

VILLA MARIN

RETIREMENT LIVING REDEFINED

Section I

Move in / out Procedures

1. The incoming resident should leave a note at the front desk and the sales office with the name of the moving company, move-in date / time 24 hours in advance.

Note: Only schedule a move in on weekdays between 8am-4:30pm.

2. Once the movers arrive they should go to the receptionist at the front desk who will contact maintenance to have the pads installed in the elevator and 'out of service' signs hung on the elevator doors. Maintenance can also open the garage door gate. No vehicles over the height 6'11" may enter the garage.

3. When the movers are finished please have them alert the front desk who will have maintenance close the garage door and remove the pads and signs from the elevator. For more questions call Manager of Maintenance, at **492-2622**.

Note: Service Elevator dimensions: Door= 7' tall; 4' wide.

Interior= 7'4" tall; 5'5" wide; and 9' deep from front to back.

4. If you would like a complimentary dinner tray delivered to your new home on move-in day, contact the sales office at 492-2408 who will place the request with the kitchen. There is normally a \$4.00 service charge for delivery unless one is ill. The kitchen requires notice by 1:00pm on the delivery day.

Note: Before placing personal items within your condo entryway perimeter, please check with the interior design committee for placement questions.

Chairperson of design committee: Dick Bottega 492-2545

Maintenance/Housekeeping

STORAGE

A. Please place all personal property inside storage cages in lower level parking garage. Items not inside your cage may be discarded as trash.

B. We recommend that stored items be placed in protective plastic bags due to dusty conditions in the lower level garage.

C. Fire codes prohibit enclosing your cages with plastic, plywood or cabinets. Fire code regulations also require that all stored materials be kept at

(18) eighteen inches minimum clearance from the bottom of any fire sprinkler head to the top of the material.

D. Most storage cages in the lower garage are above parking spaces. There are a limited number of floor level cages that are currently occupied but become available occasionally. Please contact me if you desire to be added to the existing waiting list.

E. Please lock your cage. A lock may be purchased \$8.00 from maintenance.

F. Maintenance 492-2372 can help place items into storage spaces **M – F.** **Just** place the labeled boxes directly near the storage space (please don't block cars). On **Weekends** you may keep labeled items in your condo for pickup, and create a work order in the mail room for Maintenance to place in your storage.

PARKING

A. Please notify **Housekeeping** when you change vehicles, for any reason, so we may correct our records and issue a new parking sticker. **Note:**

Replacement garage entrance card is extra charge of \$5.00

B. Please do not trade or loan parking spaces or storage cages without contacting **housekeeping** so we may keep current records.

C. Stop signs, caution signs and one-way traffic signs have been installed in the parking garage. Please comply with these signs for your safety. Drive with lights on in garage, and drive no more than 5 miles an hour, and follow the directional arrows.

D. Residents who desire a parking space change can request to be put on a wait list with Housekeeping 492-2549.

E. If Villa Marin staff notice your vehicle leaking fluid you will be given a memo to please have the leak repaired to prevent tracking the fluid onto Villa Marin carpets. Damage to common areas may be added to your bill.

F. Parking tickets will be issued for vehicles parking in restricted areas. There are three parking spaces (north, south, and central) for 15 minute parking. Contractors may park in space #248 at the south end, #110 in the central area and #123 at the north end. Contractors will not be allowed to access the parking garage unless the resident has turned into reception a contractors form & an access authorization form.

G. We try to keep at least 16 parking spaces vacant at all times for resident visitors. Residents may contact the receptionist to reserve a space for few hours or a few days. Spaces may be reserved for longer periods by contacting the Director of Housekeeping at 492-2549.

H. In the event a resident is no longer able to drive their vehicle, the assigned space will revert back to the Villa Marin Homeowners Association unless the vehicle is used regularly and exclusively for a resident in the health care facility. Resident private duty aides will not be allowed to park their personal vehicles in the parking garage. Private duty aides may use a resident owned vehicle, if authorized by the resident, for transporting the resident and performing errands for the resident.

I. When a resident condo is sold, the sellers then must relinquish the use of their parking and storage spaces on or before close of escrow date.

J. Parking spaces shall not be used to store unused vehicles.

K. Electric vehicles need contact Executive Director Dan Walker **Extension 492-2637** to discuss accommodations.

WORK REQUESTS

A. Work request forms are located in the mailroom by the resident copy machine. Fill out the form and leave it in the basket. These requests are collected several times per day and are processed in order of urgency. Each request is entered on a tracking log sheet and issued a number. The actual work will not be assigned until the request is numbered, logged and approved by the Director of Maintenance or Housekeeping. When you fill out a work request do not request a specific employee and please do not ask any employee to perform a task unless a work request has been issued.

B. Any emergencies that require immediate attention may be accomplished by contacting the receptionist on duty. The receptionist will contact the maintenance or security personnel via two-way radio. Please do not telephone the maintenance office or shop with emergencies. We may not retrieve your message from our voicemail until hours later.

IN CONCLUSION

A. Review your resident handbook for additional information.

B. Exemptions to these policies must have the direct approval of the CEO.

Section II

Utilities

1. **Electric:** Please notify Pacific Gas & Electric at **800-743-5000** before close of escrow and have PG&E begin service in your name on the day escrow closes. If you are a current PG&E customer, please have your account number handy when calling to give the PG&E representative.

2. **Water & garbage:** These are included in your monthly homeowner's dues. You do not need to do anything to arrange for these services.

3. **Cable:** Cable is already on in your condo you do not need to do anything for this service. The basic cable charge of **\$28.60** per month is added to your monthly Villa Marin homeowner's invoice.

NOTE: For additional outlets or channels not included in your standard service package please contact: Comcast at 800-945-2288.

4. **Telephone: 492-___** The phone is already turned on; you do not need to do anything for this service. Your basic phone charge of **\$13.49** per month plus any long distance call charges are added to your monthly HOA invoice.

5. **Setting up Voice Mail**

Voice mail works through the beige phone with the red blinking light. This voice mail is activated if your calls are not answered, and also if the line is busy, so it's helpful even if you have your own answering machine. It's important to record your own personal message otherwise an automated message plays.

To record your own message:

Press 1, listen to the instructions which will tell you to Press 5.

Follow directions: Press 1 to record your personal greeting.

Press 2 to listen to your message. Press 4 if you are satisfied with the greeting

Press 3 to cancel and re-record a new message

To retrieve messages from your "V.M. House" phone at home:

If the light on the phone is blinking, you have a message. Dial x2715

First press 1. When you hear the word "Welcome" press 1 again. After listening to your new message, press 2 to repeat the message, or 3 to delete it. It is important to delete messages you don't want to save or your mailbox will fill up and stop recording new messages.

To retrieve messages when away from Villa Marin - Dial 415-492-2685, when prompted by a message enter the last four digits of your phone number and follow instructions. For help call maintenance at 492-2622

Section III

Note: Residents planning to employ outside contractors, carpenters, painters, etc. must first notify Director of Maintenance 415-492-2622-and to see if any project that you are contemplating requires Villa Marin Building Committee approval.

This is not a referral list.

It is a list of vendors that some of our residents have utilized over the years from the local community to work for them. We recommend that before you choose a vendor, that you ask the prospective vendor for proof of current business license, contractor's license, proof of bonding, proof of liability insurance and proof of workers compensation insurance. Also ask them if a building permit will be required for your project and if they will be the person securing that permit. Get your contracts and bids in writing for your protection.

It is important that you only seek vendors that comply with local & state laws.

All contractors in California that are required to have contractors licenses can be checked at www.cslb.ca.gov or you could call the Contractors State Licensing Board in Sacramento at 800-321-2752.

Things to understand about condominiums at Villa Marin

- 1. Before painting, be sure your painter is very careful to keep paint off of the fire sprinklers as the owner will be responsible to change them if they have paint on them.**
- 2. The closets for the washer / dryer are wired to operate a washer / dryer at 220v. The 110v outlet in many of the closets does not have a wire to them and therefore cannot operate a washer needing 110v. So be sure to only buy a washer / dryer that operate on 220v.**
- 3. If you plan to change flooring to anything other than carpet you must use soundproofing under the new flooring ICC rated at 56 or higher.**

Movers / Packers / Boxes

Aloha Moving & Storage

Phone 415-453-0808 Fax 415-453-3848

Address: 26 Medway #12 San Rafael, CA 94901

Email: Aloha-moving@sbcglobal.net * CALT - 188985

Johnson & Daly Moving & Storage

Address: 110 Belvedere Street, San Rafael, CA 94901

Phone 415-491-4444 Fax 415-457-4983

Email: Mario@d movers.com

* CALT - 159465

Mayflower Moving & Storage

Address: 2111 Francisco Blvd. East, San Rafael, CA 94901

Phone 415-459-6683 Fax 415-459-2724

Toll Free 800-201-6683

Email: cal@farnsworthmayflower.com

* CALT – 139099 US DOT 125563

North American Moving & Storage

Address: 4238 Redwood Highway, San Rafael, CA 94903

Phone 415-479-5515

Encore Box Express- Used once moving boxes & they pick up the boxes when you're done. **Environmentally friendly!**

Address: 530 Alameda Del Prado #101 Novato, CA 94949

Phone 415-328-3832

* State Public Utilities Commission License Number

Home Inspectors

Greg Flaherty Building Inspection

Check for \$325 for A&B; \$375 for C&D; \$400 E & F & P models

Cellular 415-606-6206

inspexx@att.net

National Building Inspection

Phone 800-466-2466

Packers / Organizers / Space Planners

Silver Rain (Transition Services)

Jane Lott – Founder

415-601-2613

Simply Organized

Cheryl Spater – Organizing specialist
415-488-9382; www.simplyorganized4you.com;
simplyorganized4you@comcast.net

Changing Places-Moving Coordinator

Margaret Walsh
Phone: 415-461-6257

Joyce Carbone-Time savers

Phone 415-388-6338 Cell phone 510-708-4829
Professional organizer and space planner

Gentle Transitions

Relocation Services
800-619-3049

Lynn Richards-Moving On

Phone 510-527-7732
Professional organizer and space planner

Laurie Campion-Hands on Organizing

Phone 415-389-8434
Professional organizer and space planner

Barbara Mello Streckfus-A Place for Everything

Phone 415-971-5180
Professional organizer and space planner
Address: P.O. Box 2429, San Rafael, CA 94912

Susanne Karch

Phone 415-457-4703
Professional organizer and space planner
Address: 295 Los Angeles Boulevard, San Anselmo, CA 94960

Smooth Moves with Kelley

Phone: 415-272-9256
Smoothmoveswithkelley@gmail.com

Decorators

Jenny Lawler

Phone 415-272-1675
Staging and Designing

Robin Harris (Bay Home & Window, Closet/Window/Home Design)

Phone 925-846-3400 Ext. 165
Cell 707-330-3819 Email: rharris@bayhomeandwindow.com

Window Coverings

Advance Textiles (Nancy Smock)

(Window coverings, bedding,

Phone 650-365-2602

Email: advancetextiles@comcast.net

John Daly-Luminettes Creative Windows

Phone 415-456-4505 (Cellular)

Window Accents (Fran or Amy) Phone 415-459-7838

Shades of Marin

Phone 415-453-1518

Flooring

Melanie Wright – Just Remnants

Phone 415-455-8882

Jeff Mertel – Mertel carpet

Phone 415-479-2180

The Floor Store

Phone 415-4572011

Paul Samuels-Samuels Floors

Phone: 415-807-9324

General Contractors & Sub Contractors

Andrew Land

Phone 415-272-7396

Email andrewland@comcast.net

CA Lic # 790903

Lex Electric

Phone: 415-485-1580 Email: Info@lex-electronic.net

Lic#885062

Ed Wise (Electrician)

Phone 415-892-5902

Rick Cerutti (Balcony enclosures floors 1-3 only)

R.M. Cerutti, Builder

Phone 415-457-5579

Address: PO Box 611, Kentfield, CA 94914-0611

CA License # 704007

James Flanagan Builders

Cell 415-720-5472

Phone 415-883-5573

California Closets

415-921-2040

GEDS Engineers (Original engineer for Villa Marin)

Phone 415-781-1285

Air Doctor (Furnace & Air Duct Cleaning)

Phone 415-800-584-5941

Thomas Gray (Tub to shower conversion)

Phone 415-419-4406

Empire (Shower doors)

Phone 707-773-2898

David Walkup-California Granite

Phone 707-782-9483

Address: 409 First Street, Petaluma, CA 94952

CA License # 836668

Michael-Plastic Craft Countertops

Phone: 415-457-2909

Painters / Color Consultant / Drywall Repair

Note: The spray method application of oil-based paint or stain will not be permitted inside any condominium at Villa Marin except by prior written approval of the Villa Marin building & Engineering Committee.

Note: When painting the ceiling and trim it is recommended that you use whisper white for ceiling (flat) and trim (New Enamel) as Villa Marin keeps this on hand for touch up. The paint should be Benjamin Moore (Advance) from the Fuller O'Brien formula.

Kittridge Opal – Color Consultant

Phone 415-925-9596

Genu Wine Painting

Russ- 707-321-3845 ; Suzee- 707-695-5760

Nicholas Kunst Phone 415-456-4044

Kunst Bros. Painting, Inc.

Address: 75 Belvedere St., San Rafael, CA 94901-4817 CA License # 256121

Tony Micallef (Crown Color Services)

Phone 415-456-4510

Cell 415-640-3727

CA License #527185

G.C. Waugh Painting & Decorating

Jeff Waugh

Phone 707-769-8492

Address: 501 South Ely Boulevard, Petaluma, CA 94954

CA License # 703093

Peter Inglis

Phone 415-472-3848

Stroke & Kote Painting Marin

Address: 320 10th Street, Petaluma, CA 94952

CA License # 406907

Drywall Repair

Don Mills 707-623-2590

Estate Sales

Noah Harms "Something to sell about" (Antiques)

510-917-0248

Lisa Pennington Estate Sales

415-310-3080

Fine Estate Sales, Martin Fine

415-456-3463 or 415-235-7238

Marin Estate Liquidators, Walter Greer

415-456-5784

Gavin Smith & Staff

Phone 415-453-1234

Estate Sales Consultant (High end furniture)

Martin Codina

Phone: 415-669-1823

Refine Liquidation

Roger Faulkner-J & L Estate Liquidators

Phone 415-924-8605 License #21-833987

Address: 200 William Ave., Larkspur, CA 94939

Wanda Hosford- Furniture Appraiser

Phone: 415-479-0801

Donate Items

Villa Marin

If you have artwork to donate our Art committee would be delighted to review your pictures as candidates for loans or donations. Let the sales office know and they will inform you of the current contact.

Friends of the San Rafael Public Library

Phone 415-485-3104

1100 E. Street San Rafael, CA 94901

Friends of the San Francisco Public Library

Andrea Blum (Volunteer Manager)

415-626-7512 x112

391 Grove Street, San Francisco, CA 94102

FRIENDS of the San Francisco Public Library accept book donations of all types from our community. Books can also be taken to our Donation Center located currently at Fort Mason Center, Building D, Room 265, or left with our Book Store staff at Book Bay Fort Mason. The Donation Center (415-771-3777) is open on Tuesdays, Thursdays, Fridays and Saturdays from 10:00 A.M to 2:00 P.M, and the Bookstore (415-771-1076) are open seven days a week from 10:00 Am to 6:00 PM. The only books we will not accept include: Encyclopedia sets, Reader's Digest Condensed Books, Magazines, Legal texts, and mildewed, marked or damaged books. andrea.blum@friendssfpl.org.

New Beginnings –Donations

Phone: 415-382-3532

Homeward Bound

They need mens' / womens' clothing, sheets & blankets for twin beds, toiletries.

Computers & Electronics

Renew Computers 415-457-8801 Located at 446 DuBois St. San Rafael

Recycling Appliances

Jaco 800-741-0172

Title Insurance Company/Escrow Management

Theresa Cox (Senior Escrow Officer)

Old Republic Title Company

Phone: 415-454-8300 Email: tjcox@ortc.com

Accountant

Marty Griffin

Phone: 800-500-4063

Address: P.O. Box 431, Tiburon, CA 94920

Trust Attorney

Bill Lynch

Phone: 415-491-9500

Notary Public

D. J. Fraites

Phone: 415-717-0186

Real Estate Appraisers

Scott Harritt

Phone: 415-491-4555

Carolyn Schuck - County real estate tax info

Phone: 415-499-3794

Section IV

Community Information

Better Business Bureau 415-499-0233

Chamber of Commerce 415-454-4163

818 Fifth Avenue, San Rafael

Department of Motor Vehicles 415-924-5560

75 Tamal Vista, Corte Madera

Fire Department & Paramedics

1039 C Street Emergency 911

Information: 415-924-1100