



VISTOSO

COMMUNITY ASSOCIATION

**Master Homeowners
Association
Welcome Packet**







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Welcome to the neighborhood



On behalf of the community, welcome home to Rancho Vistoso.

Hearing the words “homeowners association” can be off-putting. Rest assured — this association and this community are unique. The Vistoso Community Association, often referred to as Rancho Vistoso is a master-planned 7,626-acre community located in Oro Valley, Arizona where the lifestyle is remarkable, and the views are exceptional. It is located 20 miles north of downtown Tucson, nestled between Tucson’s Santa Catalina and Tortolita Mountains. Rancho Vistoso is comprised of 28 neighborhoods and 28 sub-associations, all of which offer the residents many outdoor recreational facilities along with shopping, dining, and entertainment options.

Information regarding upcoming events will be published in the newsletter on the website at www.ranchovistosohoa.com

The website is an excellent source of information. Please take a moment to create a user login. If you need answers to questions, please contact the management staff, as they are happy to assist you and be your resource for navigating the community.

Sincerely,

Vistoso Community Association Management Team

(520) 354-2729

askVCA@ranchovistosohoa.com

There are eleven parks residents can access in Rancho Vistoso, which feature playgrounds, sports courts, dog parks, ramadas, hiking, biking trails, and ample greenspace. For golfers living in Rancho Vistoso, there are several championship golf courses in the area as well as practice facilities. There are several public schools in the Amphitheater Unified School District that parents and students have access to nearby: Innovation Academy, Painted Sky Elementary School, Coronado Middle School, and Ironwood Ridge High School. For higher education, residents have access to Pima County Community College or the University of Arizona.

Overall, Rancho Vistoso has a tasteful balance of residential, commercial, office, and recreation use to create an aesthetically pleasing living environment. It promotes reasonable high standards of development, landscaping design, and architectural guidelines for the benefit of the existing and future residents.

The Vistoso Community Association Board of Directors is elected by the members of the community. As per the governing documents, your board comprises of seven members: five single-family, one other than single-family, and one commercial representative.

The Board is responsible for maintaining the common areas and amenities of the community, preparing and adopting the annual budget, setting and collecting assessments, establishing rules and regulations, enforcing the governing documents, keep a detailed accounting of members and accounts.

The Vistoso Community Association Board of Directors has partnered with FirstService Residential to manage the daily operations of your community. You have four dedicated on-site employees at the VCA office located at **1171 E Rancho Vistoso Blvd, Suite 103**. You can also contact the association at **520-354-2729** or email askvca@ranchovistosohoa.com.



Community Contacts

Service & Utilities

POWER

Tucson Electric Power
Address: 88 E Broadway
Blvd, Tucson, AZ 85701
Phone: (520) 623-7711

WATER

Oro Valley Water
Address: 11000 N
LaCañada Dr, Oro Valley,
AZ 85755
Phone: (520) 229-5000

GAS

Southwest Gas Address:
3401 E Gas Rd, Tucson, AZ
85714
Phone: (877) 860-6020

Cable, Phone, & Internet

SATELLITE

Direct TV
Phone: (866) 631-1261

CABLE

Xfinity
Phone: (800) 934-6489

INTERNET

CenturyLink
Phone: (855) 514-3607

Non - Emergency Postal

POLICE

Oro Valley Police
Department
Phone: (520) 229-4900

FIRE DEPARTMENT

Golder Ranch Fire
Department
Phone: (520) 825-9001

POST OFFICE

Tucson Electric Power
11900 N LaCañada Dr,
Oro Valley, AZ 85755
Phone: (800) 275-8777

For all emergencies dial 911

School District

Painted Sky Elementary School

Address: 12620 N Woodburn Ave, Oro Valley, AZ 85755

Phone: (520) 696-3800

Website: <https://www.amphi.com/PaintedSky>

Innovation Academy

Address: 825 W Desert Fairways Dr, Oro Valley, AZ 85755

Phone: (520) 269-4610

Website: <https://www.amphi.com/innovationacademy>

Coronado K-8 School

Address: 3401 E Wilds Rd, Tucson, AZ 85739

Phone: (520) 696-6610

Website: <https://www.amphi.com/PaintedSky>

Ironwood Ridge High School

Address: 2475 W Naranja Dr, Oro Valley, AZ 85742

Phone: (520) 696-3900

Website: <https://www.amphi.com/irhs>



Vistoso Community Association

Management Team

At Rancho Vistoso, your Board of Directors has hired FirstService Residential (FSR) to manage your association's daily administration and operations. We've categorized some basic information below to help you understand what the management company is and isn't responsible for.

FSR is Responsible for:

- Assisting the Board of Directors and Neighborhood Advisory Committees with Administrative, Financial, and Organizational duties.
- Hiring and Training All Association Staff Members.
- Maintaining the Financial Records of the Association.
- Billing and Receiving All Member Assessments.
- Preparing Association Financial Statements.
- Assisting the Board of Directors in Preparing the Budget.
- Enforcing Community Standards, Guidelines, and Policies.
- Providing Community Services, as Approved by the Board of Directors.
- Maintaining All Common Areas and Community Amenities.
- Processing Architectural Modification Requests.
- Preparing or filing tax returns for common areas.

FSR is NOT Responsible for:

- Providing Maintenance or Repairs for Your Home.
- Representing Members in Legal Proceedings.
- Preparing or filing any tax returns for individual homes.
- Completing or Warranting the Developer's or Builder's Construction Work.



**We are here
for you!**

If you should have any problem or complaint relating to the common areas within your community, please notify FSR; Monday through Friday, 9 AM to 5 PM. The office lobby is open from 10 AM to 2 PM, Monday through Friday. An answering service is also available for after-hour emergencies within your community. Please use this service for emergencies only to allow us to serve you most effectively.

VCA Main Email Address:
askVCA@ranchovistosohoa.com

VCA Main Office:
(520) 354-2729
**For After-hour
emergencies, please call:**
(855) 333-5149



Board of Directors

The Board of Directors governs all affairs of your association.

The Board of Directors oversees the maintenance of all common areas and any amenities within your community. Common areas may include streets, natural open spaces, streetlights, parking areas, gates, perimeter walls, entry features, and recreational amenities. In partnership with the Town of Oro Valley, the VCA shall maintain the community's aesthetic.

Being an active member of the board of directors is a big job. Please give them your support and cooperation to benefit everyone in Rancho Vistoso. As each community differs in this regard, please get in touch with us if you have any questions about the areas for which your association is responsible.



The Board of Directors is empowered and directed to:

- Prepare the Annual Budget for the association
- Establish the rates of assessments
- Collect all assessments due to the association
- Provide necessary operational personnel
- Adopt and amend the community rules
- Enforce all provisions of the governing documents
- Keep detailed association accounting records
- Provide for, care for, and upkeep of the common areas
- Perform necessary actions required for the association's administration

Assessments

Membership in the association is mandatory; every member receives the same benefits and shares the responsibilities (as outlined in our community Governing Documents). These include the Declaration, Master Deed or Covenants, and Conditions and Restrictions (CCRs). You should have received a copy of these important documents at the time of closing on your home, if you have yet to receive a copy, please visit

<https://ranchovistosohoa.com/resident-information/governing-documents/> to view all CCRs, Bylaws, and Amendments.

As a community association member, you will be required to pay your quarterly assessments, abide by the community rules and restrictions, and maintain those areas of your home for which you are responsible. You will also enjoy all of this membership's benefits, such as trails, parks, community events, and so much more!

To accomplish the many tasks for which it is responsible, the association must have operating funds for daily maintenance, repairs, and administration and adequate reserve funds for major repairs or replacements for common property. The board of directors will establish assessment rates each year and adopt the annual budget for your community. The association will notify you of your specific assessment amount. Assessments are due on the 1st of every quarter (January, April, July, and October).

If you do not have any information regarding your assessment amount, please contact us.

The VCA works diligently to contain expenses, periodic increases in your assessment may occur to cover the rising costs of operations and maintenance of your community as it grows & expands.



E-Statements

E-Statements are the fastest way to receive your quarterly statements. E-Statements save money and safeguard your account information. If you still are getting your statements by snail mail, going electronic can save you the pain of dealing with late payments, which results in late fees and interest. To sign up for E-Statements, please visit <https://estatements.welcomelink.com/Arizona>. For additional guidance regarding payment methods and E-Statements, please **reference pages 12-15**. If you require further assistance or want to learn more, please contact the VCA office at 520-354-2729 or email AskVCA@RanchoVistosoHOA.com.



Payment Options for Assessments As of - 9/1/2024

	Description	How to Sign Up	Cost
ClickPay	ClickPay is an online payment service that allows you to pay your assessments with either an e-check or a major credit card. You may pay your assessments on a one-time occurrence or set up a recurring arrangement (Autopay).	<p>Go to login.clickpay.com/firstservice</p> <p>And click on Register at the top right to create your profile. For assistance, call ClickPay at 888.354.0135.</p> <p>**PLEASE NOTE: When scheduling your auto-payments, please ensure your payment withdrawal dates are ON or AFTER the 1st of each BILLING CYCLE. Your payment(s) will not post to your account if you do not follow this setup criteria.</p>	<p>AUTOPAY/RECURRING:</p> <p>e-Check(checking/Savings account): Free Debit Card: \$3.00 for every \$100.00 (maximum fee of \$9.95) Credit Card: \$3.00 or 3% of the amount charged (whichever is greater)</p>
			<p>ONE TIME PAYMENTS:</p> <p>e-Check (checking/savings account): \$3.00 Debit Card: \$3.00 for every \$100.00 (maximum fee of \$9.95) Credit Card: \$3.00 or 3% of the amount charged (whichever is greater)</p>
Bill Pay	Bill Pay is an online banking service that is offered by most banks. Your checking or saving account of your choice will be debited. You may pay your assessments on a one-time occurrence or set up a recurring arrangement.	Go to your bank's website and follow instructions or call your bank for assistance. Remember to include your Association Name, your 12-digit account number, and the lockbox address: PO Box 30339 Tampa, FL 33630-3339	<p>Any payment made by any method (e-Check, Debit Card, Credit Card) via telephone will have an additional fee of \$6.95</p> <p>Most banking institutions will provide this service at no charge; cost can vary depending on your provider.</p>
Mail	ClickPay has a lockbox collection point for FirstService Residential Arizona: PO Box 30339 Tampa, FL 33630-3339	Nothing Required. Just tear off the remittance portion of the monthly statement and mail.	Stamp /Postage

Please allow 3-5 business days for payments to be applied to your account to avoid any potential late fees. Please take note of your Association's grace period when scheduling your payments. **When scheduling your auto-payments, please ensure your payment withdrawal dates are ON or AFTER the 1st of each Billing Cycle. Your payment(s) will not post to your account if you do not follow this setup criteria**

The upcoming assessment amount/balance will not reflect until the 1st of the billing cycle. Please review your billing statement for amount due.

Manage & Pay Your Charges & Assessments Online

We provide a convenient and secure way for you to manage and make payments online through [ClickPay](#). Get started by following the instructions listed below.

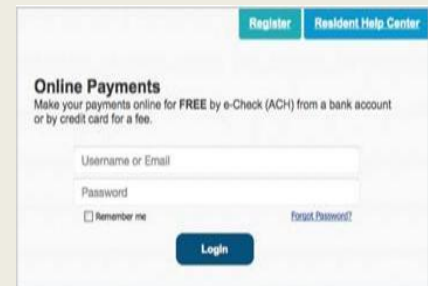
Step 1

Creating Your Profile

Visit login.clickpav.com/firstservice, click Register, and then create your online profile.

Account Already Exists?

If you receive a message stating that an account already exists, you have already been pre-registered within ClickPay. Click the link within the activation email sent to you or simply request a password reset link to gain access to your existing profile.



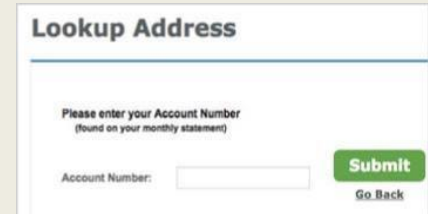
Step 2

Connecting Your Property

Enter the FirstService Residential account number found on your statement or coupon and the Last Name listed on the property agreement.

Last Name Entered Not Working?

Try the co-owner last name or if a business, the full name of the business associated with your unit.



Step 4

Set Up Scheduled Payments

Direct-Debit Users if you're looking to gain access to your existing automatic ACH Direct-Debit profile transition to ClickPay, you will be required to verify your banking details associated with this payment schedule.

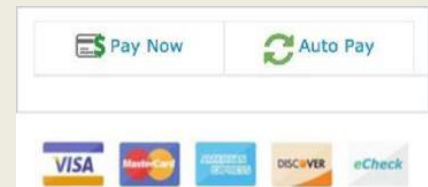
Step 3

Make a One-Time Payment

From the home screen, confirm your payment amount and then click Continue.

Adding a Payment Option

When setting up one-time or scheduled payments, you will be required to select a new or existing payment option, including e-check (ACH) for FREE or credit and debit card for a nominal fee.



Step 4

Set Up Scheduled Payments

From the home screen, click Auto Pay and then select your payment option, payment frequency and amount.

Full Amount

Select this option if you want to automatically pay ALL charges on your account, including assessment charges, special assessments, and one-time fees. You may be provided with the option to set a maximum as well.

Fixed Amount

Select this option if you want to pay a **fixed** amount of the total due. Any amount due above the fixed amount will not be paid automatically and you will need to submit a separate, one-time payment for any overage.

Please ensure your payments are scheduled to run no more than 2-3 days before your payment being due as your balance may not be available to pull through ClickPay until on or after this date.

Need Additional Help? Visit www.ClickPay.com/GetHelp or call 1.888.354.0135 (option 1).

eStatement Quick Reference Guide

We have made registering for eStatements quick and easy.
Just follow four simple steps!

1

Create Your eStatement Account

2

Set Up Password and Security Question

Go to: <https://estatements.welcomelink.com/Arizona>. You will be required to set up a password as well. Click "**Register Here.**" Enter the basic account and answer a security question. The security question information from your most recent statement. It will be used to reset your password if you forget it

The screenshot shows the FirstService Residential e-Statement website. On the left is an "e-Statement Login" form with fields for Email and Password, and a "Login" button. Below it is a "New to e-Statements?" section with a "Register Here" button. On the right, a "Welcome to the FirstService Residential e-Statement website." message is displayed, followed by three bullet points: "Convenient, 24/7 Access", "Reduced Risk", and "Go Green".

The screenshot shows the "Security Information" and "Statement Account Information" forms. The "Security Information" section includes fields for Password (with a strength indicator), Confirm Password, Security Question (a dropdown menu), and Security Answer. The "Statement Account Information" section includes fields for Account Number, Name, Street 1, Street 2, City, State/Province, and Zip/Postal Code. A "Submit" button is at the bottom.

3

Verify Your Email Address

After finishing the account setup, a verification email will be sent to the email address provided. **You must click the link in the email to finish the verification process and receive electronic statements.**

4

View Your Statements

To view your statements, click the month and year that correlates to the statement you'd like to view. You may then download the statement to a PDF format.

The screenshot shows a verification email from FirstService Residential. It addresses "John" and thanks him for signing up. It instructs him to verify his email address by clicking a link. It provides the login ID "john.doe@gmail.com" and technical support contact information: Phone: (855) 325-2016, Email: team@welcomelink.com. A footer note says: "Please add estatements@welcomelink.com to your Safe Senders List to ensure delivery of your e-Statements."

The screenshot shows the FirstService Residential e-Statement website after login. It displays account information for "HOMEOWNERS ASSOCIATION" including the name "John Doe", address "12345 MAIN STREET ANYTOWN US 12345", and account number. There is a "View My Statements" button. Below, there are instructions and a dropdown menu to "View your statements" with options for "View a different account", "Add another account", and "Update your settings".

Contact Customer Support at (855) 325-2016 or email team@welcomelink.com for technical assistance.

Convenient, Secure eStatement from FirstService Residential

FirstService Residential is happy to announce that you can now receive your monthly maintenance bill electronically!

FirstService Residential's new eStatement program is:

- Convenient. Check eStatements anytime, anywhere. Simply log in and view up to 12 months of complete online statements.
- Secure. Choosing eStatements protects users from potential fraud and identity theft by eliminating unnecessary paper statement mailings that include personal account information.
- Green. eStatements reduce paper consumption and carbon footprints, making them the better environmental option.

Register now at: <https://secure.welcomelink.com/estatements/mg/rg>

eStatements Frequently Asked Questions

Q:

What happens if my email address changes or is discontinued for any reason?

A:

If your email address changes or is discontinued, you will need to log in to the website and update your account information. Click on "My Account" and update your email address. A verification email will be sent to your new email account and eStatement delivery will continue normally.

Q:

What if I have multiple accounts?

A:

You may register all your accounts with one login. Make sure to have all of your account information available when you register, then click "Add Additional Account" until all accounts are set up.

Q:

What if I forget my login password?

A:

Visit the eStatements website and click on "Forgot Your Password?" A password reminder will be sent to your email account.

Q:

Is the website secure?

A:

The eStatement website uses modern encryption technology and is VeriSign Trusted. For more information about encryption security, please visit <https://trustsealinfo.verisign.com>.

Q:

Who do I contact if I have questions?

A:

If you have questions regarding your account or the contents of your statement, call FirstService Residential's Customer Care Center at (855)333.5149. For technical support with the website or creating your login, call (866) 428-0800 or email team@welcomelink.com.

VCA Park and Trail Map



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To view all VCA Maps including a more detailed trail map please visit:
<https://ranchovistoso.com/community/rancho-vistoso-maps/>

VCA Park and Trail Amenity Table

Park Name	Big Wash	Cortona	Hohokam	Honey Bee Canyon*	Monticello	Moore Loop Park	Somerset Canyon	Sunset Ridge	Torreno East	Torreno West	Vistoso Trails Nature Preserve*	Wildlife Ridge	Woodshade Trail
	2294 E Big View Dr	1 Llerrena Way	799 W. Desert	13880 N Rancho Vistoso Blvd	13499 N Barlassina Dr	NE Moore Loop Road	1230 W Fajada Dr	500 W. Kinross Canyon	12853 N Topanga Dr	12800 Bloomington Loop	955 N Vistoso Highlands Dr	12250 N Woodburne Ave	13299 N Rancho Vistoso Blvd
Amenity			Fairways										
Baseball Diamond												X	
Basket Ball Court			Full Court		Full Court		Full Court	Full Court	Half Court			Half Court	
B B Q Grill		X	X	X	X	X	X	X				X	
Covered Ramada		1	3	2	1	3	1					1	
Dog Park			X			X							
H o resesho e Pit			X										
Park Benches	X	X	X	X	X	X	X	X	X	X		X	X
Picnic Tables		X	X	X	X	X	X	X	X	X		X	X
Playground	X		X		X	X	X	X				X	
R estro o ms			X	X		X					X	X	
Sr Fitness Equipment			X										
Tennis Courts			X										
Volleyball Court			X					X				X	
Walking Trails	X		X	X				X			X	X	X
Water Fountain	X		X	X		X			X	X	X		

* owned and operated by Town of Oro Valley

To view all park and trail info, including a more detailed amenity table please visit:

<https://ranchovistosohoa.com/community/rec-areas/>



Communications

E-NEWSLETTER

Vistoso Community Association

Your community newsletter is your go-to place for all updates in your community. This will include upcoming events, announcements, developer updates, contests, and more. If you are not receiving the monthly community e-newsletter, please visit: <https://ranhovistosohoa.com/resident-information/email-and-newsletter-sign-up/> to register today.

WEBSITE

Register at <https://ranhovistosohoa.com/>

This will be your central hub to review Governing Documents, access your community calendar, important forms and more.



Compliance Reminders

We encourage you to take the time to become familiar with the association's Rules and Regulations, which can be found at <https://ranchovistosohoa.com/resident-information/governing-documents/>

- **PARKING** – The Covenants, Conditions, and Restrictions (CCRs) regulate parking within the community. All the parking-related restrictions are available for review in the CCRs.
 - All residential properties within Rancho Vistoso have onsite parking facilities, including garages and the driveway in front of the garage.
 - Vehicles parked in the driveway shall not encroach on sidewalks or landscaped/hardscaped areas.
 - Nighttime street parking is not allowed.
 - Parking of abandoned or inoperable vehicles is prohibited on any residential lot outside private garages.
 - Overnight parking in parks or common areas is prohibited.
- **RV'S/TRAILERS/RECREATIONAL VEHICLES** – Parking motor homes, trailers, boats, and recreational vehicles within the community, outside garages is allowed only for loading and unloading within a maximum time frame of 48 hours. Please contact our office before parking motor homes, trailers, boats, and recreational vehicles.
- **HOLIDAY DÉCOR** – Holiday decorations can be installed 30 days prior to the recognized holiday and must be removed 20 days after the holiday associated with the decorations.
- **LIGHTING** – All exterior lighting must provide for complete shielding of the bulbs, lamps, and the source of the light from view. One should see the effect of the light, not the lamp itself. Lights shall not be directed onto neighboring properties and the Common Areas. Lights strung on plants or patios, poles, eaves, etc., are prohibited except during recognized holidays.
- **TRASH CANS** – Please place trash containers on the curb on the designated trash pickup date and time unless stipulated by your Sub-Association (if applicable). Owners must place containers so they are not visible from neighboring properties, streets, or common areas except for a reasonable time immediately before and after collection. Please contact management if cans will be out for an extended time.
- **FLAGS** – The Vistoso Community Association follows proper flag etiquette outlined in the State of Arizona, A.R.S. §§ 33-1261, section A. and Federal Flag Code (P.L. 94-344;90 Stat.810; 4 United States Code §§ 4-10). Please reference this section for approved flags or contact management staff at askVCA@ranchovistosohoa.com or (520) 354-2729 with questions regarding flags, flagpoles, windsocks, and banners. Flags shall not exceed 4'x6'.

Architectural & Landscaping Review



The Architectural & Landscaping Guidelines protect your property values and preserve the character of the community. A comprehensive guide to modifying the exterior of your home while remaining in compliance with the established community guidelines is required. To view the most recent edition of the Guidelines please visit:

<https://ranchovistosohoa.com/resident-information/helpful-documents/>

There are three main steps to completing a proper Architectural Application.

1. Complete an application that corresponds with your neighborhood. More information on what to include in your application can be found at:

<https://ranchovistosohoa.com/resident-information/forms/>

2. Complete a site plan for the project. Site plans must be legible and must include dimensions, materials, colors & any other details that may be helpful. Submit the application, site plan, and any additional supporting documentation of the project to at: askVCA@ranchovistosohoa.com.
3. Please allow up to 30 days for review and processing. Notifications regarding your project including approval letters, will be sent through Smartwebs, our architectural review software. Once you received approval from the Architectural & Landscape Review Committee, you may schedule or begin your project.



Helpful Tips



- Identify the sizes and distance from trees, patio covers, and structures to the side and rear property lines (setback).
- Choose plants and trees from the suggested plant list and include plant species in your plans.
- Please make sure to include your email address for the fastest updates regarding your request.
- Please include photos of materials you plan to use.
- If you live in a sub-association, please submit your request to your sub-association first. The sub-association must review and approve a request before the VCA master association can review the request.
- Any fixed exterior modification request requires advanced approval. This includes adding or removing plants, updating pavers or the hardscape, and any changes to the home's exterior.
- Please allow up to 30 days for review and processing.
- All updates shall be emailed through the VCA's architectural review software, Smartwebs. Please make sure to search Smartwebs in your email platform and mark Smartwebs as a "safe" or "known" contact.



FAQ

How can I pay my assessment dues?

You can send a check, set up recurring monthly payments with your bank, or sign up with ClickPay for automatic payments. Please reference page 11 for payment options.

What do my assessments pay for?

Monthly assessments support the community operations and reserve funds. To view budgets and reserve studies please visit <https://ranchovistosohoa.com/resident-information/reserve-studies/>.

How often are the communities inspected?

Each neighborhood is thoroughly inspected once a month, but the staff is out in the community multiply time throughout the week.

What is an HOA?

As a property owner, you're automatically a part of the association. The Board of Directors is elected to serve as advocates for the members, establish operating policies and standards, and support community interests.

How can I find out about community events?

Please visit: <https://ranchovistosohoa.com/community/community-news/>

What if my questions aren't included on this list?

We are always happy to hear from you and answer any questions you may have. Please feel free to call or email us.



Vistoso
COMMUNITY ASSOCIATION

<https://ranchovistosohoa.com/>