

## **Administration Questions**

What do you do when...

...it's after office hours and you need to contact CA staff? Monitors are on hand at the Monitor's Station in the Social Center while the buildings are open, typically until 10pm. If is it an emergency contact the appropriate authorities or the CA's emergency phone number 750-5418

...you need a document notarized? Make an appointment for this free service with Carol VanWassehnova 864-1205 or Katie Sutton 864-1256

...you want to get involved in the governance of Sun City? Attend meetings, apply to serve on Committees and volunteer

...you need documents and/or records from the CA such as minutes, policies or financial statements? Many documents and records are available on the web portal. If you do not have access to a computer or cannot find the records you wish, please visit the CA office and fill out a Records Request Form.

...you want to address or reach the Board of Directors? Communication can be sent to the Board via email at [caboard@sctxca.org](mailto:caboard@sctxca.org), or through US Mail at 2 Texas Drive, Building A Georgetown, Texas 78633.

...you witness an accident or someone get hurt on CA Property? In an emergency situation, immediately call 911. The CA office also needs to be notified so that incident forms can be completed and damages assessed.

...you want to apply for a governance committee at Sun City? You complete an application (obtained from the Front Desk or printed from the web portal) and drop it off at the front desk.

## **Accounting Questions**

What do you do when...

... your bank account changes and your CA assessments (annual dues) are paid using ACH (automated clearing house)? Please contact the CA and fill out a new bank draft form (also available on the web portal) with a copy of your new check.

...you are moving and are set up for ACH? Please contact the CA and fill out a cancellation ACH form (also available on the web portal).

... you have a question with your billing? Contact Learhea Grant 512-864-1229 at the CA office.

... you are selling your home and dues are due? Pay the dues, then get reimbursed when you home sells through the title company by the buyer.

... you're billing information changes? You will need to fill out a form at the CA office for our files on change of information and addresses.

... you want to know balances on golf information - sweeps, credits, temp disability, and MGA balance? The golf staff has access to all this information in the pro shops.

...you want to charge to your CA account? This privilege is available at the membership desk, fitness center and pro shop. You will need to sign

a ticket approving the member charge. You will need to provide proof of residency with your ID badge. Please be aware of the \$ 2.00 statement fee if not paid by end of month.

... you want to avoid the \$ 2.00 statement fee? You will need to contact the CA office for balance, but beware if you have charged the last 2-3 days of the month this may not be included. Please be aware of what you charge in order to pay in full.

... you want to know the future dues for the upcoming year? You can attend the CA Board Meeting in November to see the approval of the new upcoming yearly rate, check with the CA Office following the November Board Meeting.

...you want more detailed financial information than is published in the Sun Rays? Come to the front desk and request a full monthly report of approximately 30 pages. (10 cents per page plus sales tax) Also, a four-page report is posted on the web portal each month after the Finance Committee approves the report.

### **Golf Questions**

What do you do when...

... you want to cancel your golf pass? Contact the CA office for a golf refund form (also available on the web portal). Remember, certain rules apply so review the Rules and Regulations for the specifics.

### **Community Standards Questions**

What do you do when...

... a vehicle has been parked in the street overnight? If you believe that the vehicle is creating a traffic hazard, please call the City of Georgetown Police Department's non-emergency number: (512) 930-3510. If you do not believe that the vehicle is creating a traffic hazard, please call the Community Standards Office at 512-864-1251.

... someone has parked their recreational vehicle, trailer, motor home or other similar vehicle in front of their home for longer than 24-hours? If you believe that the vehicle is creating a traffic hazard, please call the City of Georgetown Police Department's non-emergency number: (512) 930-3510. If you do not believe that the vehicle is creating a traffic hazard, please call the Community Standards Office at 512-864-1251.

... another resident's landscaping doesn't meet Sun City's standards for landscaping maintenance? Please call the Community Standards Office at 512-864-1251. The Community Standards Office always holds the reporting resident's identity in confidence . Once a Community Standards

Inspector evaluates a reported problem, the issue is between the Community Association, the CA's Governing Documents, and the homeowner who is not in compliance with the Governing Documents.

... a resident fails to control their pets? If you believe that the health and welfare of the animal is in jeopardy, please contact the City of Georgetown Animal

Shelter and Animal Services office at 512/930-3592. If the pet is creating a nuisance in the community, please call the Community Standards Office at 512-864-1251. The Community Standards Office always holds the reporting resident's identity in confidence.

### **Facilities & Landscape Questions**

What do you do when...

... you see irrigation water running for over one hour in a common area? Call the Landscape department at 864.1239 or the monitor's desk at 864.1200 and report the location of the stuck valve.

... you see a dead animal (deer, skunk, squirrel armadillo etc) on roadways, common areas or nature trails? Call the CA office for pick up

... you think a tree on a residential lot may have oak wilt? Call a licensed arborist or the City of Georgetown agricultural extension agent to come out and evaluate the tree.

### **Events Questions**

What do you do when...

...you are having a party at the Oaks, but forgot the code to get in the building? Call the monitor's desk @ 864-1200 for help.

...you want to address a large group at the Pavilion? Call Sheree Simpson @ 864-1224 to reserve a wireless mic in advance for your event.

...you are returning an ice cooler to the Ballroom kitchen? Wipe the inside of the ice cooler clean and dry; prop the lid open to prevent mold from forming and return cooler where originally stored.

...returning pitchers and ice buckets after an event? Place the pitchers upside down on the drying rack in front of the dishwashing machine to drain dry. Place individual ice buckets the same way. Never nest or stack wet ice buckets.

### **Communications / Activities Questions**

What do you do when...

... you don't receive your Sun Rays? Pick up a copy at the Communications office in the Social Center. Write down your name and address so that we can see if there is a trend with any particular route and get it corrected.

...you want to start a chartered club or SIG? Consult the Chartered Club Guidelines for the procedures (can be found on the web portal) or contact Cynthia Chapman at 864-1211

... you want tickets that are sold out to an outing or event? Put your name on the wait list. Many times people have a change of plans and they need to sell their tickets. Or another event/outing will be scheduled, and you will be notified first.

...you have an idea for an onsite activity, or outing or event? Contact the Activities Department, they would love to hear your wonderful ideas.

... you want to get a screen or runner placed on Channel 79? See Betty Hayne or Dick Baker in the Communications Office; either one can make it happen in a heartbeat.

... you forgot your password to get into sctxca.org? Come to the Communications office in the Social Center and fill out a form and a password will be sent to you within a few days or sooner.

### **Fitness Questions**

What do you do when...

...you would like to change the TV station while working out at the Fitness Center? Ask your neighbors if they mind. Grab the remote and go for it!

...you want to attend Fitness Center orientation but you haven't made a reservation? Go anyway...reservations aren't necessary.

...you want to get certified to teach water aerobics at the Fitness Center? Call Chris Thomas at 864-1214.

...you want to get involved with the governance process involving sports at Sun City as well as the Fitness Center? Apply for a position on the Sports Committee.

### **Miscellaneous Questions**

What do you do when...

...you have warranty questions for your home? Contact Pulte by following the instructions outlined on page 20 of the Sun City Directory.

...you are searching for everything from air conditioning companies, handy men, house sitting services, estate planners, etc.? Check out the vendor referral books at the CA Monitor station in the Social Center. Also, at the monitors' desk is a For Sale book, where residents may advertise goods they wish to sell. These range anywhere from automobiles, computer equipment, furniture, golf carts and clubs and even pets.