



NEPENTHE ASSOCIATION

1131 Commons Drive, Sacramento, CA 95825

916.929.8380

Nepenthe.HOA@fsresidential.com

www.nepenthehoa.com

GREAT THINGS TO KNOW ABOUT NEPENTHE!

1. Question? Suggestion? Need service? Call the Nepenthe Management Office: 916-929-8380 or email Nepenthe.hoa@fsresidential.com. Our General Manager is Bettsi Ledesma, and the Assistant Manager is Nirmal Dhesi.
2. Did you know answers to almost all your questions about Nepenthe can be found on the informative website? Please take a look!
3. Nepenthe strives to respond to all requests within 24 hours.
4. If you wish to contact a Nepenthe Board Member, their Contact Information is on the website or ask at the Nepenthe Management Office.
5. Clubhouse and Staff hours are Monday through Friday, 9:00am – 6:00pm and Saturdays and Sundays, 10:00am – 2:00pm.
6. If you have an emergency for a Nepenthe provided service and cannot reach the Nepenthe Management Office, call the 24-hour Customer Care Center for our management company, First Service Residential at (800) 428-5588.
7. Make sure to complete a Resident Information Form (available on the website in the Welcome Packet) so the Nepenthe Management Office can reach you in an emergency and you can receive the Nepenthe Newsletter, Board agendas, notice of social activities and e-mail alerts. Be in the know by making sure the Nepenthe Management Office has your up-to-date info!
8. For extra security, ask at least one person to be your emergency contact in case the Nepenthe Management Office cannot reach you. The contact should have a key and be authorized to enter your home. Make sure your emergency contact's information is on your Resident Information Form.
9. Nepenthe is patrolled daily by Securitas Security. If you have a security concern, please contact the Nepenthe Management Office, or, if it is closed, contact First Service Residential at (800) 428-5588.
10. Landscape is done by zones – see the zone map on the Nepenthe website – on the following schedule: Monday, Zone 7; Tuesday, Zone 1; Wednesday, Zone 2, Thursday, Zones 3 & 4, Friday, Zones 5 & 6.

11. Garbage and Compost bins are picked up on Fridays. Recycle is every other week (see Sacramento 3-1-1 for schedule). Cans may be put out after 5PM on Thursdays, and please be sure to put them away by Friday evening.
12. Those leaves, clippings and general yard waste can go in your compost bin, or you may bag them and put them where the street meets your alley after 5:00PM on Sundays for Monday morning pick up by our landscapers.
13. If you have a question or suggestion regarding ground maintenance, including in front of your home, contact the Nepenthe Management Office, please do not ask the landscapers directly as they have been asked to follow the proper channels. You may not plant, prune, or water in the Common Area – if you see something that needs attention, let the Nepenthe Management Office know.
14. Security system signs and neatly coiled garden hoses may be placed in the Common Areas. Keeping a neatly coiled hose on the alley side of your home is okay as is placing one security system sign in the planter bed in front of your home.
15. Decoration on your front door and patio gate, wall hangers for garden hoses in the alleys and temporary holiday decorations are encouraged, nothing else should be placed on the exterior of your home.
16. Window coverings (curtains, shutters, blinds, etc.) should be white or neutral. Solar screens may be approved by the Association.
17. Shrubs, trees, etc. on your patio should have a neat appearance from the Common Area. Make sure they don't interfere with maintenance of the roof, siding, fence, or any part of the Common Area!
18. If you wish to make improvements to the exterior of your home (such as window replacements), it must meet Nepenthe criteria and be approved in advance by either the Architectural Review Committee and Board, or the Nepenthe Management Office. Please see the Architectural Guidelines on the Nepenthe website.
19. If your roof, gutters, siding, or fence need repairs, contact the Nepenthe Management Office. You can help control maintenance costs by keeping soil away from the bottom of your siding and fence. If you see a light out or an errant sprinkler in the Common Area, please let the Nepenthe Management Office know.
20. Garages are for cars, not storage! Please park your car(s) in your garage.
21. Want to use the pools, sport courts or fitness center? Keys are available for \$10, payable by check or credit card in the Nepenthe Management Office.
22. Guests using the facilities (pools, etc.) need to be accompanied by residents.

23. The City of Sacramento and Nepenthe rules requires dogs be kept on leash in the Common Areas.
24. Alleys need to be kept clear for fire trucks and emergency vehicles. Parking in the alley is only permitted to load, unload, and wash vehicles.
25. Dunbarton Circle, Elmhurst Circle and the homes on University Avenue have special parking instructions which are in the Community Rules on the Nepenthe website.
26. Want to throw a fabulous party? The Clubhouse and Cabana may be rented for private events!
27. For your own security, please put a lock on your patio gate and turn on your porch lights at night.
28. Monthly newsletters are emailed to residents, please be sure the Nepenthe Management Office has your contact info. Newsletters are also available on the Nepenthe website.
29. Monthly assessments are due the first of the month and considered late after the 15th. Payment can be made by ACH at login.clickpay.com/FirstService, or checks may be mailed to Nepenthe Association, c/o FirstService Residential California, P.O. Box 30354, Tampa, FL 33630. Dues cannot be accepted at the Nepenthe Management Office.
30. The Board of Directors meets the first Wednesday of the month at 6:00PM at the Nepenthe Clubhouse. Homeowners are welcome to attend and are invited to address the Board.
31. Nepenthe pays the premium for your flood insurance. See the Nepenthe website for more information. Policies are mailed every December. Non-Resident owners are subject to a yearly surcharge from the National Flood Insurance Program.
32. Be sure to 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, contact the Nepenthe Management Office.
33. When you purchased your home, you should have received a copy of the Governing documents that describe your rights and responsibilities: The Covenant, Conditions and Restrictions (CC&Rs), the Nepenthe Bylaws and the Rules. Those, and other Governing documents, can be viewed on the Nepenthe website or are available at the Nepenthe Management Office.

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