



VENU at Grayhawk

Things to Know About Doing Your Part As A Resident of Our Community

**GENERAL INFORMATION ON POLICY
AND COMMUNITY CITIZENSHIP**



Summer, 2007

To: All VENU at Grayhawk Homeowners, Tenants and Guests
Re: Property Policy Issues

Eagle Property Management has received an increased volume of correspondence regarding the quality of the living environment at VENU. The information received has pertained to various aspects including Parking, Pets, Noise, Smoking, Pool Facilities, Litter, Garbage, and others. This set of materials serves to inform and remind residents of property policies and procedures so that we may take further steps to improve the community "from the inside out". The aim in providing you with this information is to better be able to maintain the appearance and operations of our fine community on a daily and ongoing basis. We encourage all residents to take a more active role in upholding VENU as a unique and premier community. Please take the time to read through this important information as it is relevant to all Homeowners, Tenants and Guests. Please note that this information should be kept inside the condominium home as a handy reference for homeowners, tenants and guests to review.

Please keep in mind that VENU stands as a unique community anywhere in the country. Avenue Communities, whose Passion Statement is "Empowering Community", has created a lifestyle opportunity for social and recreational engagement offered through its amenities and services which do exactly that – empower community. Our objective in communicating the following information is to ensure that members have an opportunity for full participation, act with mutual respect and consideration, and exemplify patience when considering the greater community so that each of you may enjoy the best possible experience here at VENU.

Included with this letter are several other documents to be used as official forms for various purposes as follows::

Incident Report Form

Information Update Form

Passpoint Card Request Form

Gate Remote Request Form

Passpoint Card and Gate Remote Not Working Forms

Parking Pass Request Form

Repair Request

Suggestion Form

VENU at Grayhawk Parking Area Guidelines



The Great Room

Our beautiful Great Room acts as the social hub of VENU, and is clearly the showpiece of the entire community. This type of facility does not exist anywhere else in the country - it has set new benchmarks in the industry so much so that some of its aspects are just now being replicated elsewhere, nevertheless, and the opportunity for residents of VENU is unprecedented. Many amenities are provided including full concierge services, access to electronics, refreshments, and all kinds of events set within a contemporary beautiful facility. We trust that all residents are proud to share the Great Room on a regular basis with family and friends.

Keep in mind, however, that the success of these community amenities depends a great deal on the way they are treated by residents and their guests. It's not only an extension of their home; it's a *product* which has to be maintained for daily presentation. The following list of guidelines highlights some of the main points regarding conduct in the Great Room. Please also review the Rules and Regulations and the Great Room Code of Conduct.

The Concierge Staff are in charge of the Great Room. They have immediate decision making authority over all actions, services and provisions.

Do not enter the workspace behind the Concierge Desk. This space is exclusively for the use of the Great Room Staff.

All residents are expected to treat the facility with due care and respect.

Solicitations of any kind, whether personal or professional, are not permitted at any time.

Individuals or groups may not take over any portion of the facility for their own use, or exclude others from using the facility for its intended purpose.

No foul or obscene language. No aggressive or offensive behavior.

Individuals and groups may not interfere with the normal operations of the facility. Please note, however that at times the Homeowners Association, the Management or the Declarant may arrange for meetings, seminars or other special events.

Items checked out from the concierge staff must be returned by established times and be in good condition. Any items not returned or returned damaged will be billed to the residents, in accordance with the governing documents. Everyone is expected to leave the facility in a neat, clean and orderly state.

No pets permitted in the Great Room – we are a pet friendly community and while our pets are apart of the community, please help us in this regard.

“Please” and “Thank You” are always appreciated.

The governing documents for the property provide for fines and a suspension of privileges for access to the Great Room and other Common Area Amenities.



Fitness Centers

The EDGE Fitness Center is now in full operation. This state of the art facility boasts many outstanding performance-building and endurance-building machines and other equipment. Residents are able to enjoy a workout 24 hours a day and may schedule special training classes with knowledgeable and professional experts.

The VENU Fitness Center is home of VENU Studio Fitness where special classes for yoga and other classes may be scheduled. The Board of Directors has approved the acquisition of some new hardware that will further augment the facilities and improve the amenities package offered at the property. Spin-bicycles have been approved for purchase. Pilates reformers and some other high tech gym components are being closely reviewed to round out the entire plan. We look forward to introducing the new equipment in the near future for everyone's benefit.

SPECIAL NOTE: With regard to classes in session, residents are advised that some classes will require greater concentration and privacy than others. When signs are posted relating to use of Tanning Booth and event programming in this space, please avoid disturbing classes in session and refrain from opening the doors or entering until the class has been completed. Everyone's patience and cooperation will be appreciated with this matter.



Pool Facilities

The pools are perhaps the highest profile amenity at the VENU. They act as a gathering place, a hang-out spot, a place to relax and unwind, and for many residents they are a personal sanctuary. The pools can only be provided to the community under strict guidelines from the Maricopa County Department of Health. Pool violations are viewed as a serious threat to the livelihood and welfare of the property, and the pools may be closed temporarily or even permanently where serious infractions occur.

Residents are advised that all pool rules are strictly enforced at all times. Evening security patrol personnel make frequent sweeps through the pool facilities and are obligated to document every unexpected occurrence. If it is necessary to call Scottsdale Police, they have the authority to arrest on trespassing and other applicable codes. Monetary fines and suspension of privileges may be imposed where these basic, common-sense rules are not observed. Residents are encouraged to report any infraction to Eagle Property Management via the Incident Report Form. A sample of the Incident report Form is included with this packet. They are also available in the Great Room.

Please review the following general rules:

No pets in this area

The operating hours for the pools are from 7:00 AM to 11:00 PM. Residents and guests are not permitted to be in the confines of the pool area outside of these hours.

The locks and latches on the VENU pool gates may not be tampered with.

ABSOLUTELY NO GLASS PERMITTED IN POOL AREAS. NO EXCEPTIONS.

ABSOLUTELY NO SMOKING IN POOL AREAS. NO EXCEPTIONS.

No Running.

No climbing over the gates or fences to gain access to the pool areas.

Parents are responsible for their children at all times. No exceptions.

Age restrictions are always in effect. Please refer to the Rules and Regulations for more information.

Close and latch the gate every time you pass through it. Do not leave it resting open under any circumstances. This is a serious threat to life and safety, especially for young children.

REPEAT: CLOSE THE GATE.

Clean up after yourselves. Properly dispose of all garbage. If the trash cans in the pool areas are full, take your trash home with you, or place it in a dumpster after it has been properly bagged and tied.

Past 11:00pm, please call Community Action Security at (480)233-5603 to report anyone using the facilities.



Pets

With a commitment to Empowering community, VENU is a pet friendly community - many of you have and love pets - however to ensure that they and all of our residents experience the best possible experience, there are some very important considerations concerning your pets.

Pets are NOT permitted anywhere in the Pool Facilities, anywhere in the Great Room or Theater, or the Fitness Centers at any time. Maricopa County health regulations restrict pets in many kinds of areas and we must meet or exceed these standards. Also important to note is that many people become intimidated by animals and even offended where these kinds of violations occur. Residents who bring their pets into restricted areas will be asked to remove their pets and penalties may also be imposed.

Other general reminders:

Dogs and cats must be on leashes and in the control of their owners at all times when on common areas of the property.

Dogs and cats are not permitted to roam freely about the property and must be contained within the homes of residents. Several reports have been received about rabbits and other wildlife being attacked by cats.

Animal Control may be called at any time to remove any loose pet. No matter how friendly a pet may be, it still poses a threat to the community if left unattended. Young children are especially at risk. The pets themselves are also at risk as they could easily be hit by a car or other vehicle. Any such incidents are exclusively the responsibility of the pet owners.

Keep your pets quiet. Pet noise is a disturbance at all hours and is a nuisance that merits violation fines of \$200 per occurrence. Do not leave pets outside on a patio or balcony. Make sure that they have adequate comfort, food, water and ventilation inside the confines of the home at all times when you are away. Pet waste may not be left on patios or balconies for any length of time, and may not be washed off/away or otherwise discarded from any patio or balcony.

When escorting pets outside, clean up after your pet. There are dog stations around the property with bags and trash cans. Use them. Do not leave pet waste behind for others to have to deal with. Penalties for violations regarding pet-waste will be strictly enforced.



Pet Waste

Perhaps the single greatest nuisance in any community is Pet Waste. *Pet-waste spreads disease.* All pet owners are responsible for cleaning up their own pet-waste. There are no exceptions to this common-sense policy. Historically, the volume of pet-waste left behind on a nightly basis has been an absolute disgrace. This eye-sore reflects poorly on the community and on the residents of VENU as a whole. Property rules as well as City and County laws are in effect pertaining to pet-control. Ignoring these rules hurts the property on several levels including:

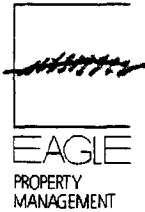
- Eye Appeal
- Sanitation and Hygiene
- Vermin and Vectors that are Carriers of Parasites, Bacteria, Viruses and Disease Causing Micro-Organisms
- Pride in Community
- General Comfort
- Overall Satisfaction with the Living Environment

Residents who have made the decision to have a pet have implicitly made the commitment to take all appropriate measures for their pets' actions, needs and care. The governing documents for the property provide for monetary fines and a suspension of privileges where violations occur. Known behavior patterns demand that management takes a zero-tolerance stance on these issues and any penalties resulting from violations will be strictly enforced. In some cases, it may be deemed necessary to deny or revoke permission for residents to keep pets.

All residents are reminded to take responsibility for their pets and are urged to take notice of those who don't. Residents may report any observations to Eagle Property Management via the Incident Report form. We want to ensure a positive experience for all.

Honorable Mention

It is fair to point out that the **VENU Maintenance Team** has been diligently cleaning up pet-waste on behalf of residents who have been delinquent in their responsibilities. It is stressed that they have been doing so *as a courtesy*.



Garbage

Many residents have complained that the garbage dumpsters have often not been picked up as scheduled. While it is true that this does happen, it is important to know that the primary reason for garbage not being picked up is because of improper disposal. In cases where improper disposal is evident the driver may ignore the dumpster site and drive on. This is because attempting to pick up the dumpster may cause a larger problem. The spillage and breakage that could result from items falling off or away from the dumpster is a safety hazard on several levels, including:

- Broken glass
- Sanitation, Hygiene and Odor
- Food Waste Attracting Vermin and Other Undesirable vectors

Please note the garbage collection services WILL NOT empty the dumpsters if:

Refrigerators are discarded.

Mattresses are discarded

Bicycles are discarded.

Articles are discarded that cannot be processed by the truck or the disposal site.

Garbage is overloaded or piled high on top of the dumpster.

Garbage is left to the sides or behind the dumpster within the dumpster area.

Anything is blocking the dumpster or obstructs the smooth lifting of the dumpsters.

Any reasonable danger is apparent.

If the dumpster nearest your home is full, take the initiative to take your trash to another nearby dumpster location. All residents are required to dispose of their garbage appropriately. Further, residents are required to take full responsibility on their own for disposal of large items and any other items requiring special handling. Monetary fines and a suspension of common area privileges may be imposed for improper disposal of garbage.



Litter

Pet waste is the most disrespectful litter there is. Clean up after your pets.

Along with the clean-up of pet-waste, the Maintenance Team has retrieved and disposed of countless cigarette butts on a daily basis. Littering of *any kind* on the property is not permitted and is considered disrespectful and lazy. In the case of cigarette disposal it is also dangerous. It has been observed during clean-up that many cigarette butts have been disposed of while still burning. This behavior cannot be condoned. Security personnel monitor for these types of incidents but cannot see everything at all times. Residents are therefore encouraged to report any observations to Eagle Property Management. Fines and other penalties may be imposed for any kind of littering on the property. Instances of improper cigarette disposal may have stricter penalties. Incident Report forms are available in the Great Room and a sample is included with this packet.

Along with cigarette butts, a large amount of other debris has been found around the property. The pools, BBQ areas and parking lots have been host to the greatest amount of "litter-left-behind". Paper bags and cups, etc. have been found strewn around the parking areas. Food remains, used aluminum foil and plastic wrap, styrofoam packaging, etc. have often been left behind at pools and BBQ areas for others to clean up. Plastic bags and other debris have been seen flying off of balconies in the wind. TAKE CARE OF YOUR FACILITIES. Please take extra care not only to avoid littering, but to also avoid creating situations where litter may result. These measures will go along way to keeping VENU beautifully maintained.

Phone books delivered to front doors and left outside of the door are considered litter and are also a safety issue relating who is not at home for extended periods of time. If they have not been removed by the end of the second day on the door step, they will be discarded. If you are out of town, please make arrangements for your neighbors or relatives to collect them for you until you return.

Mail is often discarded in the trash cans at the mailbox sites. These trash cans fill up quickly in the afternoons each day and even faster at certain times of the year. Local winds have often blown the excess around the surrounding areas making for unpleasant appearances. If the mailbox trash cans are full, take the items you wish to discard home with you. Do not overload or "cram" items in to the trash cans as the bags can easily break when emptying.

Do not leave any personal belongings behind in any of the common areas of the property. What may be important to you, may look unimportant to others and can easily be discarded inadvertently.

All residents are always encouraged to assist in picking up litter. Please consider taking just a few extra steps once in a while to pick something up that doesn't belong there. A little effort can go a long way, especially if **all residents** pitch in!



Noise

With great climate and warm evenings in Arizona, residents are often fortunate enough to be able to extend gatherings of friends later into the evening than in many other places around the world. However, please be mindful that in communities such as VENU, residents keep a variety of schedules. As such, residents are reminded that noise levels must be kept at a considerate and reasonable level so as not to interfere with other residents' daily routines.

Please take note of the following points:

A "Community Quiet Time" is in effect for all residents between 10 pm and 10 am. During this time, noise levels should be closely monitored and kept to a minimum. Please note that landscapers, garbage collection services and other vendors' responsibilities fall outside this community quiet time policy.

Restrict the moving of furniture or other heavy objects to the daytime hours after 10 AM.

Keep TVs, Stereos, etc. set at reasonable levels. Enjoy your entertainment, but don't force it upon others.

Do not rev vehicles to RPM higher than necessary for the vehicle to operate. Be especially mindful during nighttime and early morning hours. Young infants are particularly affected by sudden noises.

Turn automobile engines off immediately once parked. Turn stereos off before opening vehicle doors.

When pet owners are away from home, keep pets inside. Ensure that pets are comfortable and sufficiently provided for at all times. DO NOT restrict pets to balconies or patios. DO NOT allow pets unmonitored access to balconies or patios.

Domestic Violence issues will not be tolerated at the property. Residents are encouraged to notify Scottsdale Police immediately where domestic violence is evident.



Parking

VENU at Grayhawk offers a limited number of parking spaces for guests. In light of this limitation, and in order to maintain fairness, it is important that use of these spaces is restricted to registered guests of homeowners or tenants only.

To effectively monitor parking rules, administration for parking passes has changed. Now, residents are required to fill out a new Parking Pass Request form on behalf of their guest. Both the resident and the guest are required to sign the request, and approval is not guaranteed or automatic. Please note that this form must be filled out in its entirety and all conditions must be met before any parking passes will be issued.

Residents and Guests are advised that the parking enforcement company for VENU, Arizona Parking Solutions, makes multiple sweeps through the property on a daily basis. They have been given strict instructions to place a parking boot or arrange for towing through a third party in all cases where cars are not parked within the guidelines. Boot fees and towing charges will not be refunded to any violators under any circumstances.

A new document, the "VENU at Grayhawk Parking Area Guidelines", has been compiled and is included with this letter. It summarizes the general rules for parking to avoid towing or booting of vehicles. All residents are strongly encouraged to read this as specific information is included and pertains to all vehicles parked on property at all times.

Please note that this new document is intended to summarize parking restrictions. Parking rules may be updated at any time.



Summary

All of the items and issues outlined in this letter are matters that residents are encouraged to take action against. Incident Report forms are available in the Great Room and may be used for any reporting purpose. It only takes a few moments to fill one out with the necessary information and send it to us. The more specific the information you can provide, the easier it becomes to correct behaviors that detract from the well-being of the property.

This letter is directed to all residents collectively and not towards any specific group or demographic and it is recognized that not all residents have contributed equally to the issues included in this packet. However, all residents *should* share a common interest in efforts for improving the community, or at least in controlling the sources of the problems outlined in this packet. Even with employees on site, it is not possible for Management, Security, Great Room staff, the Maintenance Team or other employees to monitor all activity at all times. In this sense, we must ask that you help us help you. There have been recent discussions with some residents about getting a VENU at Grayhawk Community Block-Watch organized to provide some leadership and authority in the areas of safety, security, policies and guidelines, and creating further community cohesiveness and spirit for fulfilling community living. Anyone interested in helping form this group should contact Eagle Property Management directly.

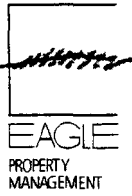
Regards,

Brian K. White
Managing Agent, Venu at Grayhawk HOA
Eagle Property Management



Sample Administration Forms

For VENU at Grayhawk Residents



Venu at Grayhawk Incident Report

Use this form to report any policy issues to Eagle Property Management. Without a written statement it is very difficult to track and document infractions pertaining to policy. All residents are encouraged to be on the lookout for issues such as pet-waste, littering, pool violations, etc. and to report them at the soonest opportunity. Please provide as much requested information and as much detail as you are able. The more detailed the information, the easier it is to process.

Your Information

Name _____

Unit Number _____

Telephone Number _____

E-Mail _____

Today's Date: _____

Information Regarding the Incident:

Date of Incident _____

Time of Incident _____

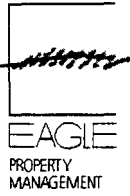
Location _____

Describe the person(s) involved *(include any known info – name, unit number, etc.)* _____

Describe the incident or event *(include quotes, actions, and any other observations)* _____

Fax to Eagle Property Management at 602-955-3522.

This Space Is For Office Use Only



venu at Grayhawk Information Update

Please use this form to notify us of any changes to your address, telephone number, vehicle information etc. Please provide as much information as is relevant. The top portion is required.

Name _____ Unit Number _____

I am / We are Existing VENU Homeowner(s) New VENU Homeowner(s)
 Existing Tenants New Tenants

Mailing Address (if not same as unit number)

Telephone #s Home _____ Cell _____ Work _____
E-Mail Address _____

Vehicle Information

Make of Vehicle _____ License Plate Number _____
Vehicle Color _____ Vehicle Model _____

I / We will be away from the VENU from _____ to _____. During the absence my unit will be:

- Vacant
 Looked after by _____
 Occupied by _____

*If your home will be occupied by tenants, you must provide a copy of the lease agreement at least 10 days prior to the start of the lease.
If your home is vacant for 7 days or more, you are required to shut off the water to the home.*

Fax to Eagle Property Management at 602-955-3522.

This Space Is For Office Use Only



venu at Grayhawk Passpoint Card Request

Use this form to submit your request for Passpoint cards. Typically, requests received before 3:00 PM on Wednesdays will be processed by Friday afternoon of the same week. Requests received after 3:00 on Wednesdays will be processed by Friday of the following week. In order to help expedite the processing of this request, please provide all relevant information. Unclear or missing information may delay or prevent processing of this request. Passpoint cards are \$10 each and are not issued automatically. Please be aware that limitations may be placed on the number of remotes that may be issued to a Unit or individual, and that lost, stolen or damaged gate openers will not be replaced free of charge.

Guidelines:

Passpoint cards allow access to facilities and amenities of both Venu and Edge community properties. Use of Passpoint cards is intended exclusively for the Homeowners, Tenants and registered Guests of Venu and Edge, and all cardholders MUST be registered with the Great Room Concierge Staff. Orientation and all required documentation must be completed before any Passpoint cards will be issued. In general, visitors and guests are expected to be accompanied by the Homeowner or Tenant whenever using the facilities or amenities. Please note that access to the Great Rooms and Fitness Centers is permissible to those who have Passpoint cards, or by special appointment only. Use of the facilities and amenities is viewed as a privilege and will be maintained as such. Rules of the facilities must be observed at all times. Cards are issued with the agreement that recipients will sign in and provide identification if requested and that they shall not give or lend their cards, or otherwise provide access to other individuals. Failure to observe these rules may result in fines and a suspension of privileges temporarily or permanently.

Name(s) _____ Unit # _____ At: VENU EDGE

I am/We are: Homeowner(s) Tenant(s) Other _____

I / We can be reached by telephone at _____ and fax / e-mail at _____

This request is for: Myself/Ourselves Immediate Family Relatives/Other _____

If this request is for Family, Relatives or Other, please provide first and last names below.

If for Relatives/Other, please provide dates of stay: _____

I accept all terms, conditions and responsibilities associated with the use of any Passpoint cards issued.

Signature of Recipient (Required)

Number of Cards Being Requested: _____ X \$10 = _____ (Total amount enclosed)

I would like the Passpoint cards: Left at the Venu Concierge Desk for me to pick up.

Mailed to me at the following address:

Fax to Eagle Property Management at 602-955-3522.

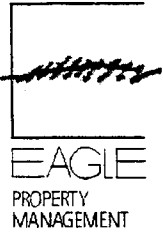
Office Use Only:

G. R. Staff

Guest has been Registered

Orientation has been Completed

Card #s _____



VENU at Grayhawk Gate Opener Request

Use this form to submit your request for gate openers, which allow access to both VENU and EDGE community properties. Please note that use of gate openers is intended exclusively for homeowners and tenants of the VENU and EDGE. All visitors and guests are expected to contact residents directly for permission to access the confines of either property. Typically, requests received before 3:00 PM on Wednesdays will be processed by Friday afternoon of the same week. Requests received after 3:00PM on Wednesdays will be processed by Friday of the following week. In order to help expedite the processing of this request, please provide all relevant information. Unclear or missing information may delay or prevent processing of this request.

This request is being submitted by: _____

For Unit # _____ At: _____ VENU _____ EDGE

I am / We are: _____ Homeowner(s) _____ Tenant(s) _____ Sales Staff _____ Leasing Staff _____ Other _____

I / We can be reached by telephone at _____ and fax / e-mail at _____

This request is submitted for:

_____ Myself/Ourselves _____ Current Homeowner _____ New Homeowner _____ Current Tenant(s) _____ New Tenant(s)

Name of Recipient (if different from above): _____

Please note that gate remotes are not issued automatically. The cost for purchasing a remote control gate opener is \$65. Once issued, care for the openers is the sole responsibility of the person to whom it was issued. No warranty, either express or implied, is offered by the VENU at Grayhawk, EDGE at Grayhawk, Eagle Property Management or any Sales or Leasing agencies for the performance quality or life-span of any remote control gate openers provided. Please be aware that limitations may be placed on the number of remotes that may be issued per home or individual, and that lost, stolen or damaged gate openers will not be replaced free of charge. Note that the most common cause for an opener failing to work is the battery. When the battery is running low, it is common for the red LED light to still come on, but the opener to not activate the gate and/or your garage door. Please try replacing the battery, making sure the polarity is correct, before requesting a new opener.

Number of remotes requested: _____

X \$65 = _____ Please make checks payable to VENU at Grayhawk HOA

Unless other arrangements are made, gate remotes are typically left in the recipient's name at the Concierge Desk in the Great Room for pick up.

Signature of Recipient (Required)

Please Fax to Eagle Property Management at 602-955-3522

Office Use Only:

Device #s _____

Reg #s _____



VENU at Grayhawk Passpoint Card Not Working

Please use this form to inform us that your Passpoint Card is not working on the access system to the Great Room or Fitness Centers.

Name _____

Unit Number _____

Before submitting this form, please locate your Passpoint card(s) and accurately and legibly record the numbers in the spaces provided.

_____ - _____ - _____

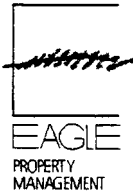
_____ - _____ - _____

- My cards are not working at the Great Room
- My cards are not working at the Edge Fitness Center
- My are not working at either location.

When did you first notice this? _____

Fax to Eagle Property Management at 602-955-3522.

This Space Is For Office Use Only



VENU at Grayhawk Gate Remote Not Working

Please use this form to inform us that your Remote Gate Opener is not working on the property gate system.

Name _____

Unit Number _____

Before submitting this form, however, please change the battery. When the battery is running low, it is common for the red LED light to come on but send too weak a signal to activate the gate or garage door. Try replacing the battery, making sure the polarity is correct. The most common reason for gate remote failure is a weak battery.

If the opener is working only on the garage door, or if it's not working at all please check the remote and locate the serial number. When clickers are issued new, the serial number is located on a white sticker on the back of the clicker. There may be other information as well, but it is only the *white sticker with a 5-digit code* that is required to check the DoorKing gate software system. If the sticker has come off, or if the numbers have faded, you will need to open the remote with a small screwdriver. Inside the remote is a green circuit board. On one side of the green circuit board is a duplicate white sticker with the correct serial number. Please write the 5-digit code legibly in the spaces provided.

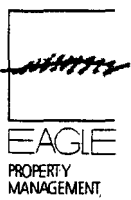
Please Fax to Eagle Property Management at 602-965-3522

If the opener is working on the gate but not on your garage door, check power connections and circuit breakers to your garage and restore power if necessary. If it still does not respond you may have to ensure that your remote is recognized by the door system. To check this:

- Look at the back of the Genie Garage Door Motor Unit hanging from the ceiling inside the garage.
On the far right hand side there is a learn-button with a red LED light port directly underneath. The light will not be on.
- Look at the Remote Control Opener in your hand.
It has one large button and two small buttons.
- Press the learn-button on the Garage Door Motor Unit once.
The red LED light will begin blinking.
- Press one of the small buttons on the Remote Control Opener.
Look at the Garage Door Motor Unit and you should see the red LED light is now ON, glowing steadily – not blinking.
This indicates that the signal from the remote has been recognized.
- Press the same small button on the Remote Control Opener a second time.
Look at the Garage Door Motor Unit and you should see that the red LED light is now OFF. This indicates that the signal from the remote has been accepted. The opener and door are now programmed.
- Press the same small button on the remote control opener a third time.
The Garage Door Motor Unit should be activated and the door will open/close.

If this does not resolve the matter, you will need to contact a repair service or the manufacturer. The HOA handles the remotes only as means to service the property gates.

This Space Is For Office Use Only



venu at Grayhawk Parking Pass Request

The VENU at Grayhawk offers a limited number of parking spaces for guests. In light of this limitation, and in order to maintain equal administration, it is important that use of these spaces is restricted to registered guests of homeowners or tenants only. It is the homeowners' or tenants' responsibility to register guests prior to or when applying for a parking pass. ***Passes will not be issued if guests are not registered.*** Passes may be requested up to 4 weeks in advance and availability of spaces is on a first-come, first-served basis. ***Homeowners and tenants may not obtain guest parking passes for their own vehicles under any circumstances and must keep their own vehicles parked in designated reserved spaces or garages. Failure to observe this policy will result in vehicles being towed or booted at the vehicle owner's expense even if a parking pass has been issued.***

Guest parking passes will only be issued after all requested information has been obtained. No exceptions. Any falsification or misrepresentation will result in towing of the vehicle at the owner's expense, even if a parking pass has already been issued, and may result in temporary or permanent suspension of VENU at Grayhawk privileges.

Name of Resident _____	License Plate Number _____
Unit Number _____	Make of Vehicle _____
Full Name of Guest _____	Vehicle Model _____
Dates of Stay _____	Vehicle Color _____
Telephone Number of Resident _____	Telephone number of Guest _____

Parking passes carry a maximum duration of three nights and may not be renewed, extended, copied or transferred to other vehicles or individuals. No more than two passes may be issued in a four-week term. Special written permission must be obtained from Management at least 3 weeks in advance for any duration of longer than three nights, or for more passes than two in a four-week term. Copies of the Parking Pass Log are provided to daily security personnel and will be checked and monitored for compliance. Vehicle registration may be requested at any time. Any vehicle that is not on file, not properly recorded, or not within these parameters will be towed at the owner's expense.

Guests must park their vehicles only in spaces marked as "Visitor" and must not park in "Reserved" spaces or in spaces reserved for Great Room Parking. Vehicles parked in spaces reserved for handicapped visitors must also display the appropriate placard or license plate. The VENU at Grayhawk and Eagle Property Management, their employees, sales and/or leasing agents shall not be held responsible or liable for any damages to any vehicle for any reason, including but not limited to theft, vandalism, accident, weather, or fire.

_____	_____
<i>Resident Signature</i>	<i>Guest Signature</i>

Both the resident and guest are required to sign this form as acknowledgement and agreement to all parking terms provided here and in the governing documents for the property.

This Space Is For Office Use Only

Action:	Approved - Pass # _____	Parking Space # _____
	Not Approved, Pending, Other _____	

Initials

Great Room Staff: Please fax all forms, approved or not, to Eagle Property Management at 602-955-3522.



VENU at Grayhawk Repair Request

Please use this form to notify us of any necessary Common Area repairs or other conditions that require attention to the property. Examples include Light-bulb replacement at pools, BBQ igniters, Landscaping problems and Irrigation, etc.

Please note that repairs for air-conditioners, appliances or other issues contained inside the condominium home are generally not handled under HOA provisions. These kinds of problems are matters for homeowners or leasing agents to address directly.

Name _____ Unit Number _____

I am / We are

- VENU Homeowner(s)
- VENU Tenant(s)
 - Leasing through the Homeowner
 - Leasing through the Leasing Office

Telephone #s Home _____ Cell _____ Work _____

E-Mail Address _____

Location and Description of problem _____

Fax to Eagle Property Management at 602-955-3522.

This Space Is For Office Use Only



VENU at Grayhawk Parking Area Guidelines

General Parking Guidelines

Residents are required to register their vehicles with Arizona Parking Solutions. There is a \$15 registration fee per vehicle. To register, or for more information, visit their website at www.arizonaparking.com.

Garages must be kept closed at all times, except for the ingress or egress of vehicles.

Any vehicle for which information is not on file, is not properly recorded, or is not within these parameters will be towed or booted at the owner's expense.

Vehicles parked in spaces reserved for handicapped visitors must display the appropriate placard or license plate.

Disabled vehicles are not to be parked on the property. Disabled vehicles may be towed or booted at any time, at the owner's expense, even if a parking pass has been issued.

Vehicles that are badly damaged or are considered "eyesores" and/or are in a poor general state of repair may not be parked or stored in outside parking spaces on the property. Vehicles that become damaged must be repaired or serviced promptly. VENU may require residents to pay for any damages to the facilities that arise from vehicles leaking oil or other fluids, or that directly or indirectly cause harm to the facilities.

Vehicles may not be disassembled or otherwise mechanically serviced on the property.

Any damage to any vehicle resulting from contact with the property gates is the responsibility of the vehicle owner. Residents may also be liable for the repair of access gates to the community. Only one vehicle at a time is permitted through the gates. Do not tailgate or otherwise follow another car through the gates as the timers may not hold the gates open long enough for additional cars to pass through.

VENU at Grayhawk and Eagle Property Management, their employees, sales and/or leasing agents shall not be held responsible or liable for any damages to any vehicle for any reason, including but not limited to theft, vandalism, accident, weather, or fire.

Vehicles must be parked "nose-first", so that the rear license plate faces out and is visible to security and parking patrols.

Failure to be in compliance with any parking policies will result in vehicles being towed or booted at the owner's sole expense, even if a parking pass has already been issued.

For your reference, below is a summary, not a complete list, of infractions that may result in towing or a parking boot:

Parking in a red zone	Parking next to a fire hydrant
Blocking a gate	Parking in another resident's registered spot
Blocking a garage door	Parking in a handicapped spot without proper tags
Parking on the curb	Parking in front of the Great Room after 11:00 pm.
Inoperable vehicles	Blocking or obstructing a dumpster area
Vehicles without license tags	Vehicles without parking passes
Unregistered vehicles	Vehicles without passes properly displayed
Parking-hours violations	Eyesores/Vehicles in poor repair

Please note that there is no "grace period" for unapproved parking at the VENU. This list of guidelines may be updated, edited or revised at any time.



Parking Passes

Parking passes will not be issued if guests are not registered.

Homeowners and tenants may not obtain guest parking passes for their own vehicles under any circumstances and must keep their own vehicles parked in designated reserved spaces or garages.

Information pertaining to guest vehicles must be accurate and properly recorded. Vehicle registration and guest identification may be requested at any time for any parking pass issued.

Passes are limited to the number of Visitor spaces on property, and availability of spaces is offered on a first-come, first-served basis only. All vehicles without parking passes must park elsewhere.

Guests must park their vehicles only in spaces marked as "Visitor" and must not park in "Reserved" spaces. Do not park after 11:00 pm in spaces reserved for Great Room Parking.

Parking passes will carry a maximum duration of three nights and may not be renewed, extended, copied or transferred to other vehicles or individuals.

No more than two passes may be issued in a four-week term.

Special written permission must be obtained in writing from Management at least 3 weeks in advance for any duration of longer than three nights, or for more passes than two in a four-week term.

Copies of the Parking Pass Log are provided to security personnel daily and are checked and monitored for compliance.

Both the resident and guest are required to sign Parking Pass Request Forms as acknowledgement and agreement to all parking terms provided here and in the governing documents for the property. No passes will be issued if either party does not sign the request.

Any problems or difficulties encountered or that arise out of the issuance of any parking pass will be the responsibility of the resident and/or guest.

Parking Pass Request forms are available in the Great Room.