



WELCOME PACKET



WELCOME PACKET TABLE OF CONTENTS

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WELCOME NEW RESIDENT!

Dear New Resident,

Welcome aboard! We hope that your life at Horizons - Marina District is a wonderful one.

Should you have any questions during or after your move, your best point of contact is the Managers Assistant in the North Tower lobby at 619-338-4096 from 8:00AM to 5:00PM Monday - Friday.

Our excellent website includes procedures, guidelines, CC&Rs, vendor contacts and useful forms. The *Community Handbook*, basically our rules & regulations, is especially important. Visit www.horizonshoa.com.

Horizons Addresses:

555 Front Street, San Diego, CA 92101 -- "North Tower," or NT

510 First Avenue, San Diego, CA 92101 -- "South Tower," or ST

Action Property Management directs the services that keep our community operating effectively; just a few examples are engineering, security, custodial, and landscaping. Our onsite General Manager and Manager Assistant's offices are located in the NT lobby.

Action also oversees billing and accounting for Horizons. Contact Action by phone:(949) 450-0202 or email: achprocessing@actionlife.com to set up automated payments or with any monthly billing questions.

Defibrillator: An Automatic External Defibrillator (AED) to "jump-start" sudden cardiac arrest is in the Kiosk. At your request, the officer will bring it to your unit and don't forget to call 911.

Resident Business Center: A conference table, computer, printer, scanner, and fax are available in the Conference Room in the ST Lobby. Horizons residents' fax #: 619-338-4095.

Trash & Recycle Rooms: In the garage, P-1, near your elevator.

Emergency Generator: Is in a structure in the BBQ area, it must be tested once a week for 30 minutes. It is noisy.

Contact Phone Numbers & Services Provided

Management Offices, North Tower Lobby, M-F, 8:00AM-5:00PM 619-338-4096/619-231-9736F

- * Parking Stickers
- * Update Contact Information
- * Management Issues
- * Assessments Payments
- * Maintenance
- * Resident Concerns
- * Schedule Moves
- * Reserve Lounges
- * General Questions

- * Controlled Entry (fobs, vehicle stickers, etc.)
- * Mail and hand deliveries
- * Emergencies
- * Lost & Found
- * Complaints

Gate Kiosk 24/7 service. 619-338-4097

- * Guest parking
- * Contractors
- * Emergencies
- * Deliveries via vehicle
- * Parcel Retrieval
- * Complaints

The South Tower Lobby often is staffed by an Access Control Officer (ACO) evenings, nights and weekends. There are phones at both lobby desks to contact the Kiosk ACO, who will send someone to retrieve your deliveries from your Tower's Parcel Room. 619-338-4097.

Nearby Services

**Ralph's Market (& pharmacy). Pedestrian entrance on G St. @ 1st.
Postal Annex+ 113 W. G St. Between Front St. & 1st, 619-702-7522**
Police, non-emergency, 619-531-2000
Electricity: SDG&E, 800-411-7343
Phone/Cable: AT&T, 800-288-2020
Phone/Cable: Cox, 619-262-1122
Cable: WEBPASS, 800-WEBPASS
Ace Hardware, 675 - 6th Ave. between Market & G, 619-544-9400

Who's Responsible?

Owner Responsibility: *In general*, if you have a leak or maintenance problem that is within the walls of your unit, it's the Owner's responsibility to repair it.

Association Responsibility: If you notice a problem in the common areas, the hallways, pool area, BBQs, lobbies, fitness center, or have a maintenance concern that is "outside" the bearing walls of your unit, it *usually* is the Association's responsibility to repair it. Contact Management, or the Kiosk ACO if after business hours.

Uncertain? If you notice a problem and are unsure who is responsible, contact Management, 619-338-4096, who will help you identify the source of the problem and the appropriate firm to contact. If you have a repair problem that is not an Association responsibility, a clogged toilet, for instance, there is a list of vendors familiar with Horizons at www.horizonshoa.com on the Home page under the "Contacts" tab.

BUILDING ACCESS PROCEDURES - Think 6!

Resident Access

To enter the Tower lobbies, present your key fob to any of the *Entry Phone* systems located near the two entrances to each Tower. Once inside the elevator, swipe the key fob on the reader and push the desired floor's button. You also need your fob to go between floors, to enter the elevator or stairwell from the garage, to enter the Fitness Center. A key gives access to the Lounges, Market St. hall to the NT and some storage locker areas.

Resident Car Access

If the ACO has momentarily stepped away from the Kiosk when you want to drive onto the premises, swipe your fob on the reader located on the post, and the gate will open. Make sure no unauthorized persons follow your car onto the premises.

Visitor Access – The number is 6!

Give your visitors the following instructions **before** they arrive at Horizons. **Visitors who will use Visitor Parking need authorization from you to the Kiosk Officer, and they will check in at the kiosk gate at 555 Front St. To gain direct access to your Tower, visitors must phone you on the *Entry Phone* system at all four tower entrances, NOT on their cell phones.**

1. At the *Entry Phone* at your Tower's lobby entrance, your visitor must know your last name, scrolls the screen to your code number, which is different from your unit number, and enters it on the key pad. This phones your condominium.
2. Calls from the *Entry Phone* will continue to ring until your phone is answered. After answering, **press 6**, which grants access through the lobby door and into the elevator. The only elevator button that operates is for your floor.
3. Visitors have *only* 60 seconds to enter the Tower and the elevator. If the visitor is delayed, the lobby door will re-lock or the elevator will not go to the correct floor, and your visitor must repeat the *Entry Phone* process.
4. If you have call waiting and you are on the line when the visitor uses the *Entry Phone*, you will hear the normal call waiting tone. Press the button on your phone that will switch to the visitor's call. Once the call is answered, press **6** to grant access. To end a call, hang up; otherwise the call will still be in progress.

Did we mention to press 6 to permit access?

**DO NOT LET UNAUTHORIZED PERSONS FOLLOW
YOU INTO THE BUILDING!**

MAINTENANCE TIPS FOR YOUR NEW HOME

Water leaks and the damage they cause should be your #1 concern!

Identify all of the water shutoffs for your unit, and make sure that all occupants and frequent visitors know where these are. All shutoff valves should be exercised annually by slowly turning them off and then on again. If you feel any resistance, stop and contact a plumber for advice and possible repair.

1. Your main water valves usually are behind panels in your master bath, laundry room, and kitchen ceilings.
2. Direct shutoff valves are below sinks and behind toilets. We recommend that the water valve in your laundry room for the washer be turned on only during use.
3. Washing machine hoses & hose bibs should be inspected regularly for leaks. If you still have the original rubber hose to the washer, exchange it for the braided stainless steel variety, available at any hardware store, to offer the extra strength that helps prevent hose failures and flooding. Never operate your washing machine or dishwasher unless you are home (and awake!) while they are running.
4. Regularly inspect the lines to your icemaker for leaks--annually is OK, monthly is better. When the icemaker water filter needs to be replaced, follow the manufacturer's directions. Then check for leaks for the next couple of days to confirm that the fittings have been properly tightened.
5. Place only foods that are easily pulverized in your garbage disposal. To avoid clogs and overflows, do not use it for cornhusks, celery, onionskins, eggshells, rice, potato skins, other fibrous items, or liquid or solid grease.
6. Never hang anything from the Fire Sprinkler heads. Never cover or paint them. Only a very fragile glass tube separates your possessions from 100's of gallons of water!

Cleaning Balconies or Decks

Vacuum the surface, then plug the drains and other openings with rags or other materials that do not allow water to drip or wash off of your area onto those below. Use a bucket of water with a little liquid detergent for damp mopping. Damp rinse a few times.

Faucet Water Flow

You may sometimes experience a lessening of water flowing from a sink faucet or showerhead because the aerator needs to be cleaned. Unscrew the aerator from the mouth of the faucet. Remove the debris from the aerator's screen and wash and rinse. Replace the parts in their original order and screw the aerator back onto the faucet.

Laundry Area

To prevent lint and, especially condensation build up, the blower timer must be operated 30 minutes before and 30 minutes after using the clothes dryer. If you do not do this, you may see a lot of water dripping from your balcony ceiling or even from your living room ceiling!

Along with the filter in your dryer, there is a filter on the laundry room ceiling behind a glass insert that should be cleaned at least once a month. Gently pry open the glass panel, remove the screen, clean it, and vacuum its housing. Finally, occasionally check the dryer lint duct vent--usually on the balcony ceiling--and clean as needed.

Owners pay for a required annual inspection by professional technicians of the dryer duct that runs from laundry rooms to the exterior of the building, usually to balcony ceilings.

Heat and Air Conditioning Unit

Owners pay for an annual inspection of their personal heat/ventilation/air conditioning (HVAC) unit(s) because it is crucial that the condensation pan attached under the unit be clear of debris, and that algae-preventing tablets be placed in it to prevent clogs and the flooding that can damage other condominiums. The condensate drain line also is cleared of debris. Although filters are replaced during this inspection, depending on how often you run your system, filter change may be needed monthly.

If your HVAC unit needs to be replaced, please notify Management so that you select a unit that interfaces properly with our overall building HVAC system.

Insurance

The **Association** maintains Liability and a Master Fire Insurance Policy covering the common areas and Association property. This policy, however, provides very limited coverage for the interior of your unit (CC&R 11.2). You need to obtain a Personal Homeowners (HO6) policy, required by your CC&Rs (11.3), *and/or* a Renters (HO4) Policy before you move in.

By far, the most common high-rise insurance claims are from water damage to residents' own units, or units below them. Owners are responsible for their water leaks that cause damage to the common area or to other units.

An HO6 policy is relatively inexpensive and covers personal property damage and "improvements," e.g., counters, cabinets, hard or soft flooring, etc., and liability in your unit. It also covers damage to the common areas, the personal property and improvements of others, and "loss of use"-- when hotel occupancy and/or restaurant meals are necessary for days or weeks while repairs are underway.

Forms & Procedures

Although you completed some required forms before you moved in, you may need the forms on the list below. These and additional forms are at the www.horizonshoa.com home page under Documents tab click General Forms. Forms may be returned personally or by fax, 619-231-9736, to the NT Lobby Management Office.

Architectural Change Request Packet -- required for any changes involving wall penetration beyond the sheetrock, moving/eliminating walls, plumbing and wiring changes, and more.

Architectural Request Application -- Required for hard surface flooring installation.

Bicycle Registration Form – All bicycles must be registered with the Manager’s Assistant in the NT Lobby.

Lounge Reservation Guidelines & Form – Review the Guidelines and complete this form to reserve a lounge.

Motorcycle Parking Procedures & Agreement – Read these procedures and complete this form to utilize a motorcycle parking space owned by the Association. All vehicles must be registered with Management.

Realtor Rules & Entry Authorization Form -- These rules and this form must be used when Owners offer their units for sale or lease.

Resident Lockbox Procedures & Form – For those who want to provide access to their vendors/guests when they are not available to physically provide access. A unit key is stored inside of a lockbox that you purchase, and Management provides access to the lockbox in your Tower’s Parcel Room to the authorized guests listed on the form.

Rules & Violations Report: This form is to report violations to the Association. Proper action will be taken to confirm the violation and to commence enforcement per Horizons policy. All reports are held in confidence and reviewed only by the Board of Directors and Management.

Medical Emergency Procedures

Sudden Cardiac Arrest. A defibrillator, AED, is in the Kiosk. **Call 911 first,** then phone the Kiosk ACO, **619-338-4097**, who will bring it to your unit.

In any emergency involving life or limb, phone 911 first!

Use a landline (not cell phone), if possible, so 911 can record your address electronically.

State your name, address and unit # clearly. **Add** that you live in a **high rise**.

If 911 says that help is on its way and hangs up, **phone** our 24-hour **Kiosk ACO: 619-338-4097**. State your emergency and say that help is on the way.

The officer immediately reserves the medical elevator in your Tower and prepares to let the EMT onto the premises and into your Tower. (The kiosk officer will not come to your unit before help arrives except to deliver the AED.)

But, if you can't alert the Kiosk ACO because 911 is giving you important instructions:

When the EMT phones you from our *Entry Phone* system, you'll hear the normal call waiting tone. Press the button on your phone that will switch over to the other line to speak with the EMT. **Press 6** which grants access through the lobby door and into the elevator.

We look forward to having you a part of this wonderful Community!