



# Settling in at Horizons



## TABLE OF CONTENTS

<b>TABLE OF CONTENTS .....</b>	<b>2</b>
<b>CONTACT INFORMATION .....</b>	<b>4</b>
<b>BUILDING ACCESS PROCEDURES .....</b>	<b>4</b>
<b>PREVENTING WATER ISSUES .....</b>	<b>5</b>
<b>WHO'S RESPONSIBLE?.....</b>	<b>6</b>
<b>INSURANCE.....</b>	<b>7</b>
<b>ADDITIONAL FORMS.....</b>	<b>7</b>
<b>EMERGENCY PROCEDURES.....</b>	<b>8</b>



## 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 our General Manager at **619-338-4096** from 8:00am to 5:00pm Monday through Friday.

Our excellent web site includes procedures, guidelines, governing documents and useful forms. The *Community Handbook* is important. Visit [www.horizonshoa.com](http://www.horizonshoa.com).

Horizons Addresses: 555 Front Street, San Diego, CA 92101—"North Tower"  
510 First Avenue, San Diego, CA 92101—"South Tower"

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 offices are in the North Tower lobby.

Action also oversees billing and accounting for Horizons. Contact Action to set up automated payments or with any monthly billing questions: 949-450-0202.

**Residents' Business Center:** A computer and printer/scanner/fax machine are available for you in the Conference Room in the South Tower Lobby. Horizons residents' fax #: 619-231-9736.

**Defibrillator:** An Automatic External Defibrillator (AED) to "jump-start" sudden cardiac arrest is in the Kiosk. At your request, the Access Control Officer ("ACO"), **619-338-4097**, will bring it to your unit's entrance, but will not operate the device.

**Trash & Recycle Rooms:** For your large items, the bin is on the P-1 level near the elevator.

**Fire Pump:** Located in a structure in the barbecue area, it must be tested weekly. It runs midday for 30 minutes and is noisy.

Who do I call? **Contact Numbers:**

**Management Offices,** North Tower Lobby, M-F, 8:00am-5:00pm.  
**619-338-4096/ 619-338-4095**

- \* Fobs, Parking Stickers, Bicycle registration
- \* Update Contact Information
- \* Payment of Assessments
- \* Maintenance Requests
- \* Resident Concerns
- \* Schedule Move Ins & Move Outs
- \* Reserve Lounges

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

- \* Visitor Parking
- \* Parcel Retrieval
- \* Contractors
- \* Emergencies
- \* Deliveries via vehicle
- \* Complaints



The lobbies often are staffed by Access Control Officers (ACOs) during early evenings and on weekends: Use your phone or one at your lobby's desk to contact the Kiosk for an ACO to retrieve your deliveries from the Parcel Room in your tower. **619-338-4097**.

## **Nearby Services**

**Ralph's Market (& pharmacy). Pedestrian entrance on 1st Ave. & G St.**

**Postal Annex, 113 W. G St. between Front St. & 1st, 619-702-7522**

**Ace Hardware, 675 - 6th Ave., between Market & G, 619-544-9400**

**Banfield Pet Hospital/Veterinary Medicine, corner of 1st & Market  
619-234-0394**

**Police, non-emergency, 619-531-2000**

**Electricity, SDG&E, 800-411-7343**

**Phone, cable: AT&T, 800-288-2020; Cox, 619-262-1122;  
Internet/Google Fiber, Webpass, 800-932-7277**

## **BUILDING ACCESS PROCEDURES**

### **Resident Access**

To enter the Tower lobbies, present your key fob to the *Entry Phone* systems near the two entrances to each Tower's lobby. 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 elevators or stairwells from the garage, to enter the Fitness Center, and to enter many Storage Locker Areas. A key gives access to the hall from the NT Lobby to Market St., the Lounges and some Locker Areas.

If the ACO has briefly stepped away from the kiosk when you want to drive into 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.

**If your invitees will use Visitor Parking**, you need to provide authorization and information to the kiosk for them to enter the premises. 619-338-4097. They will enter at the kiosk gate off of Front St, just south of the NT building.

### **Visitor Entry Phone Access – The number is 6!**

Give your visitors the following instructions **before** they arrive at Horizons:

1. At the *Entry Phone (call box)* at your Tower's lobby entrance, your visitor, who must know your last name, scrolls the screen to locate your code #, which is different than your unit #, and enters it on the key pad. This phones your condo.
2. Calls from the *Entry Phone* will continue to ring until your phone is answered. After answering, **press 6** (you and your visitor will hear a tone), 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're on the line when the visitor uses the *Entry Phone*, you'll hear the 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, or 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**

### PREVENTING WATER LEAKS

**Potential water leaks must be your #1 concern.** Find all of the water shutoff valves in your unit and show other occupants where they are. All shutoff valves should be exercised annually by slowly turning them off and then on again. If you feel any resistance, you must stop and contact a plumber for advice and possible repair. If you need help finding your valves, call Management at 619-338-4096 during business hours.

1. Your *main hot and cold* water valves usually are behind panels in your master bath, laundry room, and kitchen ceilings.
2. Direct *shutoff* valves are below sinks and next to toilets. It's safest to only open the water valve for the washing machine during use.
3. Inspect washing machine hoses and hose bibs regularly for leaks. The braided stainless-steel variety, available at any hardware store, is best to provide the strength that helps prevent hose failures and the resulting flooding. *Never* operate your washing machine or dishwasher unless you're home *and awake* while they are running.
4. Regularly inspect the lines to your ice maker for leaks. When replacing the ice maker water filter, 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 possible overflows, don't use it for corn husks, celery, onion skins, rice, potato skins, other fibrous items, or liquid or solid grease.
6. Never hang anything from the Fire Sprinkler heads. Never cover them or paint them. A very fragile glass tube separates your possessions from 100's of gallons of water!

### **To Clean 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.

### **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 don't turn it on, 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 an inspection and servicing by professional technicians of the dryer duct that runs from the laundry room to the exterior of the building.

### **Heat and Air Conditioning Unit**

Owners pay for an annual inspection of your personal heat and air conditioning (HVAC) unit(s), which is necessary so the condensation pan—attached to and under your unit—is cleared of debris and algae-preventing tablets can be placed in it to prevent clogs and the resulting flooding that can damage other condos. The drain line also is cleared of debris. Although your filter is 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 Horizons' overall building HVAC system.

### **Faucet Water Flow**

You may sometimes experience a reduction 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 washer. Replace the parts in their original order and screw the aerator back onto the faucet.

### **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*. Horizons' engineers may take a look at a leak in your unit, but may not work on such problems for liability reasons.

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

**Uncertain?** If you notice a problem and are unsure who is responsible, contact Management, **619-338-4096**, who'll 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), the following, may be contacted:

**Plumbing**  
**Countywide Mechanical 619-449-9900**  
**HVAC**  
**B&B Mechanical 760-703-9582**

**\*\*Please visit the website at [www.horizonshoa.com](http://www.horizonshoa.com) for additional service providers**

## INSURANCE

The **Association** maintains Liability and a Master Fire Insurance Policy covering the common areas and Association property. This policy, however, provides only very limited coverage for the interior of your unit (see CC&R 11.2). A Personal Homeowners (HO6) policy, or a Renters (HO4) Policy obtained before you move in can help you avoid a costly mistake.

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

An HO6 or HO4 policy is relatively inexpensive and covers your personal property damage and also "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.

## ADDITIONAL FORMS

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 [www.horizonshoa.com](http://www.horizonshoa.com). Under the Documents tab, click on General Forms. Forms may be returned personally or by fax, **619-338-4095**, to the NT Lobby Management Offices.

**Architectural Change Request Packet:** Required for any changes involving wall penetration beyond the sheetrock, e.g., moving/eliminating walls, plumbing and wiring changes, and more.

**Architectural Request Application:** Required for hard surface flooring installation.

**Bicycle Registration Form:** All bicycles kept in the P-levels' Bicycle Rooms must be registered with the Manager Assistant in the NT Lobby.

**Email Consent Form:** Your signature allows the Association to send you many important documents electronically instead of by USPS.

**Lockbox Procedures & Form:** To use when you want to provide access to your vendors/guests when you aren't available. A unit key is stored inside of a lockbox that you purchase and Management provides access to the lockbox, kept in your Tower's Parcel Room, to the authorized guests listed on a form. *NO HORIZONS STAFF MAY KEEP YOUR KEYS OR ENVELOPES THAT APPEAR TO CONTAIN KEYS.*



## **PERSONAL EMERGENCY PROCEDURES**

**Sudden Cardiac Arrest.** A defibrillator is in the Kiosk. **Call 911 first**, then phone the ACO, **619-338-4097**, who will bring it to your unit, but who will not operate the device.

**In any emergency involving life or limb, phone 911 first!** 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 24/7 **Kiosk Officer: 619-338-4097**. State your emergency; 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.) **But**, if you can't alert the kiosk officer because 911 is giving you important instructions:

When the EMT phones you on the *Entry Phone* system, you'll hear the normal call waiting tone. Press the button 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 hope you've found these tips to be helpful and that this information smoothes your transition into our excellent community. Now, unpack so that you can enjoy all that Horizons offers, and so that you can explore your exciting new neighborhood!

Very Best Wishes,  
Horizons Board of Directors