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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: 682-4032 or 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? You need ARC approval if you plan to change the original color scheme or color combinations in any way. If you know the exact, original colors of your home, you may repaint it exactly as originally done without ARC approval. 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 are two forms available at the Village Center: one is designed for absences up to 30 days (Vacation Absence Checklist), the other is for longer absences (Temporary Change of Address Notification). These forms provide the front desk with emergency contact numbers and other information that may be needed while you are gone. You are encouraged to complete the form.

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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. Proximity card regulations are available in the Rules and Regulations, Sections IV and V. Contact the front desk for additional information.

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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. If SF residents want to purchase their own keycard for use beyond the 14 courtesy days, then there is a use fee of \$111.38 per assessment cycle. The use fee amount was originally established in 2003 and the Board added the 14-day grace period in 2014. Since the assessment cycles run Nov 1 - Apr 30 & May 1 - Oct 31, if a SF resident wants to use the pool during both assessment periods, they would be paying both assessments of \$111.37 each, for a total of \$222.74 for the year. The pool to use is the pool located behind Walgreens and Dr. Kay at Twin Peaks. Pool hours are 8:00am to 6:00pm Monday thru Friday. You must show your Sunflower ID. If you want to use the pool on the weekend you will need to check out a Continental Ranch Key on Friday afternoon and return it on Monday; this will count as 4 days of visit towards your allotted 14 days. Continental Ranch phone number is 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 and Punch Cards are \$23.00 for 20 classes. Both cards are available at the front desk. During the summer months when volunteers lead some of these classes, membership in the Fitness Club is required but the Punch Card will not be used.

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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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Why does our community have the VIPS Program? Is there a set day/time that a car patrols Sunflower? Because VIPS is a volunteer service endorsed, trained and guided by the Marana Police Department, there is no set day or time that they patrol the community. The Center doesn't monitor their activity or scheduling. Suspicious activity should be reported to the police emergency 911 number immediately.

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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.

Click [here](#) for an extensive list of Questions and Answers.

Click [here](#) to view the complete updated regulations incorporated into 24 CFR Part 100.

(Note: The above links may take several seconds to open.)

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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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