

Living in Beautiful Rancho Dorado
A Reference Guide for Homeowners



Table of Contents

About Rancho Dorado	3
Rancho Dorado Owner’s Association and Avalon Management	4
Overview and Avalon Contact Information	4
Avalon Management Software Portal for Streamlined Communication and Payment Options for Association Dues	5
Websites for More Detailed Information	6
Association Board of Directors and Committees	7
Board Elections and Meetings	7
Architectural and Landscape Committees	7
How to Get Involved	8
Architectural Guidelines and Submitting Improvement Requests	9
La Fuente-Specific Information	10
Rancho Dorado Frequently Asked Questions	11

About Rancho Dorado

Rancho Dorado is a community of 276 homes located in the far western portion of the city of San Marcos. It contains over two miles of hiking trails as well as city-maintained Simmons Family Park featuring panoramic views of North County.

With close proximity to major employment centers, a wide variety of retail establishments as well as beaches, mountains and entertainment, Rancho Dorado is known as a well maintained, family-oriented development with low crime and active community members.

This Reference Guide was developed for both new and existing homeowners. It addresses many aspects of living in the community and provides links to more detailed information at www.ranchodorado.com.

Rancho Dorado Owner's Association and Avalon Management

Overview and Avalon Contact Information

The Rancho Dorado Owner's Association has an active volunteer Board of Directors as well as an Architectural Committee and a Landscape Committee. More information on the Board of Directors and Committees can be found in the Association Board of Directors and Committees section of this Reference Guide.

Supporting the Board is Avalon Management Group with which the Board has a service contract to oversee daily operations. If you have questions or concerns regarding the Owner's Association, please contact:

Rancho Dorado Owner's Association
c/o Avalon Management
3618 Ocean Ranch Blvd
Oceanside, CA 92056
Phone: 760-481-7444
Fax: 800-646-1887
Email: RanchoDorado@AvalonWeb.com
www.avalonweb.com
www.ranchodorado.com

Community Manager

Melissa Brown, AMS, PCAM
Email: Melissa@AvalonWeb.com
Phone: 760-481-7444 ext. 103

Melissa is the Regional Director for Avalon Management and has over 20 years of experience in the HOA industry. She obtained the Association Management Specialist (AMS) designation through the Community Association Institute (CAI) in 2013 and the prestigious Professional Community Association Manager (PCAM) designation in 2014.

Jasmine Morales, Architectural Processing
Email: Oceanside@AvalonWeb.com
Phone: 760-481-7444 ext. 101

Jasmine handles architectural request processing, reviews plans to ensure all documents are received and works directly with the Rancho Dorado Architectural Committee on approvals/denials.

Member Services

Steff Camper, Member Services
Email: NorthCounty@AvalonWeb.com
Phone: 760-481-7444 ext. 102
Steff can assist in key and gate remote requests.

Julio Chavez, Member Services

Email: Ma3@AvalonWeb.com

Phone: 760-481-7444

Julio handles all customer service requests for common area repairs.

Cwennan Corral, Member Services/Accounts Receivable

Email: ar@avalonweb.com

Phone: (951) 244-0048 Ext. 109

Cwennan handles all payment related issues such as payment questions, set up of automatic payments, etc.

Yadira Sebastian, Compliance Service Officer/Violations

Email: oceancso@avalonweb.com

Phone: 760-481-7444 x111

Yadira conducts inspections of the community for violations of the Governing Documents, processes notices and corresponds with residents to assist in compliance matters.

Avalon Management Software Portal for Streamlined Communication and Payment Options for Association Dues

Vantaca, Avalon's software portal launched in the Fall of 2020, provides many new features for both homeowners and Board Members. It includes online Owner Portals with increased options for homeowner assessment payments, a secure banking interface and streamlined communications tools.

For detailed information and options on how to pay your monthly Association dues, visit <https://AvalonWeb.com/payment-options.html>

Several options are available:

- Automatic checking account withdrawal (ACH) at no charge.
- Online (third-party charges will be applied) via credit card or your checking account by going to www.ranchodorado.com and click "Pay Online".
- Utilizing online bill pay through your bank. Please make sure your check includes your account number. Payments should be mailed to the PO Box address listed below.
- In-person at Avalon Oceanside, Temecula or Canyon Lake offices, Monday - Friday 8:00 a.m. to 5:00 p.m. by check or cash in the exact amount.
- By mail utilizing a payment coupon from the Payment Coupon Book available through Avalon.
- If you do not have a coupon book, please mail your assessment payment to:

Rancho Dorado
c/o Avalon Management Company
PO Box 52982
Phoenix, AZ 85072-2982

Please indicate your community name, address and account number on your check.

Websites for More Detailed Information

www.RanchoDorado.com

A wide variety of information for Rancho Dorado homeowners can be found on this site. The Documents Tab includes PDF-downloadable Governing Documents such as Covenants, Conditions and restrictions (CC&Rs), Rules and Regulations, Architectural Guidelines and Application Forms, Bylaws, etc. The Info tab includes things like the Board of Directors meeting schedule, paint color schemes and a graphical representation of “Where Do My Monthly Dues Go?”

www.AvalonWeb.com

This site is about Avalon Management and the many ways they support their communities. Also included on the site are links to The City of San Marcos, utilities such as SDG&E, Vallecitos Water District and Edco Recycling and Waste Collection, as well as links to Schools and Libraries and information on Emergency Preparedness. You can also create your own account via the Avalon website.

Association Board of Directors and Committees

Board Elections and Meetings

The Rancho Dorado Owner's Association Board of Directors is comprised of five members. Each member serves two years.

Board elections are typically held each year in April to elect Board members for the next two years. Board members' two-year terms and elections are staggered, i.e. two members are elected one year and three the next. Following each election, the Board selects who will fill the officer positions for the coming year. A list of current Board members and their positions (President, Vice President, Treasurer, Secretary and Director) can be found at www.ranchodorado.com.

Homeowners with an interest in becoming a Board member can apply prior to the election for the next years' slate of members. More information on this is contained in the How to Get Involved section below.

Ballots are mailed to each home (one ballot per house) and may be returned to the Inspector of Elections via mail. Alternately, homeowners can vote in person at the Annual Meeting. An independent Inspector of Elections collects and tabulates the votes.

The Rancho Dorado Owner's Association Board of Directors holds board meetings every other month on the third Monday at 6:00 p.m. either online or at a nearby physical location. The schedule can be found at <https://www.ranchodorado.com/info.html>. Homeowners are encouraged to attend the open forum held at the beginning of each Board meeting.

Architectural and Landscape Committees

In addition to the Board of Directors, the Rancho Dorado Owner's Association is governed by the following committees:

Architectural Committee: The Architectural Committee (ARC), comprised of homeowners, is tasked with reviewing homeowner improvement requests to ensure overall community design consistency is maintained throughout Rancho Dorado in order to enhance property values.

Architectural guidelines developed for the community detail what is and is not permitted. Examples of improvement requests include paint colors, pergolas, pavers, fences, solar installations, etc.

Landscape Committee: The Landscape Committee makes recommendations to the Board on improvement, enhancement, and maintenance of the common area landscaping. The Landscape Committee is currently comprised of Association Board members and the Avalon Community Manager. Note that this committee does not review individual owners' properties.

How to Get Involved

Homeowners are encouraged to become involved in the Rancho Dorado Owner's Association by running for a Board seat or applying to be a member of the Architectural or Landscape Committees.

Persons interested in running for a Board seat can complete the candidate nomination form and send it back to Avalon. Before the annual meeting each year, Avalon sends out candidate nomination forms 120 days prior to the annual meeting. Sixty days prior to the annual meeting Avalon sends out a general notice listing the candidates and when to expect ballots. Thirty days prior to the annual meeting ballots are distributed.

Persons interested in volunteering for one of the two committees are encouraged to apply via the Volunteer Application which can be found at <https://www.ranchodorado.com/documents.html>.

In addition, if there is a specific issue pertinent to Rancho Dorado you are interested in pursuing with the Board, contact Melissa Brown, Community Manager at 760-481-7444 or RanchoDorado@AvalonWeb.com.

Architectural Guidelines and Submitting Improvement Requests

Rancho Dorado is a premier community with standards designed to preserve the value, desirability, attractiveness, and aesthetic integrity of the development. These standards help to ensure architectural and design consistency to enhance property values and maintain a cohesive community image.

When purchasing a home in Rancho Dorado, each homeowner entered into a covenant with the other homeowners in Rancho Dorado and agreed to follow the governing documents.

Architectural Committee

The Architectural Committee (ARC) was established to ensure improvements comply with these standards, found in the Architectural Guidelines document on www.ranchodorado.com/documents.

The ARC is comprised of Rancho Dorado homeowner volunteers who work together to review home and landscape improvements. The purpose of the ARC and Rancho Dorado's Architectural Guidelines is not to restrict individual creativity or personal preferences, but rather to assure continuity in design which will help preserve and improve the appearance and value of Rancho Dorado. The Architectural Guidelines document contains complete details of acceptable improvements pertinent to the style, architecture, house color, fencing and landscaping of each home.

Modifications to Exterior of Lot or Residence

Prior to commencing work on the exterior of their residence or lot, owners are required to submit an "Architectural and Landscaping Improvement Request" to Avalon who will forward the application to the Architectural Committee for formal review and approval. All Architectural documents can be found at www.ranchodorado.com/documents.

Once the Architectural Committee receives a completed application for an architectural or lot improvement, it is evaluated by the committee. Within 60 days, the committee indicates to Avalon its approval, approval with conditions or denial. Avalon then informs the homeowner of the decision. The review process is often completed in much less time than 60 days, depending on the type and complexity of the work to be done.

Homeowners with questions about the guidelines, committee, review process, etc. in which the answers cannot be found in community documents should contact Avalon Management.

CC&R Compliance

Avalon Management conducts a monthly community review to identify homes with items needing attention such as painting, landscape and fencing maintenance, tree trimming and maintenance, etc. Based upon their review, letters are sent to the homeowner requesting that these items be repaired. Homeowners who receive a notice and have an extenuating circumstance can contact Avalon Management for additional assistance.

La Fuente-Specific Information

La Fuente is a gated neighborhood within Rancho Dorado consisting of 56 homes. Specific rules and regulations apply to the La Fuente common area facilities including lighting, private streets, motorized vehicle gates, pedestrian gates, sidewalks and the Tot Lot.

These amenities are part of a separate cost center reserved for the exclusive use and enjoyment of the La Fuente neighborhood residents. All costs for the maintenance and periodic upgrades of these amenities are paid via a separate monthly assessment and/or a periodic special assessment. These payments are in addition to the overall Rancho Dorado community assessment.

Gates

The motorized entry and exit gates are Association property. Gate maintenance and programming is the responsibility of the Board of Directors and handled by Avalon Management. Within five days of moving into La Fuente, new residents should contact Avalon so that their names can be programmed into the directory.

Tot Lot

All play equipment is to be used in the manner for which it is intended. All persons using the Tot Lot play equipment do so at their own risk, responsibility and liability. The Association does not provide any supervisory service and is not responsible for liability or injury.

More complete information on the above topics can be found in the Rules and Regulations and CC&R documents located on www.ranchodorado.com.

Rancho Dorado Frequently Asked Questions

Here are some of the most commonly asked questions about various aspects of living in Rancho Dorado. These questions and many others are addressed in detail in the CC&Rs and Rules & Regulations documents at <https://www.ranchodorado.com/documents.html>. There is also a general FAQ section at <https://www.ranchodorado.com/faq.html> which is applicable to all Avalon-managed communities. As always, contact Avalon Management if you cannot find answers to your questions or issues.

Q: Once I submit an application to the Architectural Committee for home and/or landscape improvements, how long will it take for me to receive an answer?

A: Once the application is completed and submitted to Avalon Management, it is forwarded to the Architectural Committee. The Committee will then evaluate and indicate to Avalon its approval, approval with conditions or denial within 60 days, and often much sooner depending on the complexity of the work to be done. Avalon will then promptly inform the homeowner of the decision. Detailed documents regarding architectural guidelines, the application, process, tips, etc. can be found at www.ranchodorado.com as well as in the Architectural Guidelines section of this homeowner's guide.

Q: What are the rules for posting signs or advertising materials on my property or within the common areas?

Personal Property

A: Political signs are permitted on one's personal property but must be taken down right after an election. No advertising signs on personal property are allowed, except for contractor signage only while work is actively ongoing. Once the work is completed, the contractor's signage must be promptly removed.

Common Areas

A: No advertising or political signs are permitted in the community areas including the bulletin boards, gates, pillars, or mailboxes. Any such signage will be promptly removed.

Q: Can I rent my house out?

A: No home shall be leased/rented for a period of less than thirty (30) days. The terms of the Lease/Rental Agreement shall be subject in all respects to the CC&Rs, Bylaws and Rules and Regulations of the Association. All rentals or leases must be for the entire dwelling, not parts thereof. See page 5 of Rules & Regulations at www.ranchodorado.com. A copy of the Rules & Regulations document must be supplied to all tenants, who must comply with those regulations.

Q: Can I hold my own garage sale?

A: Rancho Dorado typically holds two community garage sales each year usually on the second Saturday in May and October. Communication on dates is provided by Avalon to homeowners and the Owner's Association provides signage at the two community entrances. If a homeowner wishes to hold his or her own garage sale, it must first be approved by the Board of Directors. Requests can be made to Avalon Management.

Q: Can I park my boat or recreational vehicle in my driveway?

A: Yes, for up to six hours. For more information on vehicle parking restrictions, see page 10 of Rules & Regulations.

Q: What are the noise restrictions in Rancho Dorado?

A: All homeowners and their guests should be conscious of noise in order to be considerate of their neighbors. Examples of noise that can become excessive include barking dogs, power tools, parties, etc. Everyone needs to do their part to keep their noise level as low as possible, particularly between the hours of 10:00 pm and 8:00 am. More information can be found on page 9 of Rules & Regulations.

Q: Who is responsible for the maintenance of my backyard fence?

A: You, as the homeowner, are responsible for the maintenance of this fence including any repairs, painting, etc.

Q: What are my responsibilities as a pet owner?

A: Owners or residents may keep up to three usual and ordinary domestic pets on their lot such as dogs, cats, or other household pets provided that they are not kept, bred or maintained for any commercial purpose. Pets shall not be allowed to soil or damage common area or private property. It is your responsibility to always keep your pet on a leash and to carry waste clean-up bags to dispose of animal waste. More detailed information on pets can be found on page 9 of Rules & Regulations.

Q: How do I report problems in the common areas such as sprinklers, lighting, gates, etc.?

A: Contact Avalon to report all issues pertaining to the common areas. Avalon Management is always watching for items needing attention but appreciates it when homeowners point out issues. If you see something, say something. Don't assume someone has already reported something like a malfunctioning gate, broken light, damaged property or irrigation issue. More information is always better. Catching items early benefits all homeowners so that problems like sprinkler leaks can be addressed promptly and not cause the Owner's Association to incur extra or unnecessary expenses.

Q: Who is responsible for the maintenance of the hiking trails and Simmons Family Park?

A: Open to the general public, the hiking trails and Simmons Family Park are managed and maintained by the City of San Marcos, not the Owner's Association. For more information on park facilities, see <https://www.san-marcos.net/Home/Components/FacilityDirectory/FacilityDirectory/158/1080?npage=2>

Any issues such as restroom maintenance, garbage collection, graffiti, vandalism, etc. should be directed to the City of San Marcos at (760) 744-9000 ext. 3500.

Q: What do I do if I lose my mailbox keys, or the lock is broken?

A: The mailbox structures are the maintenance responsibility of the Association. Neither the Post Office nor the Association is responsible for replacing locks or keys. You are free to change out the lock and keys at any time. If you lose your keys, you will need to have a locksmith install a new lock.