FOY HOMEOWNER'S REFERENCE DOCUMENT

(Revised 09/14/26)

Homeowner's Leasing Office (442-208-0026)

The Homeowner's Leasing Office is located at 518 N Mountain Drive (at the top of Primrose Lane). Beginning October 23, 2023, our office hours are 9:00am to 4:00pm Monday - Friday

The Leasing Office is responsible for:

- **New Leases and Lease Renewals** (including all payments)
- **Electric & Water** billing, questions & payments
- **AmeriGas Propane** billing & payments (for Homeowner tanks filled at your property)
- **AmeriGas Propane Homeowner Site Tank Fill Requests**
- **Gate Key Card** Deposits and Card activation/deactivation
- **Parking Sticker** issuance
- **Short Term (6 mos or less) Homeowner Tenants** - Homeowner Tenant forms
- **Long Term (over 6 mos) Home Leasing** - Applications, Agreements and Background Checks
- **"FOY Homeowner's Guest"** form processing
- **"Request For Written Authorization For My Site"** form processing
- **Reporting issues pertaining to Homeowners & Homeowner Sites**
- **All Homeowner general questions and concerns**

Main Office (760.354.1340)

The Main Office supports the following functions for Annual Owners:

- **Propane** (Small Tanks filled by FOY - up to 20 gallons)
- **Reporting Emergencies or Safety Issues within the Park.** Mon - Fri 8:30 to 4:30, contact the Front Gate at 760.354.1555)
- **Issues or complaints regarding amenities within the Park** (pools, spas, courts, etc.).

Electric & Water Billing

Electric and Water Meters are read either toward the middle or the end of the month depending on where your home is located within the park. The invoices are prepared in our QuickBooks accounting system and either emailed or sent by regular mail to the owners.

Utility invoices are due when produced and become past due 5 days after the due date. Invoices that are delinquent in excess of 30 days will be assessed a 5% Late Fee.

Imperial Irrigation District (IID) is the utility company that provides FOY with Electricity. There are 3 line items on your Electricity billing that IID bills us for and FOY, in turn, passes these charges on to our owners. These items are:

- Energy Cost Adjustment per KWH (rate can vary from month to month)
- CA Energy Surcharge per KWH (rate set by CA Energy Commission)
- Public Benefits Charge (State-mandated monthly surcharge)

For those Owners that shut off their electricity when they leave the FOY, the monthly utility bill will most likely only have a $4.00 Water Flat Charge for reading the water meter. Many Owners put money on their accounts creating a credit to take care of utility charges that occur during the off season, so they don't have to worry about paying any small charges each month. Something to consider.

AmeriGas Propane

AmeriGas is the vendor that provides the Park and its Homeowners with Propane. During the Season, AmeriGas delivers propane more frequently than in Off-Season months.

To assure that you have a constant flow of gas please take the following steps:

1. Check propane levels regularly. During cold weather, check the levels regularly.
2. If your tank level is below 40%, call the Leasing Office at 442.208.0026 to request a fill on the next AmeriGas delivery.
3. Please be aware that AmeriGas will not fill your tank if it is more than 40% full.
4. If you run out of propane, the cost for the service call is $190. You must be home when the technician arrives or they will lock your tank.

5. If the technician locks your tank for replacement of parts, there is no charge. If you decide you want a different size tank or you need a service call, you will be charged a service fee $190 and a tank fee. Charges will be determined when AmeriGas sends the bill.
6. If the tank is empty at the time of delivery, you **MUST** be at home and available during the delivery. The AmeriGas delivery person will need access to your home to relight your hot water tank and check all gas connections. There will be an additional charge (by AmeriGas) when the tank is empty. If you are not present, the tank will be locked by AmeriGas until you can be home during the regular delivery schedule. Delivery is determined by AmeriGas and is subject to change.

We receive the AmeriGas Statement at the beginning of each month for any tanks that were filled or serviced in the previous month. You will receive your Propane Invoice in the first few weeks of the month following your fill.

Small propane tanks (20 gal or less)can be filled Monday through Friday between 10:15am & 11:15am. Owners need to go to the Main Office and get a Fill Slip to attach to their tank. The Main Office will provide you further instructions

FOY Parking Stickers

Any Homeowner vehicle entering the park must be issued a FOY Parking Sticker. Each Owner is allowed two (2) vehicles. The vehicle(s) must be operable and have a current license and current insurance.

Parking stickers are issued at the Leasing Office (free of charge). You must present your current vehicle Registration and Insurance Card (or proof of insurance) to receive your sticker.

Gate Key Cards

Key Cards to open the upper gate are available at the Leasing Office for a $100 refundable deposit. The upper gate is located on Spa Road between Moonrise Hall and the Small Dog Park (Tiny Paws).

During the Season, the Front Gate can get backed up with RV check-ins and there can be a lengthy delay entering the park through the main entrance. Also, beginning January 1, 2024, the Main Entrance Gate will be closed from 10:00 in the evening to 7:00 the next morning for security purposes. For these reasons, it can be very convenient to have a Key Card to the Upper Gate.

Homeowner Tenants and Long-Term Homeowner Guests

Short-Term Homeowner Tenant stays shall not exceed 180 days (during any 365-day Period). A Homeowner Tenant is defined as a person(s) residing in the Homeowner's residence when the Homeowner is not present. Homeowners must submit the proper paperwork to the Homeowner's Leasing Office in advance of the Tenant's arrival.

Forms for Homeowner Tenants are available on the Homeowners page of the FOY website (http://foyspa.com) or can be obtained at the Homeowner's Leasing Office.

If the Tenant plans to have Guests in the Park for the day or overnight, the "Guests of Homeowner's Tenant" form must be completed by the Homeowner and turned in to the Homeowner's Leasing Office prior to the Guests' arrival. The form will be provided to the Gate so that a parking pass can be given to the Tenant's Guest when they arrive.

FOY does have a Facebook page (Fountain of Youth Spa Vacation Rentals) for those Homeowners that wish advertise their rentals.
https://www.facebook.com/groups/1207904773479376

Long-Term Homeowner Guest stays (exceeding a stay of 180 days during any 365-day period) are administered by the Homeowner's Leasing Office. Long term Guests shall be subject to background checks, 55+ age restrictions and prior park approval as consistent with the California Mobile Home Residency law.

Please contact the Homeowner's Leasing Office or refer to the Homeowners page on the FOY website (http://foyspa.com) for rules and required forms pertaining to Short and Long Term Tenants/Guests.

QuickBooks Accounting System for Homeowner Accounts

In March of 2023, FOY migrated all Homeowner accounts into QuickBooks Online. QuickBooks Online is a robust industry standard accounting software introduced by Intuit in 1992 and currently has more than 5 million users worldwide. It affords our Homeowners many features such as online payments, easy to understand invoices & statements, as well as state-of-the-art encryption and authentication technologies to protect the security and privacy of your information.

Here is a brief description of the features available to our Homeowners.

Invoices

QuickBooks creates an Invoice each time there are charges generated for an Owner. Common invoices would be for items such as Rent, Utilities, Propane, etc.

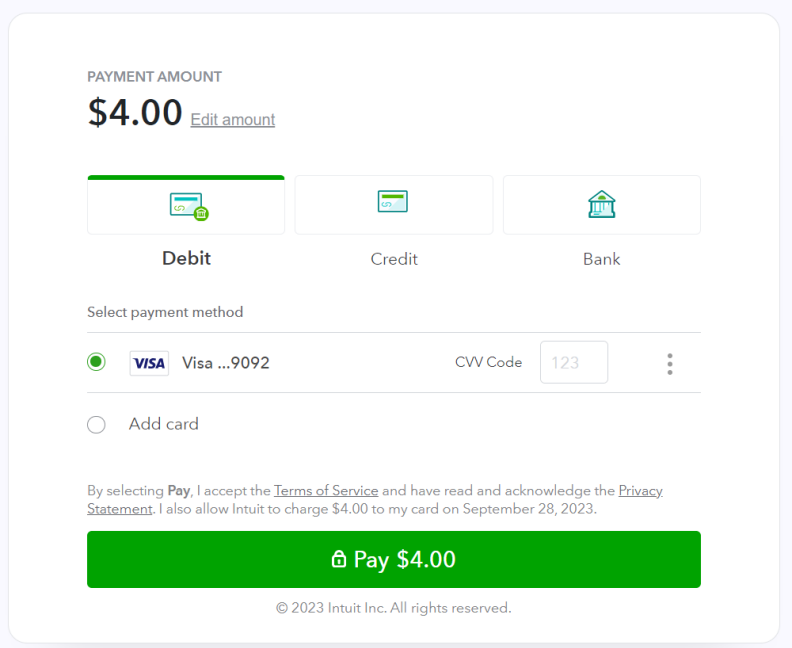
Invoices are delivered via email. If you would like to change your email id or add additional email ids, please contact the Leasing Office. For Homeowner's that do not utilize email, invoices will be printed and mailed.

Invoice Payments

When Homeowners receive an emailed invoice, they may now pay it online by either a Credit/Debit Card or have the payment taken directly out of a Bank Account. This is accomplished by clicking the black "Review and pay" icon toward the top of the email as illustrated below.



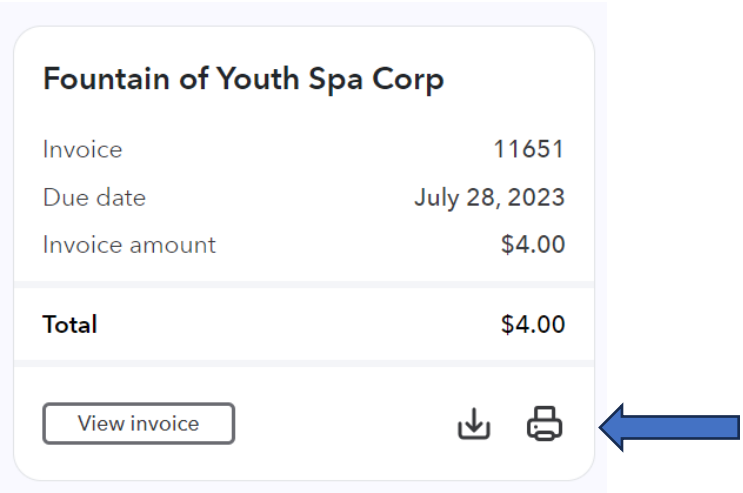
After clicking the "Review and pay" icon you should be presented with the payment screen below.



The invoice amount will appear at the top. If you would like to put more money on your account to take care of future invoices you are able to edit the payment amount (Edit amount to right of PAYMENT AMOUNT)

Simply select your payment method and click the Green Pay bar. A Receipt of the transaction will be emailed to you

There is a box to the right of the payment box that summarizes the invoice. You are able to view, download or print the invoice



You may also mail, email (owners@foyspa.com), call (442-208-0026) or visit (518 N Mountain) the Leasing Office and we will be happy to take your payment or answer any questions that you have.

Statements

QuickBooks automatically generates a statement for each Homeowner around the second (2nd) of each month. The Statement summarizes all charges, payments and credits that have occurred on your account in the past 30 days. Like Invoices, Statements are either emailed or printed and mailed.

Homeowners can now make an online payment from a Statement.

When a payment is made in the Leasing Office, a Statement is not automatically sent. An invoice marked PAID is provided at the office.

If you have any questions regarding your Invoice or Statement, please don't hesitate to call the Leasing Office and we will be glad to assist you!