

33 Things You Should Know Right Now

1. If you have a question or suggestion, or need service, call the office at 929-8380 or e-mail nepenthe.hoa@fsresidential.com. The manager is Bettsi Ledesma. The Assistant Community Managers are Sarah Lowrey and Daniel Devlin.
2. Nepenthe's standard of service is to respond to all requests within 24 hours.
3. If you are not satisfied with staff response to your questions, suggestions or requests for service, contact any board member. Their contact information is posted on our web site (NepentheHOA.com) and published in the monthly newsletter. It is also available from the office.
4. Office hours are 9:00 a.m. to 6:00 p.m. weekdays. Weekend hours are noon to 4:00 p.m. in the summer and 9:00 a.m. to 1:00 p.m. in the winter.
5. If at any time you have urgent need for a service provided by Nepenthe and cannot reach the office, call (800) 428-5588. That is the 24-hour hotline for our management company, FirstService Residential Property Management.
6. Give your phone numbers (home, work, cell) to the office so we can reach you in emergencies. Give your e-mail address to the office so we can send you bulletins about issues and events in Nepenthe.
7. Ask at least one person to be an emergency contact in case we cannot reach you. The contact should have a key and should be authorized to enter your house. Give that person's name and contact information to the office.
8. The property is patrolled daily by Lyons Security. Security concerns should be brought to the attention of management. If office is closed, contact the after-hours line at 1(800) 428-5588.
9. Lawns are mowed on Tuesdays, Wednesdays, Thursdays and Fridays. Work begins at 8:00 a.m.
10. Garbage is picked up on Thursdays. Leave cans out after 5:00 p.m. Wednesday. Empty garbage cans may not be left in the common area.
11. Leaves, clippings, etc. from your patio may be bagged and left on the street where it meets your alley only after 5:00 p.m. Sundays for pickup Monday mornings.
12. If you have complaints about or suggestions for maintenance of the grounds, contact the office rather than the gardeners. Gardeners have been told not to take instructions from homeowners. Homeowners may not prune, water or otherwise cultivate in the common area.
13. Homeowners may not place anything in the common area except for security-system signs (in shrub beds only) and garden hoses in the alleys (please keep them neatly coiled).
14. Homeowners may not place anything on the exteriors of their homes except for: (1) decorations on front doors and patio gates, (2) wall hangers for garden hoses in the alleys, and (3) temporary holiday decorations.

15. Window coverings (curtains, shutters or blinds) must be white or neutral in tone. Solar screens are okay but must meet Nepenthe criteria.
16. Maintain your patio shrubs and trees so that they have a neat appearance from the common area. They cannot interfere with maintenance of the roof, siding, fence or any part of the common area.
17. Almost all improvements to the exterior of your home, such as window replacements, must meet Nepenthe criteria and must be approved in advance by the Architectural Review Committee and Board.
18. Help us control maintenance costs by not letting soil touch the bottom of your siding or fences. If your roof, gutters, siding or fence need repair, don't wait: contact the office. Report malfunctioning common-area lights and sprinklers or any unsafe condition to the office.
19. Park your vehicles in your garage instead of on the street. You may not store so many belongings in your garage that your vehicles cannot be parked in it.
20. Keys to the pools are available at the office for a nominal fee.
21. You must accompany your guests if they use the pools, spa, gym or tennis courts.
22. Both city ordinance and Nepenthe rules require that dogs be kept on leashes in the common area.
23. Alleys must be kept clear for fire trucks and other emergency vehicles. Parking in the alleys is permitted only to load, unload or wash vehicles.
24. On Dunbarton and Elmhurst circles, you may obtain passes from the office for overnight parking for your guests (limit 2 weeks). You can also obtain hanging placards for your guests to display in their vehicle as a Day Parking Pass. Day Passes are good for daytime only and the duration of each year. Dunbarton and Elmhurst circles are for Guest parking and loading and unloading only.
25. You may rent the clubhouse or the cabana for private events. Contact the office for details.
26. Put a lock on your patio gate. Leave your porch light and a patio light on at night.
27. You will receive a newsletter every month. It will be e-mailed if we have your address. If not, inform the office to have the U.S. Postal Service will deliver it to your mailing address.
28. Your monthly assessment is due on the first of the month and is delinquent after the 15th. Send your dues check to Nepenthe Association, c/o FirstService Residential, PO Box 512989, Los Angeles, CA 90051-0989. Dues cannot be accepted at the Nepenthe clubhouse office.
29. If we have your e-mail address, you will receive the agenda for the monthly Board meeting.
30. The Board of Directors meets the first Wednesday of the month at 5:30 p.m. in the clubhouse. Homeowners are welcome and are invited to address the board at the beginning and end of the meeting.
31. Nepenthe pays the premium for your flood insurance (\$250,000 maximum for the structure and \$100,000 maximum for contents). Policies are mailed every December, or you may obtain a copy from management. (Non-Resident owners will be subject to a yearly surcharge of \$225 from the National Flood Insurance Program)

32. Review your homeowner's insurance policy with your agent. Your home, but not its contents or improvements, is covered by Nepenthe's master policy. If you or your agent have questions about our coverage, call management.
33. You should have received a copy of our governing documents that describe your rights and responsibilities: the Covenants, Conditions and Restrictions (CC&Rs), the Bylaws and the Rules. If you do not have them, contact the office at (916) 929-8380 or view them on the website, www.NepentheHOA.com.