adequate but Management does implement water conservation regulations during the summer months to reduce the strain and load on the water delivery system. Sprinklers and watering systems should be set to water for no more than two hours between 7:00 pm and 7:00 am with no watering during the day. Even numbered homes should restrict watering to those hours during Mondays, Wednesdays and Fridays. Odd numbered homes should water during those hours on Tuesdays, Thursdays and Saturdays. Residents should refrain from watering on Sundays.

**q. Water Softeners**

Because the well water we have is 'hard' water you likely have a water softener in your home. It will be set to run through a cleansing and regeneration cycle. This is usually set to occur during night time hours. Water softener salt must be added to the softener periodically. The bottom of the tank should have about six (6) inches of water and the salt level should be maintained above the water level. Any hard crust that forms on the salt should be broken up so that it falls back into the water brine.

**r. Septic Systems**

Each home in Desert Cove uses a septic system for sewage waste disposal. Septic tanks need to be pumped out periodically. In some of the older homes, a septic tank and field are shared by two homes, while each of the newer homes has its own septic tank and field. Management is responsible for pumping out septic tanks on shared septic systems. Homeowners that have their own septic tank and field are responsible for pumping their tanks out as needed. Some septic tanks also have a filter at the outlet of the secondary tank to the distribution box and the septic field. This filter should be taken out and cleaned with a hose periodically (once or twice a year). If you are not certain, check with Management to determine if your septic tank has a filter that needs to be cleaned.

The active life of a septic tank between pump outs can be lengthened by using some common precautions. 1) Minimize the flushing of grease down the drain. 2) Never use an automatic toilet bowl cleaner in the tank or bowl. 3) Do not put excessive amounts of bleach down the drains or toilets. 4) Do not flush facial tissue, paper towels, or any other paper products other than toilet paper. 5) Periodic flushing of septic tank activator (Septal or Septo-Bac) or yeast into the septic tank can help maintain active and healthy microbes that aid in decomposition of solid matter.

**s. Snow Removal**

Management plows the roadways in Desert Cove as soon as any accumulation of snow occurs. By necessity, the snow plow pushes the snow to each side of the street. Removal of snow from sidewalks and driveways is the responsibility of homeowners, including any snow that is pushed across driveways by the snow plow. Management requests that homeowners do not push snow from driveways or sidewalks onto the street after the snow plow has passed.



**t. Maintenance and Weed Remediation**

Maintenance of common areas in Desert Cove is the responsibility of Management. From time to time, Maintenance will spray weeded areas. Green flags will be placed to indicate where spraying has taken place. It is recommended those areas be avoided, especially when walking pets.

**u. Wildlife in Your Backyard**

Desert Cove Estates is in a rural setting with an abundance of wildlife for residents to enjoy. However, some wildlife (bears, etc.) are not as welcome in our yards. Homeowners are encouraged to maintain sanitary conditions in their yards by using proper garbage receptacles and picking up any waste vegetables or fruits. Wildlife will quickly take advantage of easy food sources. The presence and/or danger from unwanted wildlife can be minimized if we all do our part to make sure our yard is not attracting critters.

**v. Vacationing Homeowners**

Homeowners are reminded that if you are going to be absent for any length of time you should have a responsible person check on your home. If you will be away for more than a week, you should notify the Management office of the length of time you will be away and who will be looking after your place in your absence, along with contact information in the case of any emergency. The Management office also requires this information for Snowbirds who leave during the winter months.

**w. Recreational Vehicle Sani-Dump**

Management provides a Sani-dump station for recreational vehicles that may be used by residents, free of charge, whenever required. The Sani-dump station is located behind the northwest corner of the Recreation Centre.