FOY HOMEOWNER'S REFERENCE DOCUMENT

(Revised 09/22/26)

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). New Leases and Lease renewals are by appointment. While we love getting the chance to sit and chat with you all, please keep your social visits to a minimum so that our time and attention can be focused on taking care of the many tasks that we handle at the Homeowner's office.

Payments can be made in person or dropped in the secure locking mailbox located outside.

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) Homeowner Guests** - Applications, Agreements and Background Checks
- **Short Term Homeowner Guest and Guest of Tenant** form processing
- "**Request for Written Authorization for My Site"** form processing
- **Reporting issues pertaining to Homeowners & Homeowner Sites**
- **All Homeowner general questions and concerns**

RESERVATIONS OFFICE (760)354-1340

The **Reservations Office** supports the following functions for Annual Owners:

- **Long Term Storage** Agreements billing and payments (ALL Storage payments must be arranged through the Main Office and cannot be transferred from credits on the Homeowner's account in QuickBooks)
- **Propane Refills** (Small Tanks filled by FOY – up to 20 gallons)
- **Amerigas Propane** Homeowner site tank fill requests
- **Reporting Emergencies or Safety Issues within the Park.**

Front Office	(760)354-1340	9:00am – 4:00pm
Front Gate	(760)354-1555	4:00pm – 10:00pm
After Hours	(760)925-8757	10:00pm – 8:00am

- **Issues or complaints regarding amenities within the Park** (pools, spas, courts, etc.).

MAILROOM (760)354-7143

The Mailroom supports the functions listed below for Annual Owners. **If you have an annual mailbox, please check in/check out with the mailroom so that they can either stop or begin Forwarding your mail. <u>The Mailroom will no longer Hold your mail</u>.**

- Assignment of all Mailboxes, collecting key deposit ($6.00) and issuing key(s).
- Closing of any Mailbox, collecting key(s) and refunding $5 of key deposit ($1 processing charge deducted)
- Processing of all incoming/outgoing letters and packages
- Forwarding of mail for annual box holders only
- Sales of Stamps and other postal supplies.

<u>MAILBOXES</u>

Mailboxes for Owners are billed on either a monthly or annual basis. The cost of a monthly mailbox is **$15** a month and the cost of an Annual Mailbox is **$165** (which

includes a free month). The mailroom handles the assignment, billing and payments for all mailboxes.

You must have a mailbox to receive any type of mail services (i.e., receiving any mail/packages or forwarding mail at any time of the year). FOY does not forward mail when a Seasonal Mailbox is closed. Any mail or package that is received for an Owner that does not have a mailbox will be returned to the sender.

FOY will only forward 1st Class mail. Not advertisements, magazines, etc.

When closing your mailbox, please notify the Mailroom so that they can collect your key & refund your key deposit. If you sell your home and close your annual mailbox, your first class mail will be forwarded at no charge to you for a year.

OVERDUE MAILBOXES

If you fail to pay for your mailbox, you will receive a reminder in your mail when your payment is 2 weeks late. If your mailbox becomes a month overdue, your mailbox will be locked, and no mail will be able to be picked up before the mailbox is paid for. If you still have not paid for your mailbox after 45 days, your box will be closed and all your mail will be returned to sender.

HOMEOWNER 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.

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 and water when they leave FOY for the summer, the monthly utility bill will most likely only have a $4.00 Water Flat Charge for reading the water meter. Owners have the option to 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.

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 or stop in at the leasing office or the reservations office to be added to the next delivery list
3. Please be aware that AmeriGas will not fill your tank if it is more than 40% full, and in the summer months they will only fill your tank to 70%-80%
4. If the technician locks your tank for replacement of parts on an Amerigas owned tank, 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 $199.99 and a tank fee. Charges for the tank will be determined when AmeriGas sends the bill.
5. If your 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. If you are not present, or don't have someone available to allow access to your home at the time of delivery, the tank will be locked by AmeriGas and you will be charged a service fee of $199.99 for them to unlock it.

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 10:45am & 11:45am. Owners need to go to the Main Office and get a Fill Slip to attach to their tank. You will then return to the office after it is filled where they will bill you and collect payment.

FOY PARKING STICKERS

Any Homeowner vehicle entering the park must be issued a FOY Parking Sticker. The must be adhered to your windshield on the bottom drivers side. Each Owner is allowed two (2) vehicles. The vehicle(s) must be operable and have a current registration 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.

The Main Entrance Gate will be closed from 10:00pm to 7:00am for security purposes. For these reasons, it can be very convenient to have a Key Card to the Upper Gate.

TENANTS vs. GUESTS

If the Homeowner is present in the Park and will have a visitor staying with them, the visitor is considered a Homeowner Guest.

If a visitor is staying in the Homeowner's unit and the Homeowner will not be home, the Guest is considered a Homeowner's Tenant regardless of whether they are exchanging funds.

SHORT TERM HOMEOWNER TENANT

Stays shall not exceed 180 days (during any 365-day Period). Homeowners must submit the proper paperwork to the Homeowner's Leasing at least 2 weeks before the Tenant's arrival.

Forms for Homeowner can be obtained from the Owner's Leasing Office. It can also be obtained online from the Homeowners Page on our website (http://foyspa.com)

If the Tenant plans to have Guests in the Park for the day or overnight there is a $10.00 fee per Guest, per day. 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.

HOMEOWNER GUESTS (Overnight)

The Homeowner must fill out and submit a Homeowner's Guest Form in advance of their Guest's arrival if the Guest is visiting overnight**.**

This form can be obtained from the Owner's Leasing Office. It can also be obtained online from the Homeowners Page on our website (http://foyspa.com)

If the Guest is visiting a Homeowner and **NOT** spending the night**,** then the Homeowner only needs to notify the Front Gate (760-354-1555) so that they are aware and can issue a Guest parking pass on arrival, provided that the visitor will not be using the FOY facilities.

Homeowner Guests may stay for 20 consecutive days or 30 days in a calendar year free of charge, after which fees apply. (Exception for immediate family members)

LONG TERM HOMEOWNER GUESTS

Long term Homeowner Guest forms (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.

QUICKBOOKS FOR HOMEOWNER BILLING

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.

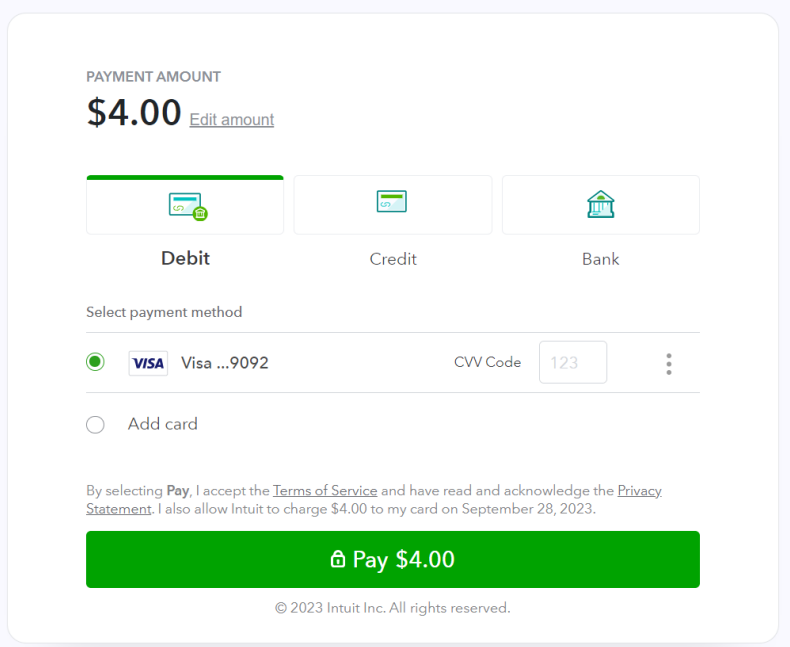
Invoices are delivered via email or mail. If you would like to change your email address or add additional email addresses, please contact the Leasing Office. For Homeowner's that do not utilize email, invoices will be printed and mailed.

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.



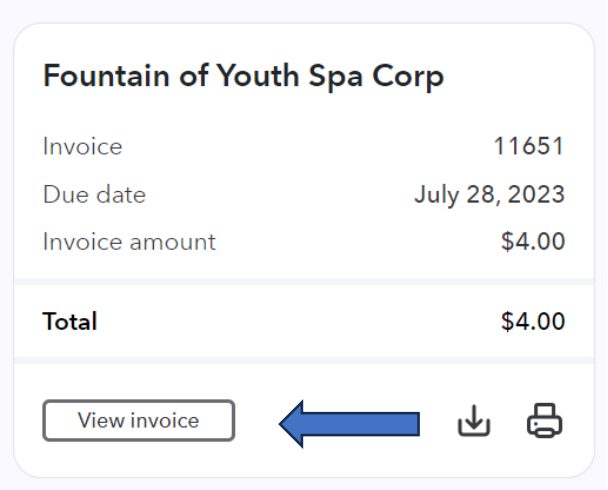
After clicking the “Review and pay” icon you should be presented with the payment screen below.



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 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.

When a payment is made in the Leasing Office, a statement is not automatically sent. An invoice marked PAID can be provided at the leasing office upon request for any invoices.

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!