



WELCOME PACKAGE

Revised as of April 1st, 2022

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Welcome to Venu!

This information package has been designed to inform, engage and assist you in getting the most from your residency here.

Please take a few moments to review the contents. You'll find details that will help orient you quickly to the services and facilities available onsite. Information in this document includes:

- ✓ General Rules & Regulations
- ✓ Concierge & Great Room Services
- ✓ Guest Registration
- ✓ Parking
- ✓ Fitness Classes

You'll also find copies of *commonly used forms* as well as helpful *contact numbers*, a *recycling cheat sheet*, and a *property map* in the appendix at the back of the document.

Owners, if you are planning on renting your unit you are required to complete the 'Tenant Registration' form. Please note that short-term rentals, under 90 days, are not permitted.

This guide is an excellent quick reference. If you need an extra copy for family and friends who come to visit, the Concierge Team will be happy to make one available to you.

Looking for some specific information and can't find it in this package? Please let us know. We welcome your feedback.

Enjoy your time at Venu.

Message from the Board

Greetings from the Venu Board of Directors!

Venu is a vibrant community comprised of both seasonal and permanent residents. We encourage you to meet, interact and build a sense of community with your neighbors by:

1. Participating in Community Activities and Events. Fitness Classes & Chef Dinners are just a few of the many monthly happenings at Venu. A monthly calendar is made available on/or about the 25th of each month, for the following month. Activities are free or have a nominal fee associated with them. All offer great value and the opportunity to network and have fun. Watch for the Weekly Reminder Email or consult the TV Event Loop in the Great Room for more details. **Sign up early as some events have limited capacity and require pre-registration.**
2. Joining a Venu Committee or Task Force. Venu Committees and Task Forces work in tandem with the Board and Vision Community Management to ensure the community remains first rate. While Venu Committees are ongoing a Task Force is created for a limited period to address a specific issue. If you're interested in becoming a member of the Social committee or you are interested in participating in a future Task Force, please contact a Board Member or the Community Manager.
3. Attending the monthly Homeowners' Association (HOA) meeting. Monthly meetings take place the third Tuesday of each month (except for the summer months) at 6:30pm in the Great Room Theatre. You may also attend by Zoom, meeting information is posted on the Venu's website hosted by Vision Community Management. These meetings are an opportunity to see the Board in action, ask questions and provide feedback or concerns to the Board directly. Board meetings are only open to Owners.
4. Participating in the Annual Election Process. The annual election process runs from October to December each year. Owners in good standing can choose to run for the Board (mid-October) and all Owners can vote to elect the new Board (mid-December). Some years the annual election also includes voting on CC&R or Bi-law amendments.
5. Attending the Annual Homeowner's Association meeting. This meeting takes place once a year, in the second week of December. The purpose of this meeting is to elect the new Board of Directors, review the annual budget, and review the minutes of the prior annual meeting. There are no other agenda items and no new business is discussed during this meeting.

The Board is eager to hear from residents about concerns and/or suggestions to help improve the quality of life at the Venu. The Board can be contacted via the Concierge by e-mail at venuconcierge@wearevision.com . You can also make use of the Suggestion Box at the Concierge Desk in the Great Room.

Once again, welcome to Venu!

Venu at Grayhawk Condominium Association
c/o VISION Community Management
16625 S. Desert Foothills Parkway | Phoenix, AZ 85048
Office: (480) 759-4945 | Fax: (480) 759-8683
Email: THEVENU@WeAreVision.com

Effective May 1, 2020, your Board of Directors has contracted with VISION Community Management (VCM) to provide professional management, accounting, and consulting services to the Venu at Grayhawk Condominium association. After this date, please address all questions and payments to the address/phone numbers listed below.

At VCM we believe in open communication between homeowners, the Board of Directors, your community manager and accountant. Our experience has shown that a homeowner's main concern is a lack of communication and response. At VCM, your experienced accountant, certified manager, or administrator is available Mon-Fri 9:00 am – 5:00 pm.

Should you have to leave a voice or email message for your team, we strive for a response time of no more than one business day. For after-hours emergencies, please call the office and when prompted, select option 5, your call will be directed to our after-hours emergency line.

A statement for your assessment is enclosed. Payments already submitted to the previous payment address will be forwarded to our office and your account will be updated. **Please note that late fees will not be assessed in as we are currently transitioning to Vision Community Management.**

If you haven't already submitted your payment, please submit your check made payable to the "Payment Address" below. Any other type of association correspondence can be directed to our "mailing address."

MAILING ADDRESS

Venu at Grayhawk
c/o VISION Community Management
16625 S. Desert Foothills Pkwy
Phoenix, AZ 85048

Ph: (480) 759-4945 fax: (480) 759-8683
THEVENU@WeAreVision.com

PAYMENT ADDRESS

Venu at Grayhawk
c/o VISION Community Management
PO Box 65422
Phoenix, AZ 85082-5422

Please reference your account # on your check
This is a bank lockbox. Do not send any correspondence to this address. It will not be forwarded to our office.

Payments are due on the 1st of each month. Late fees are applied on the 16th.

If you currently use an online bill paying service, please take a moment to update the address on file. If you would like to pay your assessments via electronic ACH Debit (automatic withdrawal), please fill out the enclosed form and return it to our office (if you were previously set up for ACH, you will need to fill out the attached form since the prior ACH Debit is no longer valid).

If you had a credit balance with the prior management company, that information will be forwarded to our office. Failure to send payments to the new remittance address could cause delays in the posting of your assessment payment.

Please take some time to complete and return the enclosed information forms and review what is available on our website (www.WeAreVision.com) Click on "Find Your community" on the home page and then look for **Venu at Grayhawk** in the community listing.

VCM looks forward to working with you and your Board of Directors to ensure the highest levels of service and value continue to be offered. Do not hesitate to contact us with any questions you may have.

Sincerely,

VISION Community Management Team

Concierge Services

The Concierge Team is located in the Great Room and provides service during open hours which run from 8am-8pm Monday through Friday, and 10am-6pm Saturday & Sunday.

Venu currently has two, rotating, full time concierge. The team provides a host of onsite services *at little to no charge*. They also play an extensive role in planning, promoting and facilitating Great Room activities, including Chef Dinners and Social Events.

The list below provides an overview of some of the Onsite Concierge Services available:

- ✓ Manage Resident & Guest Great Room access including the sign in log
- ✓ Respond to in-person requests for service or information
- ✓ Issue Overnight Guest Parking passes
- ✓ Manage onsite package delivery service including logging receipt of packages, issuing notifications to package owners and release of packages that are signed for ** Note: Venu at Grayhawk is not responsible for lost or damaged packages. ** A 'Shipping and Package Pick-Up Authorization' form is available for you to give permission to others to pick up packages for you. A copy of the form is included in the appendix of this document or can be obtained from the Concierge.
- ✓ Manage sign up and payments for Great Room activities
- ✓ Provide fax and printer services to residents
- ✓ Manage the Tanning Bed Schedule
- ✓ Manage Conference Room bookings
- ✓ Manage bike rentals
- ✓ Issue "waiver" and other Venu forms required by residents
- ✓ Maintain a "Lost and Found"
- ✓ Provide information for area attractions and area transportation services
- ✓ Provide the key to your unit to authorized persons when you have completed and filed a 'Key On-File Waiver' form. A copy of the form is included in the appendix of this document or can be obtained from the Concierge.
- ✓ Manage reservations for in-unit exterminator services with Great Western Pest Control, who services Venu on the 3rd Friday of every month. If you will not be home, you can use the 'Key On-File Waiver' form to allow the Concierge to give Great Western the key to your unit and return the key to your file when they are done.
- ✓ The Concierge also help organize, promote and facilitate Great Room activities including:

- ✓ Creation of the monthly event calendar and the weekly event reminder email
- ✓ Update of kiosks (reader boards), sandwich boards, and the TV Event Loop with details of upcoming events, as well as maintaining the bulletin board notices

Contact the Concierge by e-mail at venuconcierge@wearevision.com or by phone at: **480-668-3640**.

Onsite Chef

An integral part of the Great Room is the professional kitchen and our onsite Chef.

Take away service is an option if you are not able to attend in person...but you still need to sign up ahead of time. We're not always able to accommodate everyone that is interested in attending Great Room Dining, so sign up EARLY! Dinner reservations can be booked with the Concierge as soon as the monthly calendar is issued. Detailed menus are provided in the calendar.

Note: Chef Dinners are also offered at Edge, for which Venu residents are also able to sign up. Reservations and payments must be made directly on the Edge Website, <https://theedgegrayhawk.com/>. If you have an account, sign in under the 'My Account' tab. If you do not have an account, scroll to the bottom of the Home page and click 'Request Access'.

Code of Conduct

Please consult the Covenants, Conditions, and Restrictions (CC&R) document and amendments, Rules and Regulations (R&R) document and amendments or ask a member of the Concierge Team. If you encounter a Venu Resident violating any of the Rules and Regulations (causing negative impact to you or others), you may complete and file a "Violation Complaint form" with the Vision Community Manager, or Concierge.

The Venu Board of Directors established a Code of Conduct in 2015. The intent of the code is to provide all Venu Residents with guidelines for expected behavior while on Venu property, particularly when interacting with each other as well as with the Staff and Board members. Hard copies can be obtained from the Concierge staff. All Residents are encouraged to obtain and review a copy of the code.

Any person showing inappropriate or aggressive behavior, including lewd or abusive language, could lose all privileges in respect to the Great Room in its entirety. This will be the sole decision of the Manager and Board of Directors. This decision may only be reversed through an interview in front of the Manager and Board of Directors and poses no guarantees of reinstatement of privileges.

GREAT ROOM

The Venu Great Room is the heart of the community. It's open Monday through Friday 8am-8pm, and 10am-6pm on Saturday & Sunday.

- Our Community Manager and Concierge Team are based here.
- The majority of our services are delivered from here.
- Many of our events and activities take place here.

Check it out. Even if you're not attending a Chef Dinner or Bingo night, there are still lots of cozy corners where you can watch TV, read a book, color, enjoy a coffee or catch up on your email.

Venu Residents also have access to the Great Room in the Edge community.

Entry

Residents and Guests *must use their Key FOB to gain entry* to both the Venu and Edge Great Rooms. No Card, no entry. No exceptions. The Venu Management Company keeps track of the Key FOB number(s) assigned to each unit. If you need an additional Key FOB, please complete the 'Gate Key and Key FOB Request' form. Replacements are available for a cost of \$20.00. A sample of the form is available in the appendix. Please report a lost Key FOB to the Venu Concierge.

Guests cannot enter the Great Room without a Resident unless the Resident has completed a 'Guest Registration' form. A sample of this form is available in the Appendix.

Residents and Guests **must always be properly attired** when in the Great Room. Appropriate cover ups must be worn by anyone in a bathing suit. No wet clothing is permitted. Shirts and shoes are required.

Youth under the age of fifteen (15) must always be accompanied and supervised by a parent or authorized guardian when visiting the Great Room.

No pets are permitted in the Great Room except for certified guide dogs for the visually impaired. Pets cannot be tied up at the front entrance to the Great Room. A doggie water bowl and a shady area is located at the back entrance to the Great Room for this purpose.

Skateboards, bicycles or rollerblades are not permitted into the Great Room.

Only Staff and Board members are allowed in the kitchen or behind the Concierge Desk.

No solicitation is allowed in the Great Room or on the Venu property without written permission from the Board.

GUEST REGISTRATION

A Visitor or Guest is anyone staying with a Resident who has not given them financial compensation.

Residents are asked to register all guests so that Vision Community Management and staff are aware you have visitors, who they are, and when they are expected to be on Venu property. This, in turns, helps ensure they are given full access to all amenities and services during their stay. Guests are not allowed access to the Great Room *without the owner/resident on file* if a Guest Registration Form has not been completed.

Simply complete the 'Guest Registration' form and submit it to the Concierge Team or Community Manager. Details needed include the following:

- ✓ Names of your Guests
- ✓ Unit number they will be staying in
- ✓ Dates of arrival and departure
- ✓ How to contact them

All information will be treated as confidential. A copy of the 'Guest Registration' form is included in the appendix of this document or can be obtained from the Concierge.

SHORT TERM RENTALS

Short-term rentals are not permitted at Venu. Venu owners are permitted to rent their units, provided the rental term is no less than 90 days in duration.

Vision Community Management is authorized to take immediate corrective steps when illegal rental situations are discovered.

- **Owners** face immediate fines and penalties and will be barred from using Venu facilities and services including the Great Room until the fines are paid.
- **Renters** will be denied access to all services and facilities including the Great Room and pools for the duration of their rental period. Committees and Task Forces

Committees

Venu currently has a Social committee. They work in tandem with the Board and Community Property Management, making suggestions and recommendations for activities, enhancements and improvements – and then actually assist with many of the implementations. All committees are chaired by a Board member. Some additionally have a resident co-chair.

Committee meetings are open to all residents. The monthly schedule is included in the calendar and it is posted on the Message Board next to the Concierge Desk. Agendas are posted at least 48 hours in advance on the Message Board next to the Concierge Desk.

All committees are open to new members. *Your efforts will help shape the community in which you live.* To join, contact the Concierge Team to get the name and contact details of the committee chair, then contact them directly expressing your interest in becoming a member.

Recycling

Waste and recycling services are provided to Venu by Waste Management. Waste Management is the annual sponsor of the PGA Phoenix Open Golf Tournament, the only “zero waste” golf tournament in the world. While it’s likely not possible that we’ll ever achieve those amazing results, the truth is that recycling is fast and simple once you know how. *All residents are encouraged to participate.*

Please note that recycling regulations in Scottsdale may not be the same as those in any other location where you have lived. One of the main differences is that plastic bags cannot be recycled and cannot be used to store valid recyclables. **Plastic bags contaminate the entire bin and will cause the entire bin to become trash and/or a fine issued against Venu by Waste Management.** Fines have a direct impact on assessments.

- Recycling bins are located throughout the Venu property. There are currently 2 recycle bins, one at each end of the property.
- Handy recycling posters have been created and affixed to the outside of each recycling bin. They show clearly what items can and cannot be recycled and provide pictures to help learn at a glance.
- One of the things that makes recycling at Venu so fast and simple is that *you don’t need to sort anything*. Just drop recycling items into the recycling bin. They will be separated and sorted at the recycling depot
- Waste and recycling bins are picked up by Waste Management two days a week.

Appendix 1 - References

The follow forms and documents can be found in this section of your welcome package:

1. Venu Community Contact Information / Emergency Info
2. Non-Emergency Contact Information
3. Grayhawk Schools
4. Off Leash Dog Parks in Scottsdale
5. Venu Property Map
6. Edge Property Map

VENU COMMUNITY CONTACT INFORMATION

Name	Contact	Notes
Venu Community Manager	Phone: (480) 759.4945 Email: TheVenu@wearevision.com	
Venu Concierge	P: 480.668.3640 F: 480.219.4584 venuconcierges@wearevision.com	
Edge Concierge	480.584.4647	
After Hours On-site Security (SNAFU- Security)	888-762-3864	
All City Towing	480.255.2489	
Grayhawk Association Office	480.563.9708	Grayhawkcommunity.org
Vision Community Manager Website	https://www.visioncommunitymanagement.com/	16625 S. Desert Foothills Pkwy Phoenix, AZ 85048
Edge Website Community Management	https://theedgegrayhawk.com	Use the 'Request Access Here' button if you do not already have an account. Use the 'My Account' tab if you already have an account.

NON-EMERGENCY CONTACT NUMBERS

Service	Address	Phone #
Scottsdale Police Department	20363 N. Pima Road Scottsdale, AZ 85255	480.312.8800
Fire Station 611	20355 N Pima Rd Scottsdale, AZ 85255	480.312.8911
Honor Health (Thompson Peak)	7400 E. Thompson Peak Parkway Scottsdale, AZ 85255	480.324.7000
Honor Health (Shea)	9003 E. Shea Blvd. Scottsdale, AZ 85260	480.860.3000
United States Post Office	7339 E. Williams Drive Scottsdale, AZ 85255	480.513.2935
Motor Vehicle Department	7339 E. Paradise Lane Scottsdale, AZ 85260	602.255.0072
Cox Communications (cable, phone)	16255 N. Scottsdale Rd #C1 Scottsdale, AZ 85254	480.626.9315
City of Scottsdale Department of Water & Utility	7447 E. Indian School Rd. Suite 110 Scottsdale, AZ 85251	480.312.2462
AZ Sub Metering Solutions (Water)	8935 N 2 nd Way Phoenix, AZ 85020	602.595.2356
Arizona Public Service (Electricity)	P.O. Box 53999 Station 3249 Phoenix, AZ 85072	602.371.7171
Southwest Gas Company (Gas)	P.O. Box 98890 Las Vegas, NV 89150	602.861.1999 OR 800.873.2440
City of Scottsdale	Non-Emergency Number	480.312.5000 * Any time of day or night, barking dog complaints should be directed to the City of Scottsdale Police directly at

GRAYHAWK SCHOOL LISTING

These schools are designated for the Grayhawk Community:

School	Address	Phone #
Grayhawk Elementary School	7525 E. Grayhawk Drive Scottsdale, AZ 85255	480.419.5620
Mountain Trail Middle School	2323 E. Mountain Gate Pass Phoenix, AZ 85024	480.538.7100
Pinnacle High School	3535 E. Mayo Blvd. Phoenix, AZ 85050	480.419.4400

OFF LEASH DOG PARKS

Dog Park	Location	Phone #	Hours
Chaparral Dog Park	SE corner of Hayden Road & McDonald Drive Scottsdale, AZ 85250	480.312-2353	Nov-April 6am – 10pm May-Oct 5:30am – 10pm
Horizon Dog Park	15444 N. 100 th Street Scottsdale, AZ 85260	480.312.2650	Sunrise to sunset (no lights)
Vista del Camino Dog Park	7700 E. Roosevelt St. Scottsdale, AZ 85257	480.312.2323	5:30am – 10pm

Additional information is available at the Scottsdale Website: <https://www.scottsdaleaz.gov/parks/dog-parks>

Appendix 2 – Venu Common Forms

The forms in sections below are not physically part of this document but can be obtained from the Concierge desk.

The following is a list of forms commonly used by the Venu Concierge. They are available at the Concierge Desk. You will be required to complete one each time you attend a fitness class, borrow a bicycle, use the tanning bed, or check into the Great Room.

- ✓ Minor / Child Regulations and Authorized Guardian (required for children 18 or under)
- ✓ Liability Waiver
- ✓ Parking Policies and Car Transponder
- ✓ Guest Registration
- ✓ Gate Key and Key FOB Request
- ✓ Shipping and Package Pick up Authorization
- ✓ Tenant Registration
- ✓ Violation Complaint
- ✓ Key On-File Waiver
- ✓ Event Registration
- ✓ Fitness Liability Waiver
- ✓ Bike Use Waiver & Release
- ✓ Tanning Bed Client Data & Liability Waiver

Conclusion

Welcome Package

This Welcome Package is in place to help familiarize you with your beautiful community at The Venu, as well as services and amenities available to you for your enjoyment.

We are very excited to have you in the community, however in order to activate your FOB(s) and for you to use the facilities you must see the concierge desk located in the Great Room to purchase and/or activate your FOB(s), transponders, and keys.

You may choose to return this form via fax at 480.759.8683 or bring it to the concierge desk personally. Thank you and Welcome to The VENU!

These Rules and Regulations are in addition to the restrictions and Common Elements contained in the Declaration. All Owners, Occupants and registered guests are responsible for reading and abiding by the restrictions on the use of the Common Elements set forth in the Declaration. In addition to other remedies available to the Association in the event of violation of the Declaration or these Rules and Regulations, the Board of Directors may impose reasonable fines against Owners, Occupants and Guests who violate the Declaration or these Rules and Regulations and may also suspend the right of such Owners, Occupants and Guests to use the common recreational facilities and amenities at both VENU and EDGE. **The Manager and Concierge are authorized to enforce these rules and have authority to ask anyone who does not comply to leave the pool/Great Room. In addition, the Board of Directors may suspend the right to use the pool/Great Room area of anyone who violates these rules.**

I HAVE READ AND UNDERSTAND ALL RULES, ETIQUETTE, AND POLICIES FOR THE GREAT ROOM, POOL, FITNESS CENTER, GAME ROOM, AND TANNING FACILITY.

Printed Name of Homeowner or Resident

Signature Printed Name of Homeowner or Resident

Date