

Mirage Heights Reminder...

Per the Mirage Heights Rules and Regulations,
Homes may not be leased for a period of
time that is less than 28 days.

All rentals must be in writing, subject to all
Restrictions, rules, and regulations of the association and
must be registered within 7 calendar days after
the lease begins.

Please find the Rules and Regulations, Rental Registration
Form, and Pet Registration Form attached to this email.

Please also ensure that your tenant receives a copy of
The Rules and Regulations upon signing their lease.

All forms are also available on the
Mirage Heights Website at:

www.mirageheights.com

Thank you!

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Welcome

Welcome to Mirage Heights and the Mirage Heights Homeowners Association!

The purpose of this handbook is to provide you with information about your homeowner's association. This handbook should be read in conjunction with all of your condominium documents – the articles of incorporation, bylaws, and condominium declaration (CC&R's). **Please note that the Board may add, delete, or change some policies or rules from time to time.**

It is extremely important that you read this handbook and keep it for handy reference. If you rent out your property, you must ensure that your tenants are familiar with the handbook's contents, especially the rules and regulations.

Your association will only be as strong as the individual owners want it to be. Your involvement is needed to ensure the community's success. Please feel free to contact any member of the Board of Directors or the Property Manager if you have a question or concern.

History of Mirage Heights

Mirage Heights is a development of Mirage Homes, located in Fountain Hills, Arizona. Construction started in 1995 in two phases. Both Phase I and Phase II sold out fast. Sixteen units make up eight twin homes, and thirty-six units make up nine four-plexes.

The fifty-two units are situated on about eighteen acres of prime desert land covered with native plants and vegetation and inhabited by various wild animals. Our community enjoys extremely low building density (9%) compared to similar developments.

The association's annual operating budget is approximately \$150,000.00. The current value of all the units and our land is approximately \$10 million. However, our community's beautiful Sonoran desert surroundings and mountain views are priceless and irreplaceable.

What You Bought

In the United States, about 40 million people live in communities governed by associations such as condominiums. Condominiums are a unique form of real estate ownership, not a type of building. All condominiums contain common property – roofs, pools, land, etc.

By purchasing a home at Mirage Heights, you own an undivided interest in the common elements of the association in addition to your individual unit. You are urged to become familiar with the various terms found in your condominium documents to better understand your rights and obligations relating to your unit, the common elements, and the limited common elements.

Get to know your neighbors. We all have a stake in our association's future. It's up to all of us to make it work to our advantage. Get involved with your association.

Monthly Payments

The Homeowner's Association fee for Mirage Heights are determined each fall to fund the annual January – December budget. Monthly payments are due on the first day of the month and if not received by the fifteenth (15th) of the month will become delinquent. **It is the owner's responsibility to insure that the management company receives the payment no later than the 15th of the month to avoid being charged a late fee.**

Benefits of Association Membership

Community features paid for by your monthly fee include:

- Private heated pool with covered ramada
- Heated therapeutic spa
- Pool and spa cleaning
- Spacious common areas
- Professional desert landscaping
- Landscape maintenance, repair, and improvement
- Building/fire liability insurance
- Cable TV service
- Exterior building maintenance, repair, and improvement
- Building fire/liability insurance
- Professional management
- All common area maintenance
- Exterior pest control
- Reserve account for future needs

Operation of the Condominium

Mirage Heights Condominiums Homeowners Association, Inc. is an Arizona non-profit corporation incorporated in 1995.

A five-member Board of Directors (BOD) governs the association's business affairs. Terms of office are staggered. Owners select directors each year at the annual meeting. Directors then elect the officers - President, Vice-President, Secretary, and Treasurer.

The BOD's responsibilities include, among others, caring for and keeping up the property; preparing an annual budget; collecting monthly assessments; employing personnel and a manager; making repairs; insuring the property against loss; investing funds; and adopting rules and regulations.

The Board's powers and duties come from Arizona law and the Condominium documents (www.mirageheights.com):

- Articles of Incorporation
- By-laws
- Condominium Declaration (CC&R's)

In general, the function of the Board is to set policy. The Board always acts in a manner that is intended to protect, maintain, and enhance the value of the association's property. The Board delegates some authority to a Property Manager whose job is to carry out the Board's policy. Regular meetings of the Board are open to all owners, however closed executive sessions may be held for purposes allowed by state statute. Notices of Board meetings will be posted at the pool and central mailbox on the cul-de-sac and the Mirage Heights website www.mirageheights.com.

Annual Meeting

Our association's official annual meeting date is in March of each year. The Board of Directors will give all owners sufficient advance notice of the actual meeting date to enable maximum attendance and participation.

The Property Manager

The Board has authorized a property management company to perform certain duties for the association. Those duties include collecting assessments, filing tax returns, keeping the books and records, reporting violations, preparing mailings, making on-site inspections, and assisting in changes of ownership. Our association's property manager can be contacted at:

Trestle Management Group, LLC

Attn: Deborah Downs

450 N. Dobson Rd.

Suite #201

Mesa, AZ 85201

Phone: 480-422-0888 (Ext. 1031)

Email: ddowns@trestlemanagement.com

Repairs

The association is responsible for making all repairs and improvements to the common elements. The cost of all such repairs and maintenance is a common expense paid for by the association. CC&R's Art. 5.0.

Owners are responsible for maintaining, repairing, replacing, and restoring at their own expense all portions of their unit and the limited common elements allocated exclusively to their unit as described in the declaration. The association may make the repairs and maintenance if the owner fails to perform their responsibilities. If that happens, the association will levy and collect a special assessment against the owner. CC&R's Art. 5.1.

The association has the right to inspect any unit for maintenance, repair, and replacement purposes. Notice will be given first. This includes verifying that owners, tenants, and guests are performing their responsibilities and complying with the provisions of the Condominium Documents. CC&R's Art. 3.8.

Do not install or replace a heat pump or air conditioning unit without the prior written approval of the Board of Directors. The Board has the right to approve the size, shape, noise level, and location of the unit.

In addition, owners will be liable to the association for any willful or negligent damage to the common elements including improvements, landscaping, and equipment. The owner's liability includes damage caused by their tenants and guests. CC&R's Art. 5.2.

Termites: Although termite treatment for one building benefits a small portion of the community, and the Arizona Condominium Act and our CC&R's indicate such expenses should be paid by the owners of the units impacted, the Board has acted to go beyond their obligation for termite treatment.

- This policy is restricted only to the issue of termite treatment and should not be considered as a precedent to be used in other common area expenses. It is the Board's intention to follow the Condominium Act and pass on costs for other issues where applicable.
- Because of nature of termite treatment and infestation, and to insure that qualified professionals do treatment, the Board will pay the cost of treatment for termites when evidence of their existence is found.
- Treatment by any company selected by the Board will include warrantee coverage.
- While treatment will include interior and exterior treatment; repair of any interior damage resulting from termites will be paid for by the individual homeowner(s) where damage has occurred.
- The HOA Board will pay for treatment of termites on the condition that homeowners will procure and pay for an annual inspection by a qualified inspector, selected from a list provided by the Association.

Rules and Regulations

Purchasing a home in a community association offers many advantages to the owner, but at the same time imposes some restrictions. Restrictions are not meant as an inconvenience or invasion of freedom, but rather as a means of promoting and maintaining harmony in our community.

Our community property is a great asset. All land is owned by our association and maintained with dues paid to our association. The preservation, upkeep, and enjoyment of our community property depend on the cooperation of each owner, their tenants, and guests. Our investment can be enhanced and maintenance costs kept reasonable if certain rules are followed.

All rules and regulations apply to owners, tenants, and guests. The rules and regulations listed below are not intended to be all-inclusive. Owners, tenants, and guests are also expected to use common sense and good judgment. In addition, all units and common areas are subject to the use and occupancy restrictions contained in the condominium declaration as well as local and state laws. Violations can result in penalties including reasonable fines levied by the Board of Directors.

Because of the size and nature of our association, the Board of Directors is sensitive to how our rules and regulations are enforced. It's important that owners, tenants, and guests have a positive attitude toward the association, and not feel offended by enforcement action.

The association's intention is that, whenever practical enforcement action will start with either a personal conversation or a "quick card" between the Property Manager and the resident. Written notices will be used in appropriate cases to document the violation and request compliance.

Owners who observe violations should report them to the property manager, page 5.

The identity of the person reporting the violation will not be reported to the owner involved.

Do not take your complaints directly to the Board members. No Board member may make a unilateral decision regarding any matter that has not been decided by a quorum of the Board members. No Board member may discuss complaints between different owners.

All the rules and regulations listed here may be changed or added to at any time by the Board of Directors with due notice. Any consents granted under these rules and regulations may be revoked.

Receipt of this document shall constitute formal notice. No additional warnings will be given.

In order to enforce the condominium documents and these rules and regulations, the Board of Directors may levy, assess, and collect reasonable fines as established by the Board of Directors. The fines shall be assessed against the owner for violations by the owner, members of their family, tenants, and guests.

The standard fines to be levied in the case of the same violation is as follows:

- First notice: Warning by phone and/or letter
- Second notice: \$25
- Third notice: \$50
- Subsequent notices: An amount at the discretion of the Board of Directors depending on the severity of the violation and may include legal action

Other fees may be assessed in addition to the fine for processing the violation and collecting the fine.

A violation causes the association to hire outside labor or purchase materials to repair damage caused by a violation, the owner will be required to reimburse the association for any materials or labor necessary to cure the situation.

Failure to pay fines within thirty days from the date of a levy shall result in the addition of late fees, and may also result in the filing of legal action.

1. In General:

- Noxious, offensive, dangerous, unsafe, immoral, or unlawful activities are strictly prohibited.
- Nothing shall be done or kept on the property that will increase or cancel the association's insurance or is in violation of any law.
- Do not damage, destroy, or waste association property.
- Prevent the accumulation of materials that promote the spread of vermin, odors, or conditions constituting a danger or nuisance.

2. Inside Units and Patios:

- All units are limited to occupancy by single families only.
- No commercial activities or other nonresidential use shall be conducted in any unit except as allowed by the declaration. Home businesses that do not generate traffic, inventory or storage of equipment, and which do not include corporate vehicles shall generally be acceptable, however, the Board may choose to prohibit specific types of commercial activities.
- Keep units clean and in good order and repair.
- Stack firewood neatly on patios and decks no closer than one foot from any wall of the building. Use raised racks to allow proper air circulation.
- Window treatments will be beige or white where seen from outside the unit.
- No solicitor or salesperson will be permitted or invited in by a unit owner or tenant unless they are restricted to that unit.
- Noise levels shall not disturb or annoy other residents
- Smoking shall not disturb other residents.
- Garage doors should be left closed to discourage theft.
- When selling or renting, one professionally made "For Sale" or "For Rent" sign, no larger than 16" x 24", may be displayed on the inside of a window.

3. Outside in Common Areas:

- Keep common areas free of obstructions and use them only for the purposes for which they were designed.
- Storing anything outside a unit requires the Board of Director ' written approval.
- Store trash containers inside your garage.
- Trash containers will not be left in a pickup area for more than 12 hours before scheduled pickup or more than 12 hours after pickup.
- All landscaping changes require the Board of Directors written approval.
- Do not leave out food or bait to feed or attract wild animals.
- Smoking shall not disturb other residents.
- Discard all smoking materials matches, butts, etc.-in proper containers.
- Ensure that holiday decorations that are hung, displayed, or exposed at or on the outside of windows or the outside of units conform to association guidelines issued by the Board of Directors.
- Noise levels shall not disturb or annoy other occupants.
- Keep driveways and streets clean, free of oil and grease.
- If you will be away for an extended period, cancel newspaper deliveries or ask your neighbor to pick them up.
- When selling or renting, one professionally made "For Sale" or "For Rent" advertisement sign may be hung on a town" approved "A-frame" posted in accordance with town ordinances on Grande Boulevard.

4. Swimming Pool and Spa:

Pool and spa facilities are enjoyed at the risk of the user. **THERE IS NO LIFEGUARD ON DUTY.** The Board of Directors, Management Company, or any other persons employed by the Board of Directors assumes no responsibility for homeowners, guests, family members and/or invitees. Pool rules are devised for your safety, protection, enjoyment and well-being, but there is no substitute for caution, common sense and courtesy.

- Pool hours are from dawn to 10:00PM
- **STATE LAW REQUIRES THAT THE POOL GATES BE LOCKED AT ALL TIMES OTHER THAN FOR ENTRY OR EXIT. PLEASE DO NOT LEAVE THE GATE AJAR.**
- Remove covers completely prior to use and replace fully after use.
- The pool facilities are for the exclusive use of residents (homeowners and renters) and their guests. Residents are responsible for their guests observing the rules at all times.
- Residents **MUST BE PRESENT** at the pool with their guests.
- Pool keys are not to be loaned to non-resident guests.
- Only Association members in good standing who are current in the payment of their assessments may use the pool.
- Property Manager requires two weeks prior notice when you are planning on having a pool party of more than 10 guests.
- Proper swimming attire must be worn. **NO** children with diapers are allowed in pool or spa.
- **NO** smoking in the pool and spa area.
- **NO** glass containers are allowed in pool and spa area.
- **NO** food or drink allowed in pool or spa, plain water ok.
- **NO** pets allowed inside gate.
- **NO** person under the age of 14 may swim unless accompanied by an adult.
- **NO** person under the age of 14 may use the spa.
- Please protect the furniture from oils and lotions by using a towel to cover chairs.
- Do **NOT** leave pool toys, inflatables, etc. in pool area or bathrooms. They will be disposed of.
- Clean up after yourself by straightening chairs, cleaning tables and disposing of trash.
- Residents have the right and responsibility to ask those not following the rules to leave the pool area.
- Violations may result in the loss of pool area privileges, forfeiture of pool keys, fines or other actions deemed necessary by the Board.
- Police will be called on trespassers.

Any and all clean-up and/or maintenance expenses incurred out of the ordinary will be assessed to the responsible homeowner(s) HOA account.

5. Vehicles and Parking:

- Automobiles, vans, light trucks, and motorcycles may only be parked in garage areas and driveways. Visitors may park in the driveway of their host or in visitor parking areas.
- Do not block your neighbor's access to their garage, or use their driveway without permission. Your neighbor's garage and driveway are limited common elements that are allocated to their unit's exclusive use. CC&R's 2.4(A)(i).
- RV's, boats, campers, buses, trailers, and trucks larger than 3/4 ton are prohibited in parking areas and driveways except for temporary loading and unloading for up to twenty-four (24) hours, after which the vehicles must be removed from the property. Such vehicles will be towed at the owner's expense if parked on association property for longer than twenty-four (24) hours. No power equipment, workshops, or car maintenance are allowed except in enclosed garages.
- Automobiles and motorcycles may be washed and cleaned on any driveway. Vehicle washing is not allowed in the pool lot.
- Parking in the pool lot is restricted to owners, guests, and tenants who are using the pool or spa. No other parking is allowed in the pool lot.
- The vehicle owner shall be totally responsible for any vehicle including personal or private property parked upon association property. The association shall not be responsible for theft, vandalism, or any damage that may happen to any vehicle.

6. Pets:

- No animals of any kind shall be raised, bred, or kept in a unit except for common household pets that have a gentle disposition and are approved by the Board of Directors.
- In no event will animals that are noted to be vicious, dangerous, venomous, or poisonous be allowed. In particular, this includes Staffordshire terriers also known as "pit bull terriers."
- All animals must be registered, form available www.mirageheights.com
- Excessive numbers of animals will not be allowed. In general, this means a maximum of two dogs, two cats, or one of each.
- Pets that become a nuisance, e.g. barking dogs, shall not be allowed. Owners will be required to remove them from the property at their own expense.
- Clean up after your pets immediately, and dispose of the waste in a sanitary manner to trash containers.
- City ordinances pertaining to dogs apply to the association:
 - Dogs that are 4 months or older have to be licensed.
 - All dogs must have a current proof of anti-rabies vaccination from a vet.
 - Dogs are not permitted at large.
 - Dogs that are 4 months or older running at large require a collar harness with a valid attached license.
 - Dog waste must be contained.

7. Architectural Controls:

- Structural additions, alterations, or improvements of any kind to the exterior of buildings require the Board of Directors' written approval. This includes, among other things, fences, walls, screens, balconies, patios, patio covers, awnings, carports, carport covers, solar collectors, antenna, and tents except as allowed by law.
- No sign, awning, canopy, shutter, antenna, or satellite dish will be affixed to or placed upon the exterior of any unit or exposed on or at any window without the Board of Directors' written approval.
- Do not paint, stain, or otherwise change the color scheme of the exterior of any existing structure. Do not paint, repair, maintain, alter, or modify any exterior wall, railing, exterior door surface, roof, or any installation of the common area.
- Screen doors may be purchased and installed at owner's expense. Tile doors must be black or dark brown in color; shall be made of metal; shall have a door closer; and must be in conformity with the already existing screen doors on the property. Screen door maintenance is the owner's responsibility.
- Patio enclosures, also called Arizona Rooms, must be in conformity with already existing patio enclosures on the property. Patio enclosure maintenance is the owner's responsibility.

Renting Your Unit

Some owners rent out their units on either a year-round or seasonal basis. Those owners need to understand that the association has some valid concerns about rental units.

The association is concerned about the enjoyment and value of our property being diminished by rentals. It is a fact that lenders will refuse to finance homes if there are too many renters. It is also a fact that persons without a nested interest in the residence they occupy are more likely to commit rule violations and property damage. An absentee owner is not present to observe the behavior of their tenants. The cost for an association to manage an absentee owner's tenants can be expensive.

Therefore, absentee owners will be held responsible for the actions and behavior of their tenants and guests. Absentee owners will bear the additional cost of their tenants and guests.

All rentals must comply with and conform to all applicable laws and regulations of the United States, the State of Arizona the County of Maricopa, and all ordinances, rules, and regulations of the Town of Fountain Hills.

Owners and tenants who rent or lease will indemnify, save harmless, and defend tile association, its management company, and other unit owners from:

- All fines, penalties, costs, and prosecutions for the violation or noncompliance with the laws, and
- All liability claims and judgments or a demand for damages arising from accidents to persons or property caused by the use of the association's property and facilities.

Owners and tenants will make good and reimburse the association for any expenses that the association may have by reason of such noncompliance or accidents.

The Board of Directors may require a damage deposit from owners who rent their units on a regular basis.

No units may be rented for less than twenty-eight days except to accommodate the relatives and friends of unit owners. No units may be sub-leased.

All rentals must be in writing subject to all restrictions, rules, and regulations of both associations. In addition, within seven calendar days after the rental begins, the association's Property Manager must receive the following information from the owner-landlord: www.mirageheights.com

- A receipt signed by the tenants acknowledging that they have received a copy of this handbook, and
- A completed tenant information sheet that lists the unit number, all names of unit's occupants, telephone number, vehicle descriptions (make, model, color, and license), and animals.

Whenever the word "rent" appears in this section, it includes "lease."

Selling Your Unit

Arizona law requires the association and seller to provide certain information to the condominium buyer:

- The condominium declaration (CC&R's)
- Bylaws
- Rules and regulations
- A copy of the most recent reserve study, if any
- A copy of file current operating budget
- A copy of the most recent annual financial report
- A Resale Disclosure statement containing:
 - The telephone and address of the association's principal contact
 - A statement of common regular assessments and unpaid assessments; if any.
 - A copy of the association's insurance declaration page
 - A statement from the seller or association if either has knowledge of any alterations or improvements to the unit that violate any provisions of the declaration.
 - A statement of easement names and case numbers of any pending litigation by or against the association.

This information must be mailed or delivered to the buyer within ten days after receipt of a written notice of the pending sale from a title, escrow, or mortgage company. Notice to the association must include the buyer's name and address. Buyers must sign a form acknowledging receipt of all documents. Contact our Property Manager for assistance.

A reasonable fee to compensate the association for the costs incurred in the preparation of this information will be charged during closing of the sale

Neighborhood Watch

Owners, tenants, and guests are encouraged to participate in neighborhood watch. If you observe any suspicious or illegal activity, call the Fountain Hills Police department immediately. Keep the police number at your telephone or in auto dial.

Give your report in calm, slow, precise language.

If you observe or hear activity in the pool after hours, notify the Police. **DO NOT CONFRONT THE PERSONS INVOLVED.**

Our Property Manager should be informed of any accidents as soon as possible for record keeping purposes.

Ideas and Suggestions

The Board of Directors and our Property Manager want to hear your ideas and suggestions for protecting, maintaining, and enhancing the value of our property and making Mirage Heights a better place to live.

When corresponding with the Board of Directors or our Property Manager, please put it in writing.

MIRAGE HEIGHTS CONDOMINIUM ASSOCIATION
Tenant Information Sheet

NAME OF CONDO OWNER: _____ **UNIT #:** _____ **PHONE #:** _____

NAMES OF RENTERS: _____ **PHONE #:** _____

_____ **PHONE #:** _____

RENTAL TERM: _____

VEHICLE DESCRIPTION: Make _____ Model _____

Color _____ License _____

VEHICLE DESCRIPTION: Make _____ Model _____

Color _____ License _____

PET: YES _____ NO _____ If yes, please complete pet registration form, available on
www.mirageheights.com

I, as a resident/owner at Mirage Heights Condominiums and acknowledge that this rental is strictly limited to the above-mentioned renters.

The Handbook of the Association states:

No units may be rented for less than twenty-eight days except to accommodate the relatives and friends of unit owners. No units may be sub-leased.

All rentals must be in writing subject to all restrictions, rules, and regulations of the association. In addition, within seven calendar days after the rental begins, the association's Property Manager must receive the following information from the owner-landlord:

- A receipt signed by the tenants acknowledging that they have received a copy of the handbook, (available on www.mirageheights.com)
- A completed tenant information sheet that lists the unit number, all names of unit's occupants, telephone number, vehicle descriptions (make, model, color, and license), and pets.

Owners and tenants will make good and reimburse the association for any expenses that the association may have by reason of such noncompliance or accidents.

SIGNATURE OF CONDO OWNER: _____ **DATE:** ____/____/____

SIGNATURE OF RENTER: _____ **DATE:** ____/____/____

_____ **DATE:** ____/____/____

Mail, fax or scan and email to:
Trestle Management Group
450 N. Dobson Rd., Suite 201
Mesa, AZ 85201
Fax: 480-522-1221
Email: info@trestlemanagement.com

**MIRAGE HEIGHTS CONDOMINIUM ASSOCIATION
PET APPLICATION FOR APPROVAL**

NAME OF CONDO OWNER: _____ UNIT #: _____ PHONE #: _____
NAME OF PET OWNER (If a rental): _____ PHONE #: _____

CAT/DOG /OTHER: _____ BREED: _____

MALE: FEMALE: _____ AGE: _____

SPAYED/NEUTERED: YES _____ NO _____

SIZE (HEIGHT & WEIGHT): _____

COLOUR/MARKINGS: _____

PET TRAITS (i.e. barking, used to living in condo, good with people/other animals)

I as a resident/owner at Mirage Heights Condominiums and acknowledge that this application for approval is strictly limited to the above-mentioned pet to live out its "Natural Life" at Mirage Heights Condominiums. This pet may not be replaced without prior approval by and re-application to the Board of Directors.

The Handbook of the Association states:

6. Pets:

No animals of any kind shall be raised, bred, or kept in a unit except for common household pets that have a gentle disposition and are approved by the Board of Directors.

In no event will animals that are noted to be vicious, dangerous, venomous, or poisonous be allowed. In particular, this includes Staffordshire terriers also known as "pit bull terriers."

All animals must be registered with the Board of Directors.

Excessive numbers of animals will not be allowed. In general, this means a maximum of two dogs, two cats, or one of each.

Pets that become a nuisance, e.g. barking dogs, shall not be allowed. Owners will be required to remove them from the property at their own expense.

Clean up after your pets immediately, and dispose of the waste in a sanitary manner to trash containers.

City ordinances pertaining to dogs apply to the association:

- Dogs that are 4 months or older have to be licensed.
- All dogs must have a current proof of anti-rabies vaccination from a vet.
- Dogs are not permitted at large.
- Dogs that are 4 months or older running at large require a collar harness with a valid attached license.
- Dog waste must be contained.

I understand that if the pet presents a problem, that the Board of Directors has the authority to withdraw such approval with seven-day (7) notice in writing to me.

SIGNATURE OF CONDO OWNER: _____ DATE: ____/____/____

SIGNATURE OF PET OWNER (If a rental): _____ DATE: ____/____/____

BOARD APPROVAL: _____ DATE: ____/____/____

Please include a picture of your pet(s) here:

Mail, fax or scan and email to:
Trestle Management Group
450 N. Dobson Rd., Suite 201
Mesa, AZ 85201
Fax: 480-522-1221
Email: info@trestlemanagement.com