

Coronado Shores Condominiums

### Welcome to Las Flores Tower!

The Rules and Regulations for Las Flores Tower are authorized, approved and periodically updated by the Board of Directors, which has served the Homeowners Association since February 1973.

Please take the time to read through this pamphlet. It will be most beneficial during your stay at Coronado Shores.

Las Flores Tower is the fourth of the ten high rise condominium buildings to be built in the Shores complex. Completed in 1973, we are a condominium of 150 individual and privately owned units, many of which are occupied as permanent residences by their owners. The affairs of this building are governed by an elected Board of Directors. Their rules and regulations are implemented and enforced by the Building Manager and staff personnel. Because of the high density occupation of our building and the high standards of excellence both in appearance and atmosphere that have to be maintained, it is essential to establish certain "guidelines" for residents in Las Flores Tower.

### General Information and Rules

- 1. Organization: The Coronado Shores are made up of eleven distinct entities; Ten(10)separate Associations, each responsible for their own building and the Landscape & Recreation (L & R) Committee which is responsible for maintaining the common area facilities such as the walkways, pools, tennis courts and Beach Club. The buildings affairs are governed by an elected Board of Directors. The L & R is governed by a committee made up of representatives from each of the ten Associations.
- 2. Landscape & Recreation Committee: This Committee oversees the L&R manager and staff. They formulate policies, rules and regulations for the outdoor common areas and facilities of the complex and approve the budget for those facilities and personnel that they oversee. Any questions or concerns about the outdoor common areas and facilities should be given to your Association manager who will forward them to your L&R representative. The L&R Committee meets monthly usually on the third Thursday.
- **3.** L&R sub-Committees and Groups: include the Beach Club sub-Committee, Landscape Advisory sub-Committee and Recreation Advisory sub-Committee and the Tennis, New Spa & Health, and Family Activities Groups.
- **4. Enforcement Committee:** This Committee, with representation from each of the Associations, is in charge of overseeing the major maintenance of the seawall and roadways and is the only committee with the right to assess the associations without prior approval.
- **5. Insurance Committee:** This Committee, with representatives from each of the Associations is in charge of procuring insurance coverage for the complex.
- 6. The Board of Directors: is comprised of five homeowners who are elected yearly at the annual meeting of the homeowners held in November. Board meetings are usually held

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bimonthly and homeowners are encouraged to attend. Meeting agendas are posted in the elevators, mail room and sent via e-mail to those that have it.

No electronic devices of any type (for example cell phones and tablets) or "emotional support" animals of any type are allowed at Board meetings due to the disruption such devices and animals can cause in the confined space of the Manager's office except for those devices necessary for the conduct of the meeting by the Board. Service animals are permitted.

The policies of the Homeowners Association and its Board of Directors are implemented and enforced by the Building Manager and staff personnel. <u>Las Flores is not a hotel or beach resort</u>, therefore, some policies will differ from what one might expect in public resorts. The Staff is not equipped nor authorized to provide services that are offered at hotels such as bell-hopping, room service, switchboard service or errand service. Due to the high-density population (especially during the summer months), your cooperation regarding the following approved policies is necessary in order to create a safe and pleasant atmosphere for everyone. The Staff will do all it can to make your stay at Las Flores Tower enjoyable and pleasantly memorable.

- **7. Communication:** Bulletin boards are located adjacent to the mail boxes and in each elevator for posting information about activities, meetings, etc. that might be of interest to residents. We also post notices and other information via e-mail to homeowners who have provided us with an e-mail address. Additionally there is a lot of information available at the complex Website at www.coronadoshores.org.
- **8. Definition of Condominium:** "Unit" shall mean and refer to the elements of a Condominium which are not owned in common with other owners of other condominiums. Or, in other words a "Unit" is everything that you own individually. The boundaries of a Unit shall be the unfinished interior surfaces of the perimeter walls, floors, ceilings, windows, and doors of each unit, where they exist, and otherwise to the vertical or horizontal planes at the limits of the dimensions as shown on the condominium plan, that has been filed, pursuant to Section 1351 of the California Civil Code, in the office of the County Recorder of San Diego County.
- **9. Manager:** (437-1267/1269): The Manager is available during normal business hours Monday through Friday, and can be reached by the Doorperson during off-duty hours for emergencies. The emphasis of the Manager's services is the management of Association affairs, Association employees; Association funds; and building maintenance.
- 10. Door Persons: A Doorperson/Building Security (not bellboy or porter) is on duty in the main lobby 24 hours a day primarily to provide security for Las Flores residents and guests. You will find our Door Personnel helpful in many ways with information about Coronado Shores and the surrounding areas. NO ONE will be allowed entrance to the complex, building or to your condominium without prior authorization from you. Authorization MUST include individual(s) full name and/or full company name. Unit keys are not issued to anyone under 18 without parental authorization. To avoid embarrassment, be sure to let the Doorperson or Manager know when you are expecting (or sending) guests, workmen, tradesmen, etc. The Front Desk Telephone Numbers are: 437-1267 or 1269. All authorized personnel must be cleared into the complex by the doorperson, by notifying the Main Gate Security. NOTE: Extra Keys: Neither

the Doorperson or the Manager has extra keys for resident use. We do maintain a key for emergency access only.

The Association as a courtesy has authorized the front desk staff to receive, accept and then notify owners and residents of parcel and package deliveries that are too large for their mail boxes.

It is not, however, the Association's or the staff's responsibility to store, track and maintain these deliveries for <u>indefinite periods of time</u>. We simply do not have the space. If you are ordering things via the mail, telephone or Internet, you should plan to be available to receive these deliveries. **Please do not abuse this courtesy.** 

- 11. Engineers: The building engineers are in the employ of the Homeowners Association. Their primary responsibilities are to service the common areas of the building and to maintain and repair all building machinery and operating equipment and systems. Their hours are 7:30 AM to 4:00, PM Monday through Friday, and they are on call after hours for building emergencies only. Limited work in individual units will be done when time is available. Time is set-aside for this purpose on **Fridays** on a first-come, first-served basis. Building emergencies take precedent over all in-unit work. Please do not stop the engineers in hallways to ask for assistance. All in unit work must be scheduled through the Front Desk and there is a labor and materials charge for this work. The owner or the authorized rental agent must approve all work requests from renters.
- **12.** Custodial: The custodians are in the employ of the Homeowners Association and do not perform work inside units. Their responsibility is for cleaning and maintenance of the common living areas of the building. They do not serve as bellhops. Las Flores Tower does not provide Hotel Bellhop Service. Transporting luggage and personal items is the responsibility of individual owners, residents and guests.
- 13. Transient Occupancy: All unit rentals must be for a period of not less than 25 consecutive days. Occupancy of less than consecutive 25 days is in violation of the Coronado City Municipal Code 86.78.030. Occupancy Limitations (overnight) (including guests of all ages): One bedroom units: Four (4) persons only. Two Bedroom units: Six (6) persons only. Three bedroom or Two bedroom + Den: Total of Eight (8) persons only.
- 14. Rental Units/Tenants/Lessees: Owners may choose to rent out their units). In doing so, they delegate their rights to use and enjoy the Common Area and Common Area Facilities to members of the Owner's family or the Owner's tenants or lessees who reside in the Owner's Unit provided that any rental or lease may only be for single family use and for a term not less than twenty five (25) days per Coronado City Municipal Code 86.78.030. An Owner or his authorized representative must observe and abide by all rules and regulations duly adopted and published by the Board of Directors of the Association

The Las Flores Tower Homeowners Association and Staff are **NOT** a rental agency. They do not provide the services that normally may be expected of a rental agency. It is the Owner/Rental agent's responsibility to provide and familiarize all guest and tenants with Las Flores rules, keys, key fobs, garage gate genies etc., as well as the Shores Complex rules etc. working directly with Las Flores Staff as necessary.

Any rental or lease of a Unit shall be subject to the provisions of the Association's Governing Documents all of which should be deemed incorporated by reference in the lease or rental agreement.

The owner's tenant, lessee and guests shall be responsible for compliance with all of the provisions of the Governing Documents during the tenant/lessee's occupancy and use of the Unit. In the event that any tenant or lessee fails to honor the provisions of the Governing Documents, the Association shall be entitled to take such corrective action it deems necessary or appropriate, which may include suspension of the tenant's privileges to use any recreational Common Facilities and the charging of monetary fines and penalties against the Owner or tenant. Owners shall be ultimately held responsible for ensuring the Association's Governing Documents are followed.

All owners are advised to notify their homeowner insurance carrier of such short term rentals to verify that existing homeowner's coverage is extended to renters as many insurance companies no longer will insure short term rentals under any policy. Each insurance company is different, so early discussion with your carrier is strongly advised as short term rentals may void your homeowner's policy. Failure to do so could possibly result in extremely unfavorable consequences to Association homeowners engaged in the rental business.

Owners must advise Las Flores Staff of the names of tenants/lessees who will occupy a unit **prior to their taking** occupancy. All residents must be registered for purposes of building safety, security, and enforcement of rules and regulations.

Upon first arrival to the building, new residents (owners or tenants/lessees) shall check in with Las Flores Staff so that information may be provided.

- a. The staff will provide an orientation to the Las Flores Tower and the Shores complex
- b. A tenant check-in agreement will be discussed and signed by the new resident.
- c. Authorization for ID cards will be provided upon completion of the agreement.

Prior to departing the building after your stay, tenants are invited to leave a forwarding address with the building staff so that packages, inquiries, etc. may be forwarded.

**NOTE:** Rules and regulations concerning ID cards are regulated and managed by the Landscape and Recreation Committee (L&R). Issuing appropriate ID cards is the responsibility of the L&R staff. Las Flores Management/Doorperson does not have the authority to issue ID cards. See L&R Rules.

- 15. <u>Tenants & Guests</u>: In addition to the aforementioned rules and regulations, the following specific rules and regulations apply to tenants and guests:
- a. Tenant and guests will be afforded all the courtesies due a homeowner. b.Notification: The Las Flores Manager shall be notified, <u>in writing</u>, by owner or rental agent of the arrival of tenants/guests not less than 72 hours in advance. The notification shall include:

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- 1. Condominium unit number.
- 2. Full names of all occupants
- 3. Copy of lease agreement (monetary amounts may be redacted)

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- 4. Arrival & departure dates.
- 5. Ages of all occupants less than 18 years of age.
- c. Occupancy limitations as previously stated: All rentals must be for a period of not less than 25 days, pursuant to Coronado Municipal Code 86.78.030. One bedroom units are limited to no more than four occupants; two bedroom units to six occupants; and two bedroom plus den and three bedroom units to eight occupants.
- d. Owners or rental agents are responsible for indoctrination of their tenants. In addition, the staff of Las Flores Tower will provide whatever help and assistance they can, but not in lieu of the responsibilities of the owner or rental agent to familiarize tenants prior to their arrival of all Rules and Regulations.
- e. Keys & Genies: Owners or rental agents are responsible for providing keys and garage gate openers (genies) (key fobs) to tenants. We do not accept keys and garage gate genies for distribution to incoming tenants. Also, Las Flores Staff will not accept keys and genies from outgoing tenants.

The owner or rental agent should provide the tenant with the following keys, key fobs and garage gate genies:

- 1. The condominium front door key (also will unlock all garage to lobby doors and storerooms).
- 2. The key to the condominium mailbox.
- 3. The garage gate genie will open the main entrance gate arm, the building garage entrance, and the building garage exit. At least one garage gate genie or key fob should be assigned per unit.

Neither the Doorperson nor the Manager has extra keys for resident use. An extra key is maintained for emergency use only. If a tenant arrives after the rental agent's normal working hours and the rental agent is not available, we will issue the building emergency key for one night only. The tenant will be instructed to pick up the keys from the rental agent as soon as possible, the following day

f. Maintenance: Please call the unit owner or the rental agent for unit maintenance requirements. For life threatening emergencies call 911. For burst pipes or overflows, contact the Front Desk to minimize damage to adjoining units

**OWNERS REMINDER:** It is your responsibility to ensure that your TENANTS and GUESTS follow all Las Flores and Coronado Shores Rules & Regulations. Upon arrival, the doorperson gives new tenants copies of the Las Flores Rules & Regulations "At a Glance". It is suggested that all overnight guests check-in with the doorperson to introduce themselves (assuring good building security) and to get briefed on pertinent building & complex information.

### 16. Pet Regulations

- a. In accordance with governing documents, residents may not maintain more than two (2) dogs cats or other usual or ordinary household pets (exclusive of caged birds) in any Unit or Restricted Common Area without the Board's prior written consent.
- b. A pet owner shall not permit, and represents that his or her pet will not cause, any damage, discomfort, annoyance or nuisance, obnoxious behavior, or cause complaints from any other member, resident or the public. Dogs that bite persons or animals will be expelled from the property. No excessive barking will be permitted.
- c. Cages of domesticated birds shall not be permitted within the common areas, including

exclusive use common areas (e.g., balconies, parking spaces, storage areas).

- d. Aquariums for aquatic animals shall be placed within the condominium unit. Aquariums larger than thirty (30) gallons must obtain prior Association approval. Such water containers shall not be permitted within the common areas, including exclusive use common areas (e.g., balconies, parking spaces, storage areas).
- e. <u>Dogs must be kept and controlled on a leash</u> not longer than six (6) feet, or within a cage or closed pet carrier, or must be confined within the pet owner's condominium unit. Per City Ordinance 32.04.010 Purpose "Leash" means any rope, leather strap, chain or other material not exceeding six feet in length, being held in the hand of a person capable of controlling and actually controlling the animal to which it is attached. f. Pets shall not be permitted to roam the common area, including entering upon the exclusive use common area of other Owners. Pets shall not be permitted to remain on balconies unattended.
- g. Pets shall not enter or exit the building through the main lobby with the exception that pets may be carried by their owners. Normally, pets shall enter and exit the building though the upper and lower level side lobby doors. This is a safety issue for our residents since pet "accidents" could result in slippery tile in the lobby leading to falls.

A variance to the prohibition on pets in the lobby to a resident with a confirmed disability or a disability that an emotional support animal is designed to assist shall be granted upon receipt of such a request in writing from that resident with supporting documentation. Further, the animal would still be subject to all other pet restrictions (e.g. the Association's leash rules). Notwithstanding the foregoing, if a support animal creates a noise nuisance, shows aggression, urinates or defecates in the lobby, or engages in other unacceptable behavior, the Board may have cause to revoke the variance.

The above variance means that such pets shall be allowed to transit the lobby only. No pet shall be allowed on the carpet or furniture. If a pet is on the carpet or furniture and the pet causes damage as a result of that act, the owner will be responsible for the cost of replacement of that carpet or furniture including the underlying materials in addition to the penalties under the fine schedule.

- h. The common areas, including exclusive use common areas, shall not be used for the relieving of the bodily excrements of pets. Pet owners must promptly remove and dispose of any of their pet's waste. Pet owners must carry waste removal materials with them when accompanying their pets, to facilitate immediate removal.
- i. In the event that the Association, or its representatives or contractors, need lawful access to a pet owner's condominium unit, the pet must be confined by either placement in a cage/container or removal from the premises for the period during which access is required.
- j. Each condominium Owner and resident pet owner shall be absolutely liable to each and all remaining Owners, their families, guests, and invitees, and to the Association for any and all damage to person or property caused by any pets or other animals brought upon or kept upon the Project by such Owner or resident pet owner, members of his or her family, guest, or invitees, and each owner and resident pet owner shall comply with these Rules and Procedures. This Damages to the common area by pets shall be billed to the homeowner at current replacement/repair costs.
- k. Violations of these Rules and Procedures may be cause for a show cause hearing with fines

according to the Coronado Shores Condominium Association No.4 Fine Policy, including the potential of a fine up to \$100 for the first occurrence and up to \$500 for subsequent occurrences. Notice and hearing shall be performed in accordance with the Association's governing documents.

- l. Pet owners shall agree, by registering their pets, to comply with all applicable ordinances, regulations and laws governing pets. The Association shall have the authority, but not the duty, to address concerns pertaining to potential violations of such ordinances, regulations and laws, when the issue is brought to the attention of the Association by a member. Members and residents are asked to contact local animal control in situations requiring immediate attention, and to contact appropriate governmental authorities in the event of a health or safety emergency. m. Issues relating to pets that cannot be resolved between homeowners should be directed to local animal control authorities or, in writing, to the Association. The Board of Directors reserves the right to prohibit and to have any pet removed which, in its sole discretion, constitutes a nuisance or violates these rules and regulations.
- n. The above Rules and Regulations may be modified or repealed by the Board, in whole or in part, following the requisite member notice and comment period, if the California State Legislature takes any action which changes the content of Civil Code § 1360.5 and which would affect said Rules and Procedures.
- o. Renters may have pets in units only with the permission of the owner.
- 17. SMOKING: The Board of Directors has established Las Flores Tower as a non-smoking Building; Smoking is prohibited in all common areas and exclusive use common areas including balconies of Las Flores Tower and units restricted common area on the terrace level. Please extinguish all cigarettes, cigars, and pipes before entering the building. Ash urns are located adjacent to all entrances to the building.

It is not the Associations desire or intention to prohibit smoking in individual condominium units. However, due to known health concerns, it is the owners/residents responsibility to take whatever mitigating action is necessary to contain/control the smoke/second hand smoke and odors within the unit and from entering the common and restricted common areas of the building and unit.

- 18. Damage Responsibility: Damage to the common areas will not be tolerated. Each homeowner pays a monthly fee for the maintenance and operation of Las Flores Tower and any damage to the common areas only serves to increase their assessments and thereby, rental fees. Owners shall be held responsible for any damage to the common areas caused by themselves, their family members, co-residents, workmen, tenants, guests or pets.
- 19. Noise: As a courtesy to your neighbors, please keep your conversation low and televisions, radios, and stereos turned down after 10:00 P.M. Also, please do not use your washer/dryer or your dishwasher after 10:00 P.M. Take care when moving furniture on hard surface flooring. The use of restricted common area of terrace level units after 10:00 PM shall be governed by noise level restrictions. City of Coronado Noise Ordinances 41.13.010 thru 41.13 .160 applies.
- 20. Lobby Front Entrance: The circular front entrance driveway is for passenger loading and unloading and for the use of emergency vehicles (fire truck, ambulance & police). Do not park and leave an unattended vehicle. Bicycles and surfboards are not to be left at the entrance area

of the building. Please place them inside the garage, in the assigned cage or parking space. The Association prohibits the use of food and beverages in all public areas of the building.'

Many parcel deliveries are made each day to the lobby area. The staff has very limited storage space. Please be available to accept these parcels. The Manager/Doorpersons are not responsible for watching over the parcels nor do we have the personnel to deliver them to individual units.

Contractors and workmen are not allowed to carry any equipment or materials through the main lobby. They must use the lower garage and lower lobby.

- 21. Beach Attire: When in beach attire, entrance to the building shall be through the garage rather than the front lobby. Remove sand from footwear before entering. Foot brushes are available at all lobby entrances. Bare feet are not permitted in any of the common areas of lobbies of Las Flores Tower. REMINDER: Key fobs or photo ID cards must be carried to gain entrance to the garages and elevators.
- 22. Garages and Parking: Parking is limited in the garages to one space per unit. There are no unassigned spaces! Vehicles must be parked within the designated boundaries of the parking space or parked outside. The garage parking spaces are for use by wheeled passenger motor vehicles, (automobiles, pickup trucks, and motorcycles) only. The Manager and/or Doorpersons are prohibited from issuing a temporary parking space to anyone. You are advised that parking in an unassigned space is a direct violation and subject to immediate tow away by the owner of that space.

The posted speed limit in the garage is 5 MPH and headlights must be on while your vehicle is in motion. Please follow the directional arrows and obey the posted speed limit at all times.

Riding bicycles, skateboards or roller-skating / roller-blading are prohibited in the garages and on ramps at all times.

Changing oil and other mechanical type work on vehicles are not permitted in the garages. If it becomes necessary for the staff to clean up oil spills, the owner of record will be billed for the time and materials. Please keep vehicles in good repair. Oil drip pans, old carpet and such are not authorized, as they become a fire hazard. Car washing is permitted but is limited to the use of a water bucket only.

23. Garage Storage: Storage of personal items in assigned parking spaces is limited to bicycles; boats; surf and boogie boards; Rubbermaid, steel or wooden boxes; and beach chairs. Storage of cardboard boxes and towels of any sort are prohibited. Placing items above installed wooden storage cabinets is prohibited. Bicycle storage is governed by Rule 28. Storage in parking spaces of such authorized items is limited to such quantity and amount as is reasonable, consistent with keeping a clean and orderly parking space. The Building Manager is authorized to determine when storage of such items is excessive and to issue citations for Rules violations if the excessive items are not timely removed after notice to the unit owner. Other storage must be in the unit or in the assigned storage cage.

Garage Storerooms: Units that do not have storage cabinets in their parking spaces are assigned storage cages in the upper or lower garage storerooms. Nothing but surfboards and boogie boards are to be stored above these cages. Flammable liquids such as oil based paints, gasoline etc. are prohibited in the storage cages. Unit owners are responsible for locks on these cages. Unit keys

will open storeroom doors.

- **24. Complex Common Area Parking:** (Controlled by Landscape & Recreation Committee) All vehicles must have a clearly visible resident decal or paper parking permit. Common area parking is limited to 72 hours. When parking in the common area, you must park only in lined parking spaces. (Head in parking only.) NO PARKING IN RED ZONES, DRIVEWAYS, ETC. Parking in Red Zones is subject to immediate towing.
- 25. Trash: Trash rooms are located to the immediate left in the hallway as you exit the elevator on each floor. All trash should be placed in plastic bags and tied securely prior to being deposited in the trash chute. As a courtesy to others, please do not deposit trash between the hours of 10:00 P.M. and 8:00 A.M. Large cardboard boxes should be taken directly to the dumpster. Please ask the Doorperson for directions.
- **26. Recycling Program:** Las Flores Tower is fully committed to recycling. Recycling containers for recycling are located on the north side of both the upper and lower garageThe **containers** are for all **recyclable** materials, such as tin cans, glass, aluminum, newspaper, cardboard and plastic containers.
- 27. Automatic Dishwashers: It is imperative that only low sudsing automatic dishwasher detergent be used.

## 28. Bicycle Rules: Revised 08/2018

All bicycles including renters and guests at Las Flores Tower regardless of length of stay must have a current Las Flores bike decal. As of 01/01/2019 there will be an option of two types of decals with different identifying borders. **Free** decals will allow you to park bikes in the unit parking space in accordance with established rules. The **Paid** decals will allow you to store your bike in one of the two bike storage rooms on the upper or lower garage levels. (Only bikes that have paid the registration fee of\$40.00 will be allowed to be parked or stored in the bike rooms).

Bicycles in storerooms without decals or decals that are more than 60 days past expiration date will be removed and stored off site or disposed of by staff. To retrieve a bicycle that has been stored off site, you will be required to pay a retrieval fee of \$20 and provide proof that the bike will in the future be stored in accordance with established rules. Repeat violators will not be able to retrieve bikes and those bikes will be disposed of.

Both decals will be issued for two year intervals in odd years beginning in January 2019.

Bicycle storage/parking in parking spaces are subject to the following limitations and shall not cause a nuisance or interfere with the ease of parking vehicles in the area where bicycles are stored/parked. Bicycles in parking spaces must be placed and removed carefully, with respect for automobiles. Due to the presence of other vehicles and drivers, all persons should use care when removing or replacing bicycles in a parking space, and residents should exercise appropriate supervision based on the skills and responsibility of the bicycle user. Owners of parking spaces in which bicycles are stored/parked are responsible for and liable for any dents, scrapes or other damage to vehicles which may occur as a result of the handling and use of bicycles stored/parked in the owner's space. Bicycles placed or left in another owner's

parking space may be removed by or disposed of by that owner. Limitations on bicycle storage/parking in parking spaces in the garage upper level and lower level are as follows:

- (a) Bicycles must be stored/parked only in the parking space area most distant from the vehicle entry point and always between the building wall and any vehicle parked in the space;
- (b) A bicycle may not be stored/parked in a parking space beside a parked vehicle;
- (c) No more than four bicycles may be stored at any time in anyone parking space, whether a single space, in-line tandem space or tandem side by side space. Additional bicycles must be stored in one ofthe two bicycle rooms or elsewhere. Storage/parking of one tandem (i.e., two person bicycle is permitted and it shall for this purpose be counted as two bicycles);
- (d) No more than two bicycles may be stored/parked in a single space when it is occupied by a vehicle;
- (e) No more than two bicycles may be stored/parked in an in-line tandem space when it is occupied by two vehicles;
- f) When two vehicles are parked in a tandem side by side parking space, no more than two bicycles may be stored/parked in each of the parking spaces;
- (g) Storage/parking of trailers (extensions of a bicycle) and carts towed behind a bicycle is permitted. They shall, for the purposes of this rule #28, be counted as one bicycle;
- (h) Bicycles, carts or trailers stored/parked in parking spaces in violation of these rules may be photographed and removed by the Association Staff and stored in an association off site location; if the owner of the bicycle (s) wants the bicycle returned, staff will do so at a cost of\$20 a bicycle. However, the bicycle cannot be returned by the owner to a location which will result in violation of the rules.

Bicycle riding in the garages and garage ramps is not permitted, including when entering and exiting the building. California Vehicle Code §21212 requires all persons under the age of 18 to use a properly fitted and fastened bicycle helmet that meets the statutory standards when riding on any public roadways or bike paths. It is strongly recommended that riders of all ages do so whether on Association property or anywhere else. Bicycles may not be parked near any entranceway to the building, or on any landscaped or lawn area of Coronado Shores. Bicycles parked in these areas, or illegally parked, stored or operated in Association Common Areas may be impounded by L&R Security or other L&R staff.

- 29. Grocery and Luggage Carts: Are for resident use only. See the Doorperson for direction. Carts must be promptly returned to the proper garage area after using them so others may use them. Carts must not be removed from the building. Contractors are not authorized to use Association Luggage or Grocery carts to transport construction materials or tools,
- **30. Storage:** No storage is available other than what is assigned to your Unit.
- 31. Balconies: (Restricted Common Area) Floor coverings on the balconies are the responsibility of the homeowners for cleaning, repairs and replacement. Carpet and vinyl tiles

are prohibited coverings. Spall repairs are the building's responsibility. Railings are also the building's responsibility and will be serviced for purposes of safety and long-term maintenance. Cleaning of railings, however, is the responsibility of the Homeowner. Quarterly cleaning of the balcony railings and glass will be done in conjunction with the normal window-cleaning schedule.

Nothing is to be hung over balcony railings such as beach towels, or attached by any means, including adhesives, to the railings or glass balcony panes. In addition, no fixture can be attached to the balcony railings to include planters, flag holders, etc. since such attachments will damage the railings. This includes non-permanent (removable) attachments of any type, except for the display of the United States Flag on National Holidays. Use of your balcony as a laundry or storage is strictly prohibited.

# Antennas of any sort shall not extend over the balcony perimeter.

Nothing is to be hung from balcony ceiling or balcony lighting fixtures to include bird feeders, chimes, streamers, etc. This includes any attachment either drilled, bolted, screwed, taped, etc. Such fixtures will cause, or could cause, damage to the overhead ceilings in the form of spalling in addition to possible nuisance to neighbors and uniformity of exterior building appearance.

No athletic equipment shall be placed on the balcony to include, but not exclusive to, weight sets, stationary bicycles and tread machines of any sort, boxing equipment, etc.

The Board of Directors must approve any material that is to be a permanent structure or part of the balcony décor on both horizontal and vertical surfaces. This includes mosaics, artistic representations, and cloth materials of any type. Generally, uniformity of the exterior building appearance will take precedence over such additions, especially if such addition is noticeably different in color from the building's paint scheme. Existing additions must be approved by the Board if such approval was not obtained previously. Additionally rearrangement (moving out or enlargement of balconies into room areas) has been authorized over the years with specific approval of the Board of Directors. Special city permits must be obtained prior to undertaking any rearrangement of balconies.

Extreme care must be taken when watering balcony plants to insure that any overflow does not go onto the balconies below. **DO NOT** hose down the balcony under any circumstances.

- **32. Barbeque Grills:** Due to the significant fire hazard created by charcoal grills and hibachis in confined spaces, the Board of Directors decided, effective May 1,1997, that **ONLY** Gas or Electric BBQs are authorized for use on the terrace or unit balconies. These types of grills are far cleaner and generate less smoke than charcoal grills and do not require the use and storage of petroleum based lighter fluids.
- 33. Terrace: Except for the enclosed area adjacent to terrace level units, which is Restricted Common Area, the remainder of terrace level (promenade) is Common Area intended for the enjoyment of all residents. As such this area is not to be used for private parties or other events of that nature. The terrace, both restricted common areas and common areas, is not intended to be used for athletic activities beyond walking. Riding of bicycles, skateboards, scooters, roller blades, ball sports of any type to include soccer, soccer practice, basketball, tennis, catch, etc., is

prohibited as adequate recreational facilities are in close proximity to the Association, including the beach.

No heavy weight is permitted on the terrace due to probable damage to the underlying terrace protective membrane. This membrane is in place to protect not only spalling but also water leaks into the upper and lower garages which damage vehicles. Specific restrictions apply to planters of all sorts that sit directly on the terrace which are limited to a weight of 25 pounds or less.

Restricted Common Area is subject to all rules and regulations governing the use of common areas as they apply to noise, smoking and grilling.

- **34.** Elevators: For Security your key fob or photo ID card is required to enter the elevators at the lobby levels at all times. Owners are responsible for supervising their family members, tenants and guests in the use of the elevators. Wearing wetsuits, transporting surfboards, bicycles, rafts or large beach furniture is not allowed in the elevators. Vandalism will not be tolerated and the Board will look to the owner for all costs of repairs.
- 35. Hallways: Hallways are Common Area and the decor is the responsibility of the House Committee under the Board of Directors. Most of the buildings at the Shores including Las Flores Tower do not permit pictures, planters, doormats, or other personal items to be placed in the hallways. Las Flores has granted specific permission for certain items in the past. All requests for new items must be submitted in writing to the Building Manager for approval by the Board.
- **36. Window Cleaning:** Windows are cleaned by our contractor on a scheduled basis; normally, four times per year. Arrangements may be made during this time for interior window and mirror washing at the Homeowner's expense by contacting the Doorperson. Residents will be notified when window cleaning is scheduled.
- 37. Window Decor: Draperies, window-tinting or other decor treatments must conform with established color codes established by the Building Regulations. That portion of the window covering that faces the outside of the building shall be white or off-white. Window tinting is permitted. Window screens are permitted. The screen materials must be gray fiberglass and the screen frames must be constructed of 1" clean anodized aluminum. NOTE: If window screens are installed in your unit the Association or window cleaning vendor assumes no responsibility for damages during window cleaning. No material or object will be taped, glued or attached by any means to the windows, either external or internal to the unit. In addition, no window will exhibit etched or embedded designs of any type, including, but not exclusive to, squares, rectangles, lattice, trellis, grille, screen, grid, art or symbols. This includes the insertion of any design between double pane and "sandwiched" glass.
- **38.** Work in Units: Out of consideration for your neighbors, workmen, repairmen, installers, etc. shall only be permitted to work in Units between the hours of 8:00 A.M. and 6:00 P.M. Monday through Friday. No work shall be scheduled on holidays observed by the Association, or Saturdays and Sundays without prior approval from the Manager
- 39. Major Remodeling: See separate Las Flores Tower "Rules and Regulations for

## Remodeling."

- 40. Water Leaks: The Association shall provide emergency services to include:
  - a. Locating and stopping the leak.
  - b. Wet vacuuming/extracting.
  - c. Lifting the wet carpet pad as needed.
  - d. Placing fans, as needed, to dry the carpet.

NOTE: A fee will be charged at the current labor rate to the homeowner for this service if the leak is determined to be the homeowner's responsibility.

NOTE: The Association shall not be responsible for the following unless the leak is the result of Gross Negligence of the Association:

- a. Replacing the carpet pad.
- b. Re-laying the carpet.
- c. Any other repairs and/or replacements.
- 41. Lack of judgment and Irresponsible Conduct: All persons regardless of age, who are incapable of using reasonable judgment and acting responsibly must be supervised, particularly in areas where they may harm themselves, such as balconies. Such persons may find it difficult to adjust to the close apartment-type living and the mere novelty of the facilities may contribute to various temptations. Willful destruction or vandalism of Association property will not be tolerated, and any damages will be billed to the unit owner. No one may play in the elevators, hallways, stairways, trash rooms, lobbies, garages, or the terrace areas. Riding bicycles, skateboards or roller-skates is prohibited in the garages, on the ramps, and on the terrace areas. Please note that skateboarding, roller-skating and roller-blading are prohibited throughout the entire Coronado Shores Complex.

# 42. Garage Gates & Gate Arms:

- **a.** Operation The operation of all garage gates is controlled by a hand-held radio signal transmitter ("Genie"), your key fob or photo ID card. Each garage level requires a Genie dedicated to that level (for example: Upper Garage Genie or Lower Garage Genie). Your photo ID card or key fob will activate both upper and lower garage gates. A card reader is located on both garage entrance ramps and on one of the left columns as you approach the exit gate. If you have any questions about operation of the gates, please contact the Doorperson.
- **b. To Enter the Garage:** Stop 30 feet from the gate. Hold the left button down for 3 seconds or key fob or photo ID card at the card reader. Proceed through the gate. DO NOT STOP IN THE GATE WAY The gate will remain open for 30 seconds then close automatically.
- c. Safety Features: All gates are equipped with safety systems to stop the gate from closing until the vehicle is completely through. If you enter the gateway while the gate is closing, the gate will re-open. If you approach the gateway while the gate is closing, you can push the left button on your genie and the gate will re-open. NOTE: There are no safety features for pedestrians going through the vehicle gates.
- d. Pedestrians & Bicyclists: You are strongly encouraged to use the pedestrian doors located

adjacent to each garage gate. Your key fob or photo ID card will unlock these doors.

- **e.** Movers, Venders, and Repairman Etc.: The garage gates can be locked in the up position. Please see the Doorperson for this assistance.
- **f. Vertical Clearance:** The vertical clearance is 6' 11", (six feet, eleven inches). Use extreme caution when entering the garage with trucks, vans, or other tall vehicles. Any damage caused to the gates will be the responsibility of the unit owner. It is the owner's responsibility to seek reimbursement from the operator of the vehicle if different.
- **g.** Entrance to the Complex: The swing arm gates at the complex entrances can be opened by holding the right garage gate genie button down for 3 seconds, by passing your photo ID proximity card in front of the card reader or by purchasing a transponder from the Landscape & Recreation office.

#### 43. Move In/Out

- a. The Association requires that move in/outs be made Monday thru Friday between 8:00 AM & 5:00 PM. Elevators are not to be used for moving furniture on the weekends. (Except for prearranged deliveries)
- b. Movers must park their moving van at the island in front of the building so that entrances to the street are **NOT BLOCKED**, allowing free movement of traffic. Prior arrangements for parking must be made with the Doorperson or L&R Security.
- c. For safety reasons movers are to use lower-level exit and entry ramps for the placing or removal of furniture to be loaded on the elevators. Pads are to be placed in the elevator by the Doorperson or Custodian before loading the elevator.
- d. The **SOUTH ELEVATOR** is the only elevator to be used for all moves in or out. This is the car on the **right** as you face the elevators.
- e. Authorized delivery persons or moving people may check out the elevator control key from the Doorperson on duty if no other move ins are happening at the same time
- f. Place the elevator control key in the lock marked IND (independent) and turn the key to the left. This will lock the elevator doors in the open position. When the car is completely loaded, push and hold the desired floor button until the doors close; then release the button. Upon arriving at the selected floor the doors will open and remain open until released again. g. Please remove all empty boxes and crates when your move-in is complete and vacuum the areas involved in the move.

### ATTENTION MOVING PERSONNEL: PLEASE OBSERVE THE FOLLOWING:

FOR BETTER ELEVATOR SERVICE, PLEASE LOAD THE LOWER LOBBY / HALLWAY WITH THE ARTICLES. THEN CALL FOR THE ELEVATOR AND KEY IT OFF TO LOAD IT WITH FURNITURE. WHEN THE DESIRED FLOOR IS REACHED, KEY OFF THE

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ELEVATOR AND UNLOAD THE ARTICLES INTO THE CORRIDOR AREA. THEN RELEASE THE ELEVATOR FOR OTHERS TO USE WHILE YOU DELIVER THE FURNITURE TO THE SELECTED UNIT.

IF THERE ARE ANY QUESTIONS REGARDING THESE INSTRUCTIONS SEE THE BUILDING MANAGER.

44. Violations of the Rules & Regulations: The Manager shall send a notice of violation and shall make every effort to see that the violation is corrected as quickly as possible. If the violation is not corrected in a timely manner, a hearing shall be held before the Board of Directors. At the hearing the Board shall have the right to suspend the rights of a homeowner (and his family, guests, and tenants) to use the recreational facilities on the common areas of Coronado Shores for a period not to exceed 30 days for any single violation of the Rules and Regulations. The Board of Directors may also impose monetary fines upon a homeowner for any single violation of the Governing Documents. If required, an assessment equal to any applicable cost of needed repairs or clean-up shall be levied.

# 45. Policy and Practices for Member Discipline

# Purpose of the Policy

The intent of this policy is to deter unauthorized conduct and to encourage compliance with the Association's governing documents. It is not designed to generate income for the Association. The Board, the Association and its members would prefer to have owners and residents comply with the governing documents than to have to devote the time and energy needed to conduct hearings and to penalize violators. The Association's ultimate objective is to achieve voluntary compliance from all owners and residents for the benefit of the entire community.

## II Notice and Hearing

The Association may, but is not required, to contact an owner by a phone call or an inperson warning after any first offense or allegation of a violation by an Owner or the Owner's family, tenants or guests. In the alternative, the Association shall contact the Owner in writing at his/her last known address as shown in the Association's records. The Board has the discretion to determine whether to issue warnings first or to seek to impose penalties and may consider factors such as the seriousness of the violation and the extent of any prior violations in determining how to proceed. Since Owners are responsible not only for their own conduct, but also for the conduct of their families, tenants and guests, the Association will initiate and direct all disciplinary procedures concerning violations to the Owner who is responsible for the conduct of the violator. Nothing in these rules shall prevent the Board from seeking other relief in addition to or instead of the penalties provided for in these rules.

(a) No discipline shall be imposed upon an Owner under this policy until a hearing has been held by the Board. Written notice of the hearing shall be given to the Owner at least ten (10) days prior to the date of the hearing either by personal delivery or first-class mail at the

Owner's last known address as shown in the Association's records, as provided in Civil Code 5855(a). If the Owner has not given an address to the Association, the Owner's address will be presumed to be the address of the Owner's property in the Association. The Owner will have a right to attend the meeting, and the Owner will have a right to address the Board, either orally or in writing, at the Owner's choice, at the hearing.

The Notice of Hearing shall specify the nature of the complaint against the Owner, including the specific section or sections of the Declaration, Bylaws, Rules or other governing documents alleged to have been violated, the proposed discipline to be imposed, and the time, date and place where the hearing will be held. The notice shall also inform the Owner that he/she will have the right to be heard in his/her own defense and that, after the hearing, the Board will determine whether any discipline should be imposed and, if so, the what the discipline will be.

- (b) The hearing need not be conducted according to technical rules relating to evidence and witnesses. Any relevant evidence may be considered, and the Board may determine if it is the sort of evidence on which reasonable persons ordinarily rely in the conduct of their affairs, regardless of the existence of any common law or statutory rule which might make the admission of such evidence improper in court. Irrelevant and unduly repetitious evidence may be excluded.
- (c) The Owner shall have the right to testify in his or her own behalf, to call and examine witnesses, to introduce exhibits, to rebut the evidence against him or her, and to present such oral and written evidence and argument as he or she wishes. The Owner may choose not to attend and to submit any evidence or statements in writing.
- (d) All hearings shall be held in executive session, and the Board shall exclude witnesses (other than the accused owner) from the hearing except for the time during which they are testifying.
- (e) Any hearing held in executive session shall be generally noted in the minutes of a regular meeting of the Board of Directors, but excluding any reference to the specific Owner or Owners involved.
- (f) Unless the amount at stake exceeds the maximum limit of the small claims court (\$5,000.00 at the time these rules were adopted), no party shall be entitled to legal counsel at the hearing.

III

### Remedies of the Association

- (a) If, after a hearing held in accordance with the provisions of preceding Section, the Board finds that the Owner has failed to comply with the Association's Governing Documents (including without limitation, the Articles of Incorporation, Bylaws, CC&Rs, and Rules and Regulations), the Board may, but need not, impose the following discipline:
- (1) For an Owner's first infraction the Board may suspend the Owner's voting rights and/or rights to use the Common Area recreational facilities for a period of not more than thirty (30) days.

- (2) For each succeeding infraction, the Board may suspend the Owner's voting rights and/or rights to use the Common Area recreational facilities for up to a total period of time.
- (3) The Board may, in addition to or in lieu of the suspensions provided for above, impose a fine or penalty for an Owner's first or any subsequent violation of the CC&Rs, Bylaws, Rules and Regulations. The maximum amount of the fine or penalty that may be imposed shall be fixed from time to time by the Board and included in a schedule of monetary penalties in the Association Rules. Such fine or penalty may vary depending on the number of prior infractions by an Owner and/or the severity of the infraction for which the fine is imposed and may include the association's actual out-of-pocket costs for investigating or correcting the violation, including any attorney's fees and costs to achieve the Owner's compliance with the Association's governing documents.
- (b) The Board shall inform the Owner by written notice of its decision and the discipline imposed, if any, within fifteen (15) days after the date of the hearing, or within such other time period as may be provided in Civil Code Section 5855(c), as amended from time to time. However, the effective date of the discipline imposed shall not be any earlier than five (5) days after the date of the hearing or until receipt of the written notice of decision, whichever occurs later. An owner shall be deemed to have received a notice of decision two (2) business days after mailing such notice by first class mail, postage prepaid.
- (c) Any action challenging the suspension of membership rights or other discipline, including any claim alleging defective notice, must be commenced within one (1) year after the date of such suspension, or other discipline. In the event such an action is successful, the court or arbitrator or other trier of fact who is hearing the matter may order any relief, including reinstatement, that it finds equitable under the circumstances, but no vote of the Owners or the Directors shall be set aside solely because a person was, at the time of the vote, wrongfully excluded by virtue of the challenged suspension or other discipline, unless the trier of fact finds further that the wrongful suspension or other discipline was in bad faith and for the purpose, and with the effect, of wrongfully excluding the Owner from the vote or from the meeting at which the vote took place, so as to affect the outcome of the vote.

## **IV Monetary Penalty Schedule**

The Board has adopted the following schedule of monetary penalties for any violation of the Declaration, Bylaws, Rules and Regulations, any nuisance activities, architectural noncompliance or any other violation:

First Offense	=\$25.00 - \$125.00
Second Offense	=\$50.00 - \$250.00
Third or Later Offense	=\$100.00 - \$500.00

When any violation is continuous until corrected, the Board may levy either a daily or a monthly fine. To deter continued improper conduct, and to provide an incentive to comply early, the Association may levy a daily fine of up to \$5.00 per day or a monthly fine of up to \$150.00 per month (or any portion of a month) for continuous violations during the first month after imposition of the penalty. The penalty may be increased to up to \$10.00 per day or a monthly

fine of up to \$300.00 during the second month of a continuing violation. The penalty may be increased to up to \$20.00 per day or a monthly fine of up to \$600.00 during the third or any subsequent month of a continuing violation. The Board shall give the violating owner notice of whether the fine for a continuing violation will be increased in each subsequent month, and what the level of the fine will be. The Board may also add to the fine or penalty the Association's actual out-of-pocket costs for investigating or correcting the violation, including any attorney's fees and costs to achieve the Owner's compliance with the Association's governing documents, The Board will1evy penalties and/or impose discipline on Owners only after holding a hearing as provided in Section II above.

## 46. Fee Schedule: Established by the Board of Directors

a. Facsimile Receiving - first page (619 437- 4507)	\$1.00
Receiving - each additional page	\$0.75
Sending - first page regardless of number called	\$1.00
Sending - each additional page	\$0.75

# NOTE: Office hours are from 7:00 AM to 3:40 PM Monday thru Friday. Fax machine is unavailable on weekends.

b. Garage Gate Genies Upper/Lower		\$40.00
c. Extra key fobs		\$10.00
d. Plastic guest cards: refundable deposit	\$20.00	
e. Plastic photo ID card (L&R cash or check only)	\$40.00	
f. Engineering Service Labor (parts at cost)	currently	\$40.00 per hr.
g. Engineering Service Minimum Labor Charge	currently	\$10.00

## **47. Fire Safety Procedures**

Fire safety is the responsibility of all who live or work in the building, please take a moment to read the following fire safety information and familiarize yourself, family and guests with the location of fire equipment as indicated on the floor map attached.

- a. It is a violation of the Coronado City Fire Code to leave your unit door open. Please keep your unit door closed except when you are entering or exiting your unit.
- b. Two multi-purpose fire extinguishers and water hoses are located in the fire hose boxes in each hallway.
- c. Pull-boxes to sound the alarms are located at the end of each hallway and by the elevators.
- d. Please take a moment to note the exact locations of the fire equipment in the hallways.
- e. The parking garages have conveniently located fire extinguishers, water hoses and pull boxes.
- f. In the event of a fire, remain in your unit or on the balcony if the fire is not in your immediate area. Listen for instructions on the building Public Address system. If evacuation becomes necessary, use only the "South" stairwell. Do not use the elevators or the north stairwell. The

Fire Department needs the use of the elevators and North stairwell. Try to remain calm. Panic is one of the greatest threats in a fire.

- g. If you are physically unable to leave the building or if doing so presents undue hardship, please notify the Doorperson so that you can be added to our Assistance Needed List at the front desk.
- h. If the building were to be evacuated, all occupants would be asked by the Fire Department to clear the building. Only the Fire Department officials can determine when it is safe to re-enter the building.
- i. Please do not call the lobby desk. Building personnel do not know whether or not it is a false alarm. Only the fire department can determine that fact! Our phone lines need to be kept open for emergency calls.
- j. Security guards will allow only ten persons at a time to return to their units via the elevators. The elevators may not operate properly with more than 10 persons. Occupants may also return to their units by way of the south stairwell.
- k. If you have questions as to safety measures individuals should take during a fire, call the business office of the Coronado Fire Department at 522-7374. The emergency number to call in the event of an actual fire is 911. Please do not call this number for routine questions.
- 1. The Alarm Company performs a test of ¼ of the fire alarm system each quarter. Residents will be notified when alarm testing is to be conducted.

# 47. MISCELLANEOUS INFORMATION -ASBESTOS AND LEAD BASED PAINT:

All acoustical ceilings in the apartments when constructed contained 20% asbestos material. If removed, it must be done by a licensed abatement contractor in accordance with OSHAIEP A or any other government agency requirements that apply.

In addition, as this condominium was built before 1978, lead-based paint may have been utilized in both common and living areas.

### 48. Common Area Recreation General Information

The following are not the Rules of Coronado Shores No.4, but rather they are a summary of the Rules established by the L&R Committee. They are added here for your information and convenience. In the event of any inconsistency between what is set forth below, and the Rules as established by the L&R Committee, the Rules of the L&R Committee will control, so be sure to be aware of their requirements.

- **a.** <u>Swimming</u>: There are four swimming pools with Jacuzzis at Coronado Shores. Residents from all ten buildings have access to these facilities. Rules are posted and enforced by L&R at each pool. Gas barbeque grills are available at all Shores Complex pool areas.
- b. <u>Tennis Courts</u>: Courts #1 through #6 are located between La Princess and La Playa Towers by the Silver Strand. Courts #7 & 8 are North of El Camino Tower on the ocean. Drawings for court reservations are held 10 minutes before the court reservation time's of7:25 AM & 8:55

AM. Rules are posted at the tennis courts, in our mailroom and are also available at the L & R office.

- c. The Beach Club: The Beach Club is located adjacent to the Beach behind La Perla Tower near the center of the complex. It offers an open bar and enjoyment of the clubhouse by all residents and their guests. A monthly-published Beach Club Calendar, describing scheduled activities and newly planned events, can be picked up in our mailroom and at the Beach Club. Clubhouse and Bar Hours vary in different months of the year. More information may be available by calling 435-1711.
- **d.** <u>Roeder Pavilion</u>: The Roeder Pavilion is located adjacent to the beach North of Cabrillo Tower. It is a second clubhouse that may be reserved for private parties. Rules & Regulations and information relative to reservations can be obtained through the L&R office by calling 437-1260.
- e. <u>Health Spa</u>: The Health Spa is located beneath the Beach Club. The entry is on the South side of the building. The facility includes an exercise room and separate locker rooms for men and women. A Jacuzzi and sauna is located in each locker room. The Health Spa is open from 7:00 a.m. to 9:00 p.m. daily. It is closed for maintenance from 11:30 a.m. to 12:30 p.m. Minors younger than 14 years of age should be supervised by an adult while in the Health Spa

NOTE: EVERY PERSON USING ANY OF THE CORONADO SHORES RECREATIONAL FACILITIES MUST POSSESS AND BE PREPARED TO SHOW A VALID CARD OR GUEST PASS WHEN REQUESTED. (NO EXCEPTIONS)

**49. Summary:** Although the foregoing may appear to be a rather formidable list of "don'ts", however, remember that they serve to provide a means of mutual cooperation and enjoyment for all residents of Las Flores Tower. Compliance will do much to ensure enjoyment for all residents of Las Flores Tower. Compliance will do much to ensure that your residence here is a pleasant one. Should you have any questions or need assistance, feel free to contact the staff at any time.

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Board of Directors