

THE REFUGE COMMUNITY ASSOCIATION
Policy and Procedure Handbook

Gate Procedures for Real Estate Open Houses

Access to The Refuge Community's north gate for real estate open houses outside of the normal operating hours when security staff are on duty may be provided by a Security Officer supplied by the Association. A minimum fee for this service will be based on a block of time when an open house will be held, and this cost is the responsibility of the real estate agent or Member who is selling his or her residence. Please note that open houses are only permitted between the hours of 8:00 AM and 6:00PM per ARS 33-1808. The gates will not be left open and unattended for any open houses.

- The Member who is selling their residence or the real estate agent representing them will be permitted to station a person at the north entrance gate to facilitate gate access for prospective purchasers. As an alternative, the prospective purchaser may use the gate call box to dial the residence for access
- If a Gate and Security Officer services are selected for open houses, arrangements must be made with the Association Manager at least five (5) days prior to the requested open house. Exceptions may be made on a case-by-case basis, but if sufficient notice is not provided, the Association Manager cannot guarantee that a Security Officer will be available, which may necessitate the cancellation of the open house
- The Security Officer provided by the Association to facilitate access for the open house may provide the following services: 1) Opening the main gate to provide access for prospective purchasers during the open house 2) Providing instructions on where prospective purchasers should park (e.g., guest parking spaces) and 3) Handing out brochures for the open house that are provided by the realtor or other person connected with the sale of the residence
- Signage advertising an open house may be placed in the center island in front of the Gatehouse the day of the open house and must be removed immediately following the open house
- Directional signage is required at strategic locations throughout the community the day of the open house and must be removed immediately following the end of the open house
- Signage advertising an open house and directional signage is limited to signage that is not affixed, drilled, nailed, or staked into any building surface, concrete, asphalt, or landscaping plant material. This signage should not be placed on any walkways or roadways or in any way that would impede access for pedestrians or vehicles

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Prohibited Actions

Each Member is issued one personal access code for the vehicle entrance gates, which may NOT be posted anywhere in the community, including but not limited to the entry system callbox, signage, maps, or advertisements. The south gate entrance shall not be utilized for open houses.

- Access codes may not be published or posted on MLS or other listings or advertisements open to the public
- Access codes distributed during an open house, published, or otherwise distributed to persons that do not permanently reside in the development will be deactivated
- Any action conducted during an open house that negatively impacts the security of the development, poses a hazard or safety concern, creates a nuisance, or unreasonably interferes with the use or the quiet enjoyment of the community is prohibited

Any Member who does not comply with this policy or conducts an open house where the Member, realtor, invitees, or other persons do not comply with this policy is subject to a fine after notice and a hearing before the Refuge Board of Directors

Member/Resident Parties

Member/Residents may also elect to utilize the services of a Security Officer (if available) for parties or other events for a minimum cost. Parties or events may only be held outside of quiet time hours, as stated in the Rules section of this Handbook. Security Officer arrangements for parties and events must be made with the Association Manager at least five (5) days prior to the party. Exceptions may be made on a case-by-case basis, but if sufficient notice is not provided, the Association cannot guarantee that a Security Officer will be available.