

# **Desert Cove Estates**

## **Resident's Handbook**



***Prepared by: Desert Cove Homeowners Association***

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## Table of Contents

<b>1</b>	<b>Role of Desert Cove Estates Ltd.</b> .....	<b>3</b>
<b>2</b>	<b>Role of Desert Cove Homeowner's Association</b> .....	<b>3</b>
<b>3</b>	<b>Regulations</b> .....	<b>4</b>
3.1	Fire Extinguishers.....	4
3.2	Speed Limits.....	4
3.3	Pets .....	4
3.4	Vacationing Homeowners .....	4
3.5	Solicitation.....	5
<b>4</b>	<b>Services</b> .....	<b>5</b>
4.1	Recreation Centre .....	5
4.2	Wi-Fi.....	5
4.3	Swimming Pool / Hot Tub .....	5
4.4	Fitness Centre .....	5
4.5	Garbage Pick-up.....	6
4.6	Yard Waste .....	6
4.7	Recycling.....	6
4.8	Snow Removal.....	6
4.9	Maintenance and Weed Remediation .....	6
4.10	Recreational Vehicle Sani-Dump.....	7
4.11	Mail Delivery .....	7
4.12	Newspaper Delivery .....	7
4.13	Library.....	7
4.14	Pool Tables.....	7
4.15	Name Tags.....	7
<b>5</b>	<b>General Information about Desert Cove</b> .....	<b>8</b>
5.1	Main entrance gates.....	8
5.2	Water Supply .....	8
5.3	Water Softeners.....	8
5.4	Septic Systems.....	8
5.5	Radon Gas .....	9
5.6	Wildlife in Your Backyard .....	9
5.7	Emergencies.....	9
<b>6</b>	<b>Who to Call</b> .....	<b>10</b>

**Welcome home!** To the friendly and active adult community of Desert Cove Estates. We are a neighbourhood of kind hearted people who are proud to live in what may be the most beautiful and sought after adult community in British Columbia's Okanagan Valley.

This Desert Cove Estates Residents Handbook has been compiled by the Desert Cove Homeowner's Association (DCHA) and is intended to serve as a source of information for all new Residents.

Its purpose is to help you navigate through the information on your new home, administration and the community. It is our hope that the information contained within will help you feel more informed, welcomed, and eager to get involved in the many activities going around the Cove.



## 1 Role of Desert Cove Estates Ltd.

Desert Cove Estates Ltd. (hereafter called 'Management') is a privately owned company that is the developer and landlord of Desert Cove Estates. Management owns the Recreation Centre building, the water supply system and all related structures and equipment. Management is the developer of all Residential buildings within Desert Cove. Management is responsible for maintenance and upkeep of their buildings and facilities, as well as, maintenance and upkeep of all roadways and common areas. Management also provides the water supply and garbage pick-up services for all Residential properties. Management establishes the Desert Cove regulations for home owners (leaseholders) and they may alter or change these regulations as they deem appropriate.

Home owners pay a monthly lease fee to Management for the right to peaceably possess and enjoy the land upon which their residence is situated and for the services provided by Management. These lease fees are **not** strata fees and Residents do not have any decision making or active role in the management of Desert Cove Estates Ltd.

Home owners also pay a fire protection fee to the Okanagan Indian Band (OKIB) as fire services are not included in property taxes. The OKIB provides these services to Desert Cove. The fee is based on a standard mill rate multiplied by the property assessment amount.

## 2 Role of Desert Cove Homeowner's Association

Desert Cove Homeowner's Association (hereafter called 'DCHA') is independent from Management. The DCHA is a not-for-profit society registered under the BC Society's Act.

The **goals of the DCHA** are to:

- 1) *coordinate and organize social and safety activities for the association members,*
- 2) *provide information sessions for Residents on topics considered important to the quality of life for Residents,*
- 3) *represent members in matters relating to Management and external organizations,*

- 4) *assist Residents in understanding and interpreting regulations pertaining to Desert Cove and,*
- 5) *provide timely communications to the association members regarding actions of the Executive Committee.*

The DCHA has a fiscal year of September 1<sup>st</sup> to August 31<sup>st</sup>. Membership costs consist of an initial one-time fee of \$25.00 (twenty-five dollars) per household, plus an annual fee of \$10.00 (ten dollars) per each Resident, payable by August 31<sup>st</sup> each year. When a Resident purchases a membership, the annual fee is not due until the following fiscal year (September 1<sup>st</sup>). (See *DCHA Benefits of Membership Handout*)

The DCHA Executive is comprised of volunteers who serve in various capacities and are elected or appointed for varying terms. Executive members are elected at the Annual General Meeting in September. The DCHA is required to schedule and hold two General Meetings through the fiscal year. The DCHA Executive meets at the call of the President and usually occurs once per month through the year. (See *DCHA Board of Directors Contact List*)

### **3 Regulations**

It is the responsibility of each Resident to be aware of the regulations established by Management. It is also incumbent on Residents to ensure that their visitors and guests abide by those regulations. All Residents will have received a copy of the regulations with the lease agreement. Regulations are also posted on the DCHA website and are available from Management.

#### **3.1 Fire Extinguishers**

Homes are required to have a current, working fire extinguisher.

The **DCHA** arranges a yearly fire extinguisher demonstration by the OKIB for Residents and service is available to refill or purchase an extinguisher at that time.

#### **3.2 Speed Limits**

The speed limit throughout Desert Cove Estates is **30 kilometers per hour**. There are no sidewalks along streets in Desert Cove and Residents must walk on the streets. Keep speed to the posted limit and ensure that visitors also abide by the speed limits. Walk on the side of the street facing the traffic and wear light colored or reflective clothing if dark.

#### **3.3 Pets**

All dogs must be approved by Management. This applies to new as well as existing Residents of Desert Cove. All pets (dogs and cats) must be on a leash whenever they are outside of the yard. While walking pets, Residents are required to pick-up and remove pet droppings and every effort should be made to keep pets off neighbour's yards.

#### **3.4 Vacationing Homeowners**

Homeowners are reminded that if absent for any length of time, assign a responsible person check on your home. If away for more than a week, notify Management of the length of time you will be away and who will be looking after your place in your absence, along with contact information in the case of any emergency. Management also requires this information for Snowbirds who leave during the winter months.

## 3.5 Solicitation

Solicitation by any means is **not** allowed within Desert Cove Estates. Do not purchase from solicitors, and Residents are advised to contact Management if they encounter anyone soliciting within the community.

## 4 Services

### 4.1 Recreation Centre

Desert Cove Management maintains the Recreation Center for the use and enjoyment of all Desert Cove Residents. Residents are provided a key for the Centre. If a key was not received upon move-in, contact the Management Office. The Recreation Centre has an indoor pool, hot tub, craft room, library, fitness centre, pool tables and a kitchen. All doors to the Centre are usually locked after 3:00 pm weekdays, all-day Friday, weekends and holidays, so a key is required to enter the Recreation Centre after the office is closed. The key will open the front door and the pool table room door. A Resident must accompany all guests if they use any Desert Cove facilities. The key must not be given or loaned to a Non-Resident.

#### 4.1.1 Booking the Recreation Centre

The DCHA manages all bookings in the Recreation Centre. There are numerous activities and events scheduled throughout the year, and Residents contact the DCHA if they wish to schedule additional events. There is a copy of the weekly activities and yearly events posted on the bulletin board as well as on the Desert Cove Homeowner's Association website. *(See Weekly and Yearly Activities Schedule)*

### 4.2 Wi-Fi



is available in the Recreation Centre for Residents of Desert Cove. If you do not have internet access at home, you may access the internet with your computer at the Recreation Centre. This access is unsecured. Networks is "**Desert Cove Rec Center Guest**". No password is required.

### 4.3 Swimming Pool / Hot Tub

The swimming pool and hot tub are owned and maintained by Management. Entry to the pool area requires a FOB, provided to all Residents by Management. Rules and regulations for use of these facilities are posted in the pool area. The pool is salt water and kept at a pleasant temperature. Hours are **7:00 am to 10:00 pm**. Guests are welcome to use the pool but, all guests including all adults and children, must be accompanied by a Resident. Children over three (3) years of age may use the pool between the hours of 11:00 am and 1:00 pm and from 4:00 pm to 6:00 pm. Children younger than three (3) years of age are not permitted to use the pool or hot tub.

Please note, the pool is reserved for Ladies Aqua Fit on Monday, Wednesday and Friday mornings from 9:00 am to 10:00 am and for Men's Aqua fit on Tuesday, Thursday and Saturday mornings from 9:30 am to 10:30 am.

### 4.4 Fitness Centre

The fitness centre equipment is owned and provided for our use by Management. Rules and procedures for use of the equipment are posted within the fitness centre area. Please use this equipment with respect and leave it in a suitable condition for the next user.



## 4.5 Garbage Pick-up

Garbage collection is provided and funded by Management. Garbage is picked up every **Monday** morning, including holidays (except Christmas day). Place garbage containers at the street no later than **7:00 am**. Leaving garbage out overnight is not recommended unless it is in a securely closed container. No garden refuse can be put into your household garbage. Garden and yard waste will not be picked up with garbage.

## 4.6 Yard Waste

Garden or yard refuse that is placed in household garbage will not be picked up. Compostable materials (grass, flowers, etc.) may be placed in the compost pile above the lower RV parking lot. Non-compostable materials, such as woody stems, tree trimmings and plastic bags should not be placed in the compost pile. Residents are responsible for disposal of non-compostable materials. Generally, local garbage facilities will accept yard waste at no charge during specific periods in the spring and fall and Management does provide a pick-up of non-compostable yard waste at specific times in the spring and fall. Please contact the Management office to learn more about the pick-up service they provide.

## 4.7 Recycling

RecycleBC provides curb side recycling to Desert Cove Estates. Emterra Environment has been contracted for the pick-up service. Pick-up schedule is **every two weeks** and is free of charge for Residents. All homes have been provided with recycling containers and information pamphlets outlining what can be and cannot be placed in the recycling containers. If containers have not been provided, or any questions regarding recycling, contact **Emterra Environment directly at: 250-545-4245 or email [askmebc2@emterra.ca](mailto:askmebc2@emterra.ca)** Visit the DCHA Website for additional information.

### 4.7.1 DCHA Refundable Container Recycling:

The DCHA has established a recycling program for refundable containers and all proceeds are donated to the **Vernon Jubilee Hospital Foundation**.

Rinse out cans and bottles, bag them, and leave them in the receptacles that are located at rear side door (kitchen) of Recreation Centre.

Dedicated volunteers sort and return the refundable containers on a regular basis. (See *Refundable Recycling Poster*)

## 4.8 Snow Removal

Management plows the roadways in Desert Cove as soon as any accumulation of snow occurs. By necessity, the snow plow pushes the snow to each side of the street. Removal of snow from sidewalks and driveways is the responsibility of homeowners, including any snow that is pushed across driveways by the snow plow. Management requests that homeowners do not push snow from driveways or sidewalks onto the street after the snow plow has passed. If a homeowner is away for an extended period of time during the winter it is the homeowner's responsibility to arrange for someone to keep their driveways clear.

## 4.9 Maintenance and Weed Remediation

Maintenance of common areas in Desert Cove is the responsibility of Management. From time to time, Maintenance will spray weeded areas. Green flags will be placed to indicate where spraying has taken place. It is recommended those areas be avoided, especially when walking pets. Yard maintenance is the responsibility of the home owner and if away for an extended period of time it is the homeowner's responsibility to arrange for someone to maintain the yard.

## 4.10 Recreational Vehicle Sani-Dump

Management provides a Sani-dump station for recreational vehicles that may be used by Residents, free of charge, whenever required. The Sani-dump station is located behind the northwest corner of the Recreation Centre.

## 4.11 Mail Delivery

Canada Post delivers mail **Monday to Friday** (Statutory holidays excluded) to the mail boxes at the front of the Recreation Centre, usually before **11:00 am**. Regular mail is delivered to the mail box, parcels are delivered to the large, numbered boxes by the Centre entrance. If a parcel has been delivered, a numbered key will be left that will open the box that contains the parcel. Remove the parcel, close and lock the door and drop the numbered key into the outgoing mail box

**Important:** Mailing address is mail box number followed by Desert Cove Estates, Vernon, BC V1H 1Z1

**Example: 123 Desert Cove Estates, Vernon, BC V1H 1Z1**

Do not use "PO Box" in address as these boxes are owned by Management and are **NOT** Canada Post Office boxes. It is important to make sure BOTH mailing address and physical address is listed on Driver's License, in order to receive mailed communications from Driver's licensing (they insist on showing the physical address on your license).

## 4.12 Newspaper Delivery

The free Vernon Morning Star newspaper is delivered to Desert Cove during the morning of **Wednesday and Friday** each week. Newspapers may be picked up from the blue paper boxes on 7th Avenue, east of the Recreation Centre.

## 4.13 Library

The library at the Recreation Centre is maintained by volunteer DCHA members and operates on the honour system. All items in the library (books, videos, jigsaw puzzles) can be borrowed at any time but, please return them when you are done. Please return all items to the cart or the counter (do not restock the shelves). The librarian also requests that Snowbirds who leave for the winter not take items from the library with them. Donations to the library are always welcome. For more information on the library, please contact the Librarian.

## 4.14 Pool Tables

The pool tables are owned and maintained by DCHA and may be used by DCHA members. Guests may only use the pool tables when accompanied by a Resident. Players are asked to play with caution so that damage does not occur to the cloth or other equipment. After using the table, please put the balls in the pockets, replace the cover on the table and shut off the light to the room.

## 4.15 Name Tags

The DCHA provides all new Residents with nametags which are located in the foyer of the Recreation Centre. Residents can choose to purchase metal, magnetic nametags through the DCHA by sending a request to [desertcovehoa@gmail.com](mailto:desertcovehoa@gmail.com).

## 5 General Information about Desert Cove

### 5.1 Main entrance gates

The main entrance gates are open during the hours of **5:30am to 6:30 pm**. A code is required to enter after these hours. Management provides Residents the entrance code as well as a code for guests. Codes are to be kept confidential and Management may change them periodically. If the key pad is damaged and/or a code isn't working, the Recreation Center Key will open the emergency entrance to the right of the gate.

### 5.2 Water Supply

Water within Desert Cove Estates comes from wells that are owned by Management. Water quality, water supply and the water filtration system are diligently monitored by Management. The water supply is adequate but Management does implement water conservation regulations during the summer months to reduce the strain and load on the water delivery system. Sprinklers and above ground watering systems should be set to water for no more than two hours between 7:00 pm and 7:00 am with no watering during the day. Conservation regulations do not apply to drip irrigation systems. Even numbered homes should restrict watering to those hours during Mondays, Wednesdays and Fridays. Odd numbered homes should water during those hours on Tuesdays, Thursdays and Saturdays. Residents should refrain from watering on Sundays.

### 5.3 Water Softeners

Because the well water we have is 'hard' water you likely have a water softener in your home. It will be set to run through a cleansing and regeneration cycle. This is usually set to occur during night time hours. Water softener salt must be added to the softener periodically. The bottom of the tank should have about six (6) inches of water and the salt level should be maintained above the water level. Any hard crust that forms on the salt should be broken up so that it falls back into the water brine. It is important to check and clean any filters on a regular basis.

### 5.4 Septic Systems

Each home in Desert Cove uses a septic system for sewage waste disposal. Home owners are responsible for the care and maintenance of their system. Septic tanks need to be pumped out periodically. In some of the older homes, a septic tank and field are shared by two homes, while each of the newer homes has its own septic tank and field. Management is responsible for pumping out septic tanks on shared septic systems. Homeowners that have their own septic tank and field are responsible for checking and pumping their tanks out as needed. Some septic tanks also have a filter that should be taken out and cleaned once or twice a year. Management provides an information sheet on care of the septic system.

The active life of a septic tank between pump outs can be lengthened by using some common precautions:

- Minimize the flushing of grease down the drain
- Never use an automatic toilet bowl cleaner in the tank or bowl
- Do not put excessive amounts of bleach down the drains or toilets.
- Do not flush facial tissue, paper towels, or any other paper products other than toilet paper.
- Periodic flushing of septic tank activator (Septal or Septo-Bac) or yeast into the septic tank can help maintain active and healthy microbes that aid in decomposition of solid matter.



## 5.5 Radon Gas

Radon is a naturally occurring gas that is released when uranium breaks down in soils and rocks. Radon released from the ground into outdoor air gets diluted and is therefore not harmful. However, radon can be a problem in indoor settings, where it can build up to high levels and pose a risk to your health. Although not always required, many homes do not have a Radon system, including some in Desert Cove. Health Canada recommends that all homes be tested for radon levels if a Radon system is not installed.

## 5.6 Wildlife in Your Backyard

Desert Cove Estates is in a rural setting with an abundance of wildlife for Residents to enjoy. In order to preserve our wildlife and keep Residents safe, homeowners are encouraged to maintain sanitary conditions in their yards by using proper garbage receptacles and picking up any waste vegetables, fruits or seeds. Wildlife will quickly take advantage of easy food sources, will stay in the vicinity and can become a nuisance and even dangerous to humans and pets.

## 5.7 Emergencies

Residents are to call **911** for any emergency, including police, ambulance or fire needs. Fire protection for Desert Cove is provided by the OKIB Fire Department on Westside Road. Ambulance and police services are provided from Vernon.

### 5.7.1 DCHA Emergency First Aid Responders

The DCHA maintains and supports a group of dedicated volunteers in Desert Cove who have current training and can be called on day or night to respond to an emergency within minutes, and can provide basic first aid to an individual until the professionals arrive.

It is recommended that the Emergency Contact List be kept in a visible place, and in the case of emergency, the first contact should be with the First Aid Responders.

The DCHA also maintains an Automated External Defibrillator (AED) at the Recreation Centre that may be accessed when it is needed.

The Emergency Contact list is available at the Recreation Centre and on the Desert Cove Homeowner's Association website. (*See Emergency Contact List*)

### 5.7.2 DCHA Evacuation Plan

The DCHA developed an evacuation plan for Desert Cove, based on our learnings from previous evacuations.

This plan provides information that will help you prepare your household, protect your property and understand what to do if a wildfire is close to our community.

The full evacuation plan can be found on the DCHA website under the Residents Information Tab. (*See Evacuation Plan*)

## 6 Who to Call

### Desert Cove Estates Management, Administration and Maintenance:

**Tracy Colley**

**Telephone:** 250-542-1096

**Email:** [admin.desertcove@shaw.ca](mailto:admin.desertcove@shaw.ca)

**Website:** [www.desertcove.ca](http://www.desertcove.ca)

#### **Responsible For:**

- Desert Cove Regulations
- Desert Cove Structures and Recreation Centre
- Employees
- Fitness Centre
- Front Gates - Entry & Exit
- Hot Tub
- Landscaping of Common Areas
- Lease, Fees, Rentals and Sales
- Mailboxes
- Pool
- RV Parking
- Septic Tanks (shared only)
- Street Lights
- Streets within Desert Cove
- Water Quality

### Desert Cove Homeowners Association (DCHA):

**Email:** [desertcovehoa@gmail.com](mailto:desertcovehoa@gmail.com)

**Website:** [www.desertcovehomeowners.org](http://www.desertcovehomeowners.org)

The Board of Director's for the Desert Cove Homeowners Association will send out important notices via email when necessary. Please put [desertcovehoa@gmail.com](mailto:desertcovehoa@gmail.com) in your safe contact list as your email provider may identify the email as "Spam" and may block the email from arriving in your inbox.

The DCHA maintains a website that all Residents can access. This website contains information pertinent to Desert Cove and the DCHA. [www.desertcovehomeowners.org](http://www.desertcovehomeowners.org)

#### **Responsible for Desert Cove Residents Activities and Events:**

- Activities and Events in the Cove
- First Aid, AED and Emergency Contacts
- Library, Billiards Room, Bocce Court, Kitchen Equipment and Supplies
- Purchases and Assets Related to Activities and Events
- Recreation Centre Hall Booking and Rental
- Refundable Recycling Program (VJH Donation)
- Resident Name Tags
- Sound System
- Website and Phone Lists
- Welcome Visits and Resident Handbook

### DC Email News:

**Email:** [dccemailnews@gmail.com](mailto:dccemailnews@gmail.com)

Email News is a private email newsletter, independent from DC Admin and the DCHA, that is intended for the benefit of Desert Cove Residents and Staff only.

DC Community Email News is not to be forwarded to non-residents or be duplicated on social media without the permission of the Editor. All information posted shall be at the discretion of the Editor, who will not post inflammatory or disrespectful statements

If you wish to submit information for the newsletter, include your full name, street address, telephone number and email address in your submission.

Please put [dcemailnews@gmail.com](mailto:dcemailnews@gmail.com) in your safe contact list as your email provider may identify the email as "Spam" and may block the email from arriving in your inbox.

***The objectives of the Desert Cove Community Email News are to communicate:***

- Cancellations / closures of activities, events at the Recreation Centre, etc.
- DC Administration announcements
- Information about people and situations
- Items wanted or for sale
- Requests for assistance
- Upcoming events and reminders
- Provide a forum for building and strengthening positive and supportive personal relationships within the Cove

**Desert Cove Connects (Facebook page)**

DC Connect (Facebook) was developed and is managed by a resident who is independent from the DCHA or DC Administration. This is a private page, open only to the residents of Desert Cove.

The purpose of this group is to provide an open forum for residents to share information and discuss topics of interest and to post items for sale.