



*ACCCA*

*Your Country Club Community  
Homeowners' Association*

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**Information**  
*for*  
**New Owners**



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Anthem Country Club Community Association  
Anthem Civic Building  
3701 W. Anthem Way, Suite 201  
Anthem, AZ 85086  
Phone: 623-742-6030 Email: [staff@acccahoa.com](mailto:staff@acccahoa.com)

Welcome Anthem Country Club Community Resident,

The Anthem Country Club Community Association (ACCCA), your Country Club community homeowners' association, has developed this informational packet. Your ACCCA Board of Directors and staff strive to protect your home values and maintain the Anthem Country Club community to the standards our residents have come to expect. We work to ensure our residents are well informed about our Governing Documents, policies and guidelines. You may obtain a printed copy of this packet at the homeowners' association office at 3701 W. Anthem Way Suite 201.

Please review the enclosed information. If you have not already done so, kindly register for ACCCA emails and e-News by following the instructions on our website at [www.onlineatanthem.com/accca](http://www.onlineatanthem.com/accca). This ensures you receive important news that affects all Country Club community residents, including policy updates, road maintenance alerts and resident reminders. We send one to two emails a month and we do not share your email address with anyone.

Again, welcome to our community. Our staff is available to assist you with any questions or concerns. We look forward to meeting you.

Sincerely,

*Margaret Troyer*

Margaret Troyer, Community Manager  
On behalf of the ACCCA Board of Directors



## Section I: Owners

### ***ACCCA Answers to Frequently Asked Questions***

We have included in your welcome packet a number of FAQ pages for your reference. Please review these as they provide an overview to topic areas that are often misunderstood or where frequent violations occur.

- ***What Every Homeowner Needs to Know:*** Provides information regarding the rules and guidelines for living in our community.
- ***Owner Responsibility:*** Provides information regarding the responsibilities of owning a home in the Anthem Country Club community, pursuant to our Governing Documents (CC&Rs).
- ***Who Does What:*** Provides information regarding the roles and responsibilities for the three governing organizations in Anthem: Anthem Community Council, Anthem Country Club Community Association and Anthem Golf & Country Club.
- ***Frequently Asked Landscaping and Yard Questions and Answers:*** Provides information on landscape modifications, replacement trees and plants, yard maintenance and more.
- ***Frequently Asked Gate Access Questions and Answers:*** Provides information on the Gate Access system, our controlled-access community and the importance of updating the Owner/resident account.

We have posted additional [FAQs](#) on our website and invite you to review these and our Governing Documents at your earliest convenience.

### ***Amenities***

The amenities in our community are provided by the Anthem Golf & Country Club (Persimmon and Ironwood clubhouses, fitness centers, golf courses, pools and tennis courts) and the Anthem Community Council (Anthem Community Park, splash park and pool, Community Center and Civic Center).

Contact these organizations and review the Who Does What FAQ for additional information:

- Anthem Golf & Country Club: Administration Office located at the Persimmon Clubhouse. 623-742-6200.
- Anthem Community Council: Administration Office located at 3701 W. Anthem Way, Suite 201. 623-742-6050.

### ***Contractors***

Contractors may work in the Anthem Country Club from 7 a.m. to 5 p.m. Monday through Saturday or in the event of an emergency. Contractors may not work on Sundays or major holidays, unless there is an emergency. The resident must grant permission for access through the gate access computer system. If there is an emergency during holidays or after approved hours, contact the gate personnel by phone.

### ***Emergency***

Dial 911 for any emergency (fire, medical, crime or vandalism in progress, suspicious activity or for snake removal). Do NOT contact the gate personnel in an emergency. First responder operators need to speak with the person seeking assistance. First responder operators will route your snake removal calls appropriately on your behalf. They ask you use the 911 system for snake removal requests.



**Feeding Wildlife and Bird Feeders.** Feeding wildlife, with the exception of birds, is prohibited per the CC&Rs. The ACCCA has a Bird Feeder Policy that limits the number of bird feeders in the back or side yards. Please review the Bird Feeder and Feeding Wildlife Policy found on Documents page of the website and review the Living with Wildlife FAQ found on the Resident Information section of the website.

### ***Garage Doors***

Garage doors are to remain closed at all times, unless entering or exiting the garage or the occupant is actively using the garage at the time. Any activity must be related to regular home maintenance.

### ***Garage Sales***

[Pursuant to the CC&Rs, Garage Sales](#) are prohibited.

### ***Gate Entry and Transponders***

Gate Access Website: [GateAccess.net](http://GateAccess.net). Contact our staff for assistance in establishing your account.

Transponders are recommended for installation on vehicles to reduce traffic lines and wait time at the gates. The transponder allows entry to all four gates of the Anthem Country Club community. Homeowners are responsible for the actions of their guests and vendors. See Owner Responsibility FAQ.

### ***Transponders***

- Transponders may be purchased at the association office, located on the second floor of the Anthem Civic Building, 3701 W. Anthem Way. Transponders start at \$25 each and may be paid for by debit/credit, check or money order.
- Once the application and payment are received by the HOA, staff will verify the information and provide you with a receipt for transponder installation. You may have your transponder installed at the Main Gate seven days a week from 6 a.m. to 2 p.m. or at the Anthem Civic Building, M-F from 9 a.m. to 4 p.m..

### ***Contractor and Vendor Entry***

- Residents are encouraged to ask their contractors and vendors or home services personnel (pool, landscape, house cleaning, etc.) to purchase transponders through the ACCCA.
- Contractors and vendors with their own transponders take responsibility for their own actions, through the transponder acquisition process, thereby removing the Owner's responsibility.

### ***Guest Entry***

- Residents are strongly encouraged to use [GateAccess.net](http://GateAccess.net) to identify and authorize guest and vendor entry. Residents may use the Call Authorization feature with the assigned pin number (found in the upper right corner of your gateaccess.net account), unless you are calling from one of the primary phone numbers listed in your account (in which case you will be automatically prompted through the process). It is important to maintain this account by updating contact information, even if you do not use a transponder for your personal vehicle.
- For additional questions, contact our staff at [staff@accahoa.com](mailto:staff@accahoa.com) or 623-742-6030 or 742-4533.



Other information and forms may be accessed on the website by the links below.

- [Gate Transponder Application](#)
- [Gate Access Website Tutorial](#)
- [Gate Access Event Tutorial](#)
- [Guide to Add Guests or Contractors/Vendors](#)

### **Home Based Business**

For information on home-based business, see the [CC&R, Exhibit "C", Initial Use Restrictions](#).

### **Leasing/Renting Home Tenants**

- Lease: To lease a home in the Anthem Country Club community, the Owner must secure a 30-day minimum lease. In order to obtain a transponder, the Owner must secure a 90-day lease.
- Owners notify the ACCCA of any lease within ten days of execution of the lease, as required by the CC&R's, paragraph 3.4 (e), Initial Use Restrictions, paragraph (c) (iv).
- Owners must provide the ACCCA the following information within ten days of executing a lease.
  - The names of the tenants.
  - Contact information for the adults occupying the property.
  - The time period of the lease including the beginning and ending dates of the tenancy.
  - A description of the tenant's vehicles and license plate numbers.
- It is the Owner's responsibility to inform tenants they must abide by the Governing Documents, policies and Residential Design Guidelines. In addition to reviewing this information packet, tenants should review the ACCCA Residential Design Guidelines, paying particular attention to ornamentation/yard art, play equipment sections, which are among the key tenant violations.

### **Mail**

If you did not receive your location at the home closing, contact our staff. If you did not receive your mailbox key, contact one of the following U.S. Postal Service mailbox vendors for assistance:

- Express Mailbox Lock/Key and Repair: Steve Bryner. Phone: 480-440-4424 (24 hours) or 480-558-2285. Fax: 480-813-2285.
- J&K Postal Works: Jeff Elliot. Phone: 602-332-9380. Fax: 623-742-6328.

### **Parking**

No vehicle (this includes golf carts and any other motorized vehicles) may be parked overnight in the street. Gate personnel patrol during the evening hours and ticket those vehicles parked in the street.

- If you need to leave your vehicle, a recreational vehicle or your guest's vehicle on the street overnight, please secure an overnight parking pass from the gate personnel. The pass is valid for 72 hours per calendar month, may be arranged in advance and be displayed prominently at all times.
- One boat may be temporarily stored completely in a driveway for not more than four nights within each calendar month. This, too, requires a parking pass from the gate personnel.
- Do not block any driveway when parking on the street during the day or when entertaining guests. Please do not park on the sidewalk and advise your guests and contractors not to park on the sidewalks.
- Be sure that one full lane of the street is always clear for safe vehicle passage. Avoid parking opposite a vehicle on the other side of the street.
- For the rules on parking a commercial vehicle, please read the [Vehicle Parking Policy](#).



### ***Pet Laws***

Be cognizant of your neighbors when leaving a dog outdoors during the day or night. Many pet owners are unaware their pet may be barking when the Owner leaves the home. Read the [Neighbor-to-Neighbor FAQ](#). Wildlife lives among us. Residents should not leave a pet unattended in the back yard. See [FAQ Living with Wildlife](#).

- According to Maricopa County laws, all pets must be walked on a leash (maximum 6 feet long).
- According to Maricopa County laws, pets may not be left in a parked car for any period of time during any part of the year.
- Excessive dog barking is prohibited by the CC&Rs and fines may be assessed by the ACCCA.
- Report excessive dog barking to the ACCCA staff.
- For immediate assistance for excessively barking dogs, contact Maricopa County Animal Care and Control at 602-506-7387.
- Always pickup after your pet.

### ***Quiet Hours/Quiet Enjoyment***

Given the nature of the desert and the mountain range to our north, voices do carry. Please be courteous when outdoors in the evening hours. The CC&Rs note, "Quiet Enjoyment: Nothing shall be done or maintained on any part of a Lot which emits foul or obnoxious odors outside the Lot or creates noise or other conditions which tend to disturb the peace, quiet, safety, comfort, or serenity of the occupants and invitees of other Lots. No noxious, illegal, offensive activity shall be carried on upon any portion of the Properties, which in the Board's reasonable determination tends to cause embarrassment, discomfort, annoyance, or nuisance to persons using the Common Area or to the occupants and invitees of other Lots."

### ***Safety Reminders***

The Anthem Country Club community is **gated and has controlled access**. Call 911 if you see any suspicious activity. We recommend new Owners change the locks to their homes and mailboxes and the garage door codes. See the [Safety FAQ](#) and [Anthem Neighborhood Watch, OnlineAtAnthem.com/ANW](#), for additional information.

- Lock any vehicles that are parked on a driveway.
- Remove all valuable items in vehicles.
- Lock all doors at all times.
- Keep the garage door closed when not in use.
- Lock the garage door at night. (Press the key symbol on the garage door opening mechanism).
- Ensure all landscape lighting is operational.
- Turn on the exterior home lights at night.
- Get to know your neighbors and look out for each other.
- Use timers on interior lights when on vacation.

### ***Traffic Citations***

The Anthem Country Club community is patrolled to enforce speed limits and stop signs. Please be careful and comply with all posted signs.

- Come to a complete stop at all posted stop signs.
- The Anthem Country Club community speed limit is 25 mph unless otherwise posted.
- Traffic tickets will be issued to those speeding or to those who do not make a complete stop at posted stop signs.
- Traffic citations will be sent to the Owner of the home and fines assessed to the Owner.



***Trash and Recycling Bins Hours, Placement and Storage***

You may take out your trash or recycling bins after 6 p.m. the evening prior to pick-up. The bins must be returned to the home and stored out of sight by end of the pick-up day. If a sidewalk runs in front of your home, please do not block the sidewalk with a trash or recycling bin. Place the bin on the street directly in front of the curb. We want to keep our sidewalks clear for safe passage.

The bulk trash removal and holiday schedules are posted on the Resident Information [OnlineAtAnthem.com/ACCCA](http://OnlineAtAnthem.com/ACCCA).





## Section II. Contact Numbers

**Emergency: CALL 911**

**DO NOT CALL THE GATE PERSONNEL IN AN EMERGENCY - DIAL 911: Fire or medical emergency; crime in progress, including vandalism; suspicious activity and snake removal.**

Maricopa County Sheriff's Crime Stop: 602-876-1011

**Anthem Country Club Community Association (Your Country Club homeowners' association).**

[OnlineAtAnthem.com/ACCCA](http://OnlineAtAnthem.com/ACCCA)

General Administration	623-742-6030
Community Access Administrator	623-742-4533
Compliance	623-742-4552
Main Gate (Call Authorization)	623-465-4742
East Gate (Anthem Hills)	623-551-9382
Report vandalism to the ACCCA (progress).	623-742-6030 (Call 911 to report vandalism in progress).

**Anthem Community Council**

[OnlineAtAnthem.com](http://OnlineAtAnthem.com)

General Administration	623-742-6050
Billing and Association Dues	623-742-6050
Vandalism Reporting (progress)	623-870-3060 (Call 911 to report vandalism in progress)
Anthem Community Center	623-879-3011

**Anthem Golf & Country Club**

[ClubCorp.com/Clubs/Anthem-Golf-Country-Club](http://ClubCorp.com/Clubs/Anthem-Golf-Country-Club)

Membership (Social and Golf)	623-742-6226
Persimmon Dining	623-742-6200
Ironwood Country Club	623-551-2296

**Pulte/Del Webb Customer Care**

Pulte Customer Care	800-664-3094
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**Utility Companies**

Republic Services	602-237-2078
Arizona Public Service (APS – Electric)	602-371-7171
EPCOR Water	800-383-0834
Southwest Gas	602-861-1999
Cox Communications	623-594-1000
CenturyLink	866-642-0444

<b>Daisy Mountain Post Office</b>	623-551-7950
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**Mailbox Repair Vendors (Homeowners to use vendor of choice).**

Express Mailbox Lock	480-440-4424
J&K Postal Works	602-332-9380

<b>Deer Valley School District</b>	623-445-5000, <a href="http://DVUSD.org">DVUSD.org</a>
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<b>Anthem Neighborhood Watch</b>	<a href="http://OnlineAtAnthem.com/ANW">OnlineAtAnthem.com/ANW</a>
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<b>Vacation Watch (MCSO Posse)</b>	602-456-2767
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