

Sun City Shadow Hills Community Association



NEW
HOMEOWNER
ORIENTATION



Welcome to Sun City Shadow Hills

☐ Board of Directors

☐ HOA

☐ Lifestyle

☐ Fitness

☐ Security

☐ Facilities

Maintenance

☐ Golf

☐ Food & Beverage



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•We are happy to welcome you as our new neighbor!

•The following presentation is intended to help make your move to our special community as smooth as possible.

•Understanding these guidelines will make living in Sun City Shadow Hills a unique and pleasant experience.

•Once you get settled, we'd appreciate it if you'd attend one of our Board meetings and join one of the many Advisory Committees.



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Board of Directors Roles and Responsibilities



Scott Pessin
President



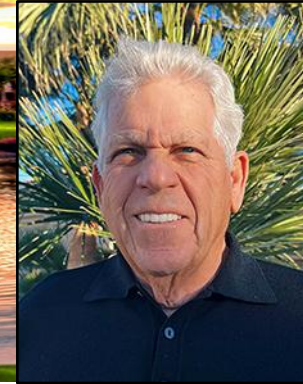
Barbara Prezlock
Vice President



Terry Coon
Treasurer



Linda Aasen
Secretary



Larry Siegel
Member at Large



- Govern the day-to-day operations of the community
- Approval of expenditures (invoices)
- Administrate the \$18,000,000 generated each year
- Evaluation of citations for governing document violations
- Represent the community at various functions
- Liaison to advisory committees



Sun City Shadow Management Team

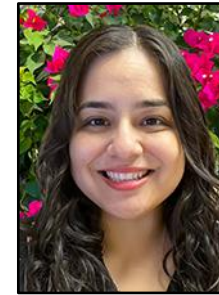
The Sun City Shadow Hills operations is managed by Associa Desert Resort Management (DRM) and Troon Golf. DRM operations are divided into five departments: HOA Office, Lifestyle, Fitness, Facilities, and Community Safety.



Cari Burleigh
General Manager
cari.burleigh@associa.us



Connie King
Lifestyle Director
connie.king@associa.us



Amber Galindo
Fitness Director
amber.galindo@associa.us



Vanessa Ayon
Assistant General Manager
vanessa.ayon@associa.us



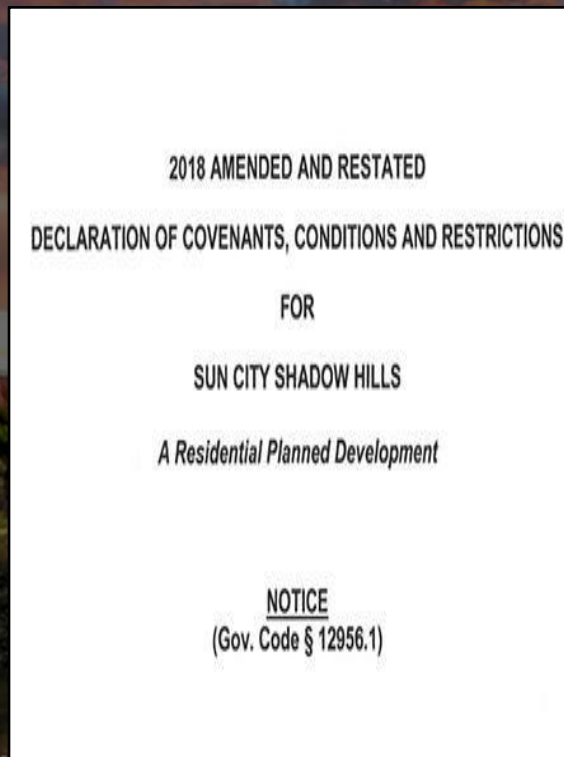
Jesse Barragan
Director of Facilities
jesse.barragan@associa.us



Phil Vigil
Troon – General Manager
pvigil@troon.com

Governing Documents

- Bylaws
- CC&R's
- Rules and Regulations
- Design Rules
- Chartered Club Rules





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Board Election



- Nominations are made each November/December.
- Nominating Committee announces the slate.
- Campaigning begins in January.
- Voting occurs the first week of April.
- New Board members serve two years.





Monthly Assessments

- \$346
 - \$265.99 Operating Fund
 - \$ 12.60 Bulk Internet
 - \$ 67.41 Replacement Fund
- Includes:
 - 24/7 Security
 - Clubhouses
 - Fitness Centers
 - Common Area Landscape
 - And much more!



Replacement Funds/Reserves

- As of December 31, 2023, the estimated ending Reserve Fund Balance was \$15,323,250; this represents approximately 66% funded.
- In general, Replacement/Reserve Funds are funds set aside from monthly assessments paid by owners of Sun City Shadow Hills. These funds earn interest and are disbursed when deemed necessary by the Board of Directors.



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HOA Hours of Operation and Support Staff



Monday – Friday

9:00 a.m. – 12:00 p.m.

and

1:00 p.m. – 4:00 p.m.

First Saturday of Every Month

8:00 a.m. – 12:00 p.m.



Janice Niederriter
Controller



Celeste Cordero
Architectural



Starr Meza
Covenants



Marlin Rincon
Community Associate



Brooke Roberts
Community Associate



Esther Saldana
Community Associate

HOA Pillars

- The professional staff of Sun City Shadow Hills manages the everyday activities of the entire community
- They provide invaluable help, information, and assistance in the following areas:
 - Assist residents with registration
 - Transponders, IDs, and guest passes
 - Process citations and payments
 - Register golf carts
 - Special parking passes
 - Lightbulbs (garage and address) sales
 - Assist with billing and homeowner concerns



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Getting Set-Up

Household utilities are activated by each homeowner. You will want to contact each provider ahead of time to ensure that you will have these services (gas/electric, water, telephone, television, internet, and garbage collection) available as desired.



Trash and recycle pickup day is **Tuesday**. Please do not put out your trash containers on the street until after **4:00 p.m. on Monday** evenings and remove them from street by **10:00 p.m. on Tuesdays**.





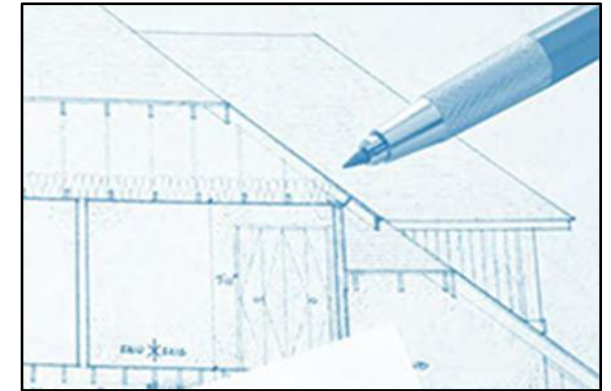
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Planning on Additions or Alterations to Your Home?

Prior to construction or installation of any exterior improvement owners must obtain written approval by the Design Rules Committee (DRC). This is accomplished by submitting a Home Improvement Application (HIA). HIAs are available at the Association's Administration Office. The HIA will be reviewed and if approved, a Home Improvement Permit (HIP) will be issued. Failure to obtain a permit could result in a fine being imposed, work forced to stop, and the improvement being corrected.

The owner is responsible for submitting the HIA and complete Plot & Design Plans to scale to the DRC, even though a contractor is involved. It is the owner's responsibility to make sure the submitted plans have been approved, in writing, prior to start of construction or installation, for all time restraints, and for all work done by the contractor.

The DRC meets twice a month on the first and third Tuesday of each month.



FORM 2 Page 1 of 2 SHADOW HILLS COMMUNITY ASSOCIATION
HOME IMPROVEMENT APPLICATION

All of the below information must be provided before your Home Improvement Application (HIA) may be considered by the Design Review Committee (DRC). Applications may take 30 days to review if application is complete.

SECTION 1: LEGAL OWNER INFORMATION

Date: _____ Tract#: _____ Lot #: _____ Model: _____
Name _____ Address _____
Home Phone _____ Work, and/or Cell Phone _____

Description of Improvement(s): PLEASE DESCRIBE CLEARLY EACH ITEM OF IMPROVEMENT (Use additional pages, if necessary).

SECTION 2: NEIGHBOR AWARENESS

Applicable to front yard improvements and visible rear yard improvements. Prior to DRC review immediate neighbors will be notified of the intended improvement and be given a chance to respond. If you wish to expedite the application review have the Neighbor Awareness Form completed and return with your Application. See Design Rules, Art. III, Approval Process, Sec. 3.1, Home Improvement Application (HIA).

SECTION 3: CONTRACTOR INFORMATION

The homeowner is required by California law to obtain the following information for all improvements valued in excess of



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Forms of Communication

- Meet a Board Member (Monthly)
- Community Website (www.scsghca.com)
 - Ask a Question Form
 - Frequently Asked Questions (Hot Topics)
- Email Board Members or the Management Team
- *The View* Magazine
- Weekly Eblast



WELCOME, JOHN!



- [The View](#)
- [Podcast](#)
- [Ask Question / Make Suggestion](#)
- [FAQs](#)
- [Email Blasts](#)



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Safety Team and Patrol Services



Scott Bewley
Allied Account Manager



Ramiro Rabago
Allied Patrol Supervisor

25 full-time community safety officers

**Visitor Access Management /
DwellingLive Software**

- **Total of (6) gates - (2) manned gates: Main Gate and North Gate.**
- **Audio & Video recording at gates with back up.**
- **Dispatch patrol to all reported resident issues including alarm activations.**

Patrol Services

- **Three patrol officers on property 24/7.**
- **Enforce all rules and regulations of community.**
- **Respond to property alarms and all breach of security issues.**

Guard Gate Services

Main Gate

- **Main Gate is located on Jefferson St., north of Varner Rd.**
- **At the main gate, security maintains access control to phase 1 and phase 2 residences.**
- **Security dispatch center is located at the main gate. A dispatcher is available 24/7 for your safety and convenience. In the event of an emergency, please dial 911.**





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Guard Gate Services

North Gate



- **North Gate is located on Ave. 40th east of Madison St.**
- **At the North Gate, security maintains access control to phase 3 residences.**
- **The remaining four gates are unmanned and can only be accessed with issued transponders.**

Patrol Services



- **Three patrol officers on duty 24/7.**
- **Enforce all rules and regulations of community.**
- **Conduct traffic enforcement within the community.**
- **Assist residents with security and/or personal requests.**
- **Conduct extra patrols when needed, such as special events and/or construction projects.**
- **Document all incidents that occur within the community.**



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Patrol Services

Alarm Response & Welfare Check

- 24-hour quick response time.
- Homeowners must fill out a Permission to Enter Property and Release of Liability form, available at the HOA office.
- Officers will conduct a thorough exterior check of the property.
- Officers will not enter the residence.
- Law enforcement will be notified of any suspicious activity.





Visitors and Contractors

Homeowners' contractors and guests are frequent visitors to our community. To ensure the safety and convenience for all residents, these visitors must comply with our association's parking guidelines.

Sun City Shadow Hills administrators a Vendor Access Program. Three primary reasons for the program are:

1. Providing vendors with a transponder allows them to access the property via the transponder lanes. This frees up the guest lanes at the attended gates from unnecessary vendor traffic and makes it easier and quicker for guests and homeowners to gain access to the property.
2. A vendor with a transponder can now enter the property from any one of six gates allowing him to gain entry closest to his client rather than having to drive his equipment through the entire property to get to where they are going. This takes unnecessary traffic off large portions of our streets, and greatly reduces wear-and-tear on our roadways.
3. Finally, by having every vendor register with our Vendor Access Program, we gain greater visibility about who is on our property at any given time and provide greater accountability on the part of the vendor.



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Lifestyle Staff and Hours of Operation

Hours of operation
Monday–Sunday
8:00 a.m. to 5:00 p.m.

Residents may sign up and purchase tickets to Lifestyle events in person or online. They may also make a room reservation, or utilize the following business services:

- Copies
- Sending/Receiving Faxes
- Airline Boarding Pass Printing
- US Postage Stamps



Connie King
Lifestyle Director



Liz Gutierrez
Lifestyle Coordinator



Veronica Moya
Lifestyle Coordinator



Gus Ramirez
Communication Manager



Joe Rubio
Communication Assistant



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Lifestyle

The most distinguishing aspect of a Del Webb community is its active and robust lifestyle. Your decision to purchase a home in a Del Webb community is not only based on the quality of the homes, but on the expectation for an enhanced lifestyle. Active adults are healthy, working longer, and far more active than ever before. The Lifestyle department offers residents the opportunities to socialize and meet new friends, engage in a variety of lifestyle activities, and have fun!

Spend your days enjoying exciting clubs, educational classes, activities, and excursions. You will find plenty of choices to stay physically active and exploring your creative side.



Lifestyle Pillars

- Provide an exceptional cruise/resort-like experience to over 6,500 residents.
- Create, schedule, and execute events, activities, and over 40 yearly tours.
- Manage event registration through Eventbrite for activities.
- Support 50 Clubs, 6 resident groups, and 8 association committees.
- Manage over 400 room reservations and activities per month.
- Operate a successful concert series.
- Administer SCSH community website.
- Oversee the production of *The View*, our community magazine.



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Lifestyle Photo Gallery





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CLUBS, GROUPS AND COMMITTEE EXPO





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Fitness

Residents of Sun City Shadow Hills enjoy extensive amenities for an active lifestyle in a high-quality 55+ community in the Coachella Valley. Our beautiful fitness centers feature the latest strength and cardio equipment, functional training areas, an indoor lap pool, an indoor track, two resort style outdoor pools and spas and two fitness studios.



Fitness Pillars

- Fully equipped with state-of-the-art cardio and strength training equipment.
- Over 40 fitness classes weekly.
- Provide wellness programs, community health fairs, and lectures.
- Provide complimentary fitness orientations.
- Access to tennis, pickleball, and bocce courts.



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Fitness Center

***Welcome to Our Montecito and Santa Rosa
Fitness Centers***



Fitness Centers Hours

Montecito Fitness Center: 5:00 a.m. – 8:00 p.m.

Santa Rosa Clubhouse: 6:00 a.m. – 9:00 p.m.

Children's Pool Hours:

Montecito Fitness Center:

9:00 a.m. - 12:00 p.m. (May 1st - October 31st)

2:00 p.m. - 5:00 p.m. (November 1st - April 30th)

Santa Rosa Clubhouse:

9:00 a.m. - 12:00 p.m. (November 1st - April 30th)

2:00 p.m. - 5:00 p.m. (May 1st - October 31st)

Sun City has something for everyone: workout in our beautiful fitness centers or take a class with some of the most qualified instructors in the Valley. Play tennis or pickleball with a friend, or swim in one of our resort-style pools. Here at Sun City is a healthy and active lifestyle for all.



Fitness Amenities

The Montecito Fitness Center is equipped with:

- State of the art Technogym cardio equipment including treadmills, elliptical trainers, upright and semi-reclined bikes, and ARC trainers.
- Full line of selective resistance equipment, including Technogym strength and cable machines.
- Free weights, including dumbbells and kettlebells.
- Indoor lap pool and spa.
- Resort-style outdoor pool and spa.



The Santa Rosa Clubhouse is equipped with:

- State of the art Cybex cardio equipment including treadmills, elliptical trainers, upright and semi-reclined bikes, and ARC trainers.
- Full line of selective resistance equipment, including Cybex strength and cable machines.
- Free weights including dumbbells and kettlebells.
- Indoor walking track.
- Resort-style outdoor pool and spa.





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Meet the Fitness Staff



Amber Galindo
Fitness Director



Norma Gomez
Fitness Coordinator



Mirca Patino
Fitness Lead
Receptionist



Julian Corrales
Fitness Receptionist



Joe Delgado
Fitness Receptionist



**Anthony
Ceja-Torres**
Fitness Receptionist



Jazlynn Hernandez
Fitness Receptionist



Osvaldo Hernandez
Fitness Receptionist



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Meet the Fitness Instructors



Rosy Alvarado
Fitness Instructor



Yvette Jeronimo
Fitness Instructor



Melinda Lowrey
Fitness Instructor



Angel VanDerveer
Fitness Instructor



Cheryl Paninder
Fitness Instructor



Eliezer Rabelo
Fitness Instructor



Leesann Shefa
Fitness Instructor



Jessica Leon
Fitness Instructor
Power of Fitness



Andrew Whyel
Fitness Instructor
Power of Fitness



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Facilities Maintenance Department

The Facilities Maintenance Department Operations

1. Building Maintenance and Repairs
2. Custodial Services
3. Audiovisual / Event Set-ups
4. Common Area Landscape Maintenance
5. Reserve Replacement and Capital Improvement Projects

32 Total Maintenance Employees

- Director of Maintenance
- Asst. Director of Maintenance
- Administrative Assistant
- Common Area Coordinator

Building Maintenance

- Maintenance Manager
- 7 Maintenance Technicians
- 1 Pool Technicians
- 4 AV Technicians

Custodial Team:

- Custodial Manager
- Day Shift: 11 employees
- Night Shift: 3 employees



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Facilities Maintenance Department



Jesse Barragan
Director of Facilities
Maintenance



Alfonso Corona
Assistant Director of
Facilities Maintenance



Edward Nuñez
Facilities Coordinator



Jaime Sanchez
Maintenance Manager



Rocina Ortiz
Custodial Manager



Ruben Servin
Common Area
Coordinator



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Maintenance Staff



Angel Delgado
Pool Technician



Ricardo Holguin
Electrician



TBD
Painter



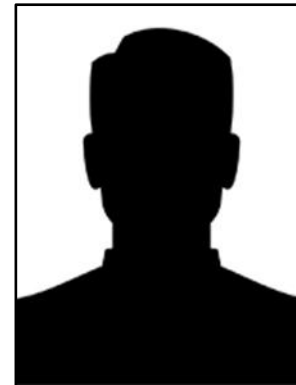
Julio Gomez
HVAC Technician



Jerry Reyes
AV Technician



Angel Amezcua
AV Technician



TBD
Maintenance Technician

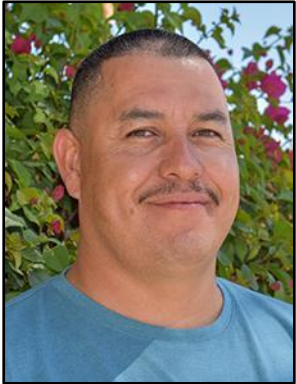


Franky Felix
Maintenance Technician



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Custodial Staff



**Francisco
Gorotieta**
Lead Custodial



Veronica Rivera
Lead Custodial



**Josefina
Amescua**



Dalila Arevalos



Margarita Barajas



Adriana Garcia



**Guillermina
Martinez**



Lucy Lara



**Maria Hilda
Ramos**



Ricardo Yescas



Jose Zaragoza



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Vintage Landscape



Kyle Gritters
President



Rafael Esquivel
Account Manager



Alexis Meza
Onsite Supervisor



Guillermo Rojo
Onsite Supervisor



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Facilities Maintenance Department



- **All Building Maintenance and Mechanical Repairs:** Repairs of HVAC , Refrigeration, Electrical, Plumbing, Painting, Roofs, and General Building Maintenance
- **Lighting Maintenance:** Repairs of Buildings Lighting, Landscape Lighting, Parking Lots and Street Lights
- **Street Maintenance:** Repairs of Street Asphalt, Curb Gutter, Seal Coating, Street Markings, Street Signs Replacement, and Concrete Sidewalks Repairs





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Facilities Maintenance Department

Custodial Services are provided to Clubhouses, Shadow Golf Club Buildings, Gatehouses, and Fitness Centers.

Pools & Spas are serviced by in-house maintenance staff on a daily basis. Water chemistry is controlled by an automated controller that monitors the pool and spa chemical levels 24 hours a day.

Sport Courts maintenance/repairs of Tennis and Pickleball Courts, Bocce Courts, and Shuffleboard Court.

Audio/Visual and Event Setups: Set up of all event functions such as club events, committees and board meetings, indoor and outdoor concerts, etc.





Common Area Landscape Services



- Landscape Maintenance Services Provided by Vintage Landscape
- Approximately 22 Full-time Landscape Employees
- 67 Acres of Common Landscape Areas
- Phase 1 Dog Park
Closed for Service Thursdays, 11:00 a.m. – 2:00 p.m.



- Phase 3 Dog Park
Closed for Service Wednesdays, 9:00 a.m. – 2:00 p.m.
- North Channel Park



Reserves & Capital Improvements

- Administrative Replacement & Capital Improvements Projects
- Develop Project Specifications and Scope of Work
- Research and Provide Evaluation of Contractor's Proposals.
- Update Annual Reserve Studies





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Shadow Hills Golf Club

Designed by the award-winning Schmidt-Curley golf-course architecture firm, the North and South Courses are constructed to take advantage of natural plant materials which consume less water and promote ecologically-friendly agronomic practices.

Turfed with Hybrid Bermuda grass and dotted with flowering shrubs, the par-3 course is perfect for golfers to sharpen their iron games. With holes ranging from 135 to 210 yards, precision is paramount. Approximately 40 percent of the course is turf and showcases several water features, fairway undulations, and a variety of tee boxes to challenge seasoned golfers and delight beginners.





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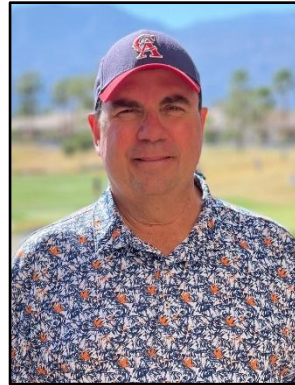
Golf Operations & Agronomy Teams



Phil Vigil, PGA
General Manager



Terry Ferrar, PGA
Head Golf Professional



Thomas Johnson
Course Superintendent



Jason Mohr
Co-First Assistant Golf
Professional



Kendall Martin
Co- First Assistant Golf
Professional



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Shadows Restaurant

Shadows RESTAURANT

- *Shadows Terrace*
- *Santa Rosa Bistro*
- *Montecito Cafe*
 - *Catering*

*Visit our website
For current information*

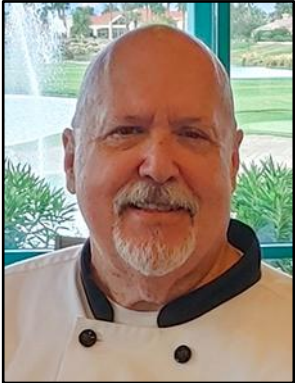
www.theshadowsrestaurant.com





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Food & Beverage Team



John Dutra
Executive Chef



**Manny
Guadarrama**
Food & Beverage
Manager



Rebecca De La O
Outlets Supervisor

Sun City Shadow Hills Community Association



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Thank You for attending!