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There are solicitors going door to door in my neighborhood. What should I do? Call the Marana Police. Non-emergency number: 382-2000. (Note: politicians campaigning for votes are exempt and may go door to door but you have the right to not answer.)

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What should I do about a tree that blew down or irrigation leaks in the common area?

Complete and submit a "Landscape/Lighting Issues" form available at the Village Center or on the web site. Turn in at the Front Desk and it will be logged in and addressed by the landscape crew leader as soon as possible.

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Do I have to tell the Association that I plan to rent my home? Are there guidelines? You must inform the front desk if you plan to rent your home because the Association is limited in the number of homes that may be used as rentals. Renters must register when they move in whether they plan to use the facilities or not. There are complete "Renter Regulations" and "Proximity Card Temporary Use Agreement" forms available at the Village Center front desk

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If I plan to paint the exterior of my home, do I need ARC approval? Yes, you need ARC approval if you plan to paint the exterior of your house in any way. The paint color book is available at the front desk and may be checked out. Call the Front Desk for details.

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Do I let anyone know when I go away for a short time or for an extended period of time? There is a form available at the Village Center called Temporary Leave of Absence Form This form provides the front desk with emergency contact numbers and other information that may be needed while you are gone.

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How does the Proximity Card work? The Proximity Card lets you access the fitness center and pool area before and after Village Center operating hours. Two cards are allowed per household and the proximity cards are for resident use only. The cardholder must accompany guests who wish to use the facilities when the Center is closed. There is a \$25.00 replacement fee for lost cards.

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How do I get a key for the Continental Ranch pool so that my grandchildren can swim? All Sunflower residents have 14 days courtesy use of the CRCA pools per year at no charge. Pool is open March—October. You must show your Sunflower ID. For more information call Continental Ranch at 520-297-7600. [\(Return](#) to list of topics)

There's an RV parked in the street on my block. What are the rules and time limits for RV's? Residents are allowed up to 48 hours in any 7 day period to clean, load or unload their unit. RV's or other vehicles may not be occupied or used as a living area while in the community. If you see a violation, complete a "Member's Observation or Complaint Declaration" at the front desk. See CC&R's, Exhibit "D" User Restrictions, section 7 for details.

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What are the rules regarding pets? Pets must be confined to the lot or kept on a leash at all times. Person walking the animal is responsible for immediate removal and disposal of solid waste; yards must be kept free of solid waste. Pets are not allowed to make objectionable or excessive noise. There is a limit of 3 cats and/or dogs per lot.

If you need to contact Pima County Animal Care Center, call 743-7550.

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How does the Fitness Club work and how do I become a member? Membership in the Fitness Club is required if you wish to participate in any fitness class that uses a paid instructor. These classes include water aerobics, floor aerobics, stretch and tone and Chi Gong/Tai Chi. Membership costs \$15.00 for each year ending December 31 fitness cards are available at the front desk. Please pay by check only.

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How does the Technology Club work? Do I have to join the club to use a computer?

Membership in the Technology Club costs \$30.00 for a household membership, up to two members per household. Club Membership (Vintage Gardeners, Veterans, etc.) is \$50. Dues period goes from October 1 through September 30. Membership entitles you to full access to the Club's computers, printers and supplies during Village Center operating hours. Members also have access to help sessions and monthly meetings from October to May, as well as classes periodically. We invite members to get help and to share their technology know-how with others.

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What should I do if a resident is away and their landscape irrigation system is leaking a lot of water or a tree branch breaks? If you do not know who is watching your neighbor's home, you may contact the front desk to see if there is a vacation form on file. Even if there is no form, the Resident Service Coordinators will attempt to call the Emergency Contact person noted in the resident's file.

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What is the Housing for Older Persons Act of 1995 (HOPA)? This act preserved for senior citizens the right to live in age-distinct housing by exempting three categories of housing for older persons from the ban on discriminating against familial status – in particular, it applies to “Senior” and “55-Plus” communities.

More information [here](#).

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Who is responsible for trimming a neighbor's tree that is hanging over my property? Who is responsible if a neighbor's tree falls over and damages the wall between houses? It is responsibility of the homeowner whose tree is on their property. A friendly request to the neighbor should resolve the situation. If action has not been taken, fill out an Observations and Comments form at the front desk.

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What should I do if a resident's landscaping has a lot of weeds or shrubs that need trimming? Come to the Center or go on line and fill out an Observations and Comments form. The property will be inspected and a letter sent to the homeowner. If the problem isn't corrected after sufficient notification, the weeds will be removed and the homeowner will be billed for the service.

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What should I do if children are in the Community, around the Village Center, or in the arroyos skateboarding or riding bicycles? If you are near the children tell them Sunflower is private property and they cannot play in the Community. If they don't leave, you can call the police.

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What should I do if there is an attempted break-in or a break-in at my house? Call the Marana Police 911 Emergency number. Afterward, notify your block watch captain; or, Elaine Thorn (44-3334) or Armand La Potin (572-2216). These incidents need to be reported at the Center. You will be asked to fill out an Observations and Comments form with a detailed report of what happened.

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What time are the outside restrooms open? The outside restrooms are open daily from 8:00 a.m. to 8:00 p.m. At other times if the Village Center is closed, residents may use their proximity card to access the restrooms in the locker room area.

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What is the temperature of the pool and spa? The pool heater is set at 84 degrees and the spa is set for 104 degrees.

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Is chlorine used in the pool and spa? The pool uses a combination of salt water and chlorine. The spa uses chlorine only. The chlorine used in the pool and spa is calcium hypochlorite.

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Whose responsibility is it to maintain the landscape area between road and common sidewalk (the area where mail boxes are located)? That area is maintained by the homeowner. The weeds must be removed by the homeowner or by their landscape company who maintains their landscaping.

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