

# MOONRIDGE MARINA

## FREQUENTLY ASKED QUESTIONS

### COMMUNITY RELATED

#### How do I contact the Moonridge Marina Manager

The Moonridge Manager is Heather Porterfield. The Moonridge General number which she monitors is 928-667-2446 - call anytime. She can be reached by Email at [Moonridgemarina@gmail.com](mailto:Moonridgemarina@gmail.com)

#### Who do I contact about general issues or concerns in the community

For general inquires or concerns you can always send an email to [Moonridgemarina@gmail.com](mailto:Moonridgemarina@gmail.com) or contact your Moonridge Manager Heather Porterfield.

If your question is specific to board member's responsibilities, you can always contact the board member directly. See the list of board members available on the Moonridge website under "about us". Lastly, bring up your concern at a board meeting by letting the Moonridge Manager know in advance so it can be put on the agenda.

#### How and when do I pay my HOA dues?

HOA fees are due on July 1<sup>st</sup> of each year and considered late on August 1<sup>st</sup> of the same year. Bills for your HOA dues are mailed to your address of record in June of the same year.

### **Who handles our Community's Insurance?**

American Family, our agent is located in Lake Havasu.

Hanover Insurance covers our Workers Comp insurance.

### **When are HOA meetings?**

We have 5 a year. Check the News section of the Moonridge website for times and locations.

### **How can I get the latest copies of CCR's, Rules and Policies?**

They are located on our website under the Documents section. The Documents section is accessible to the general public should anyone need to review the documents.

### **How much money is collected in dues each year?**

The HOA collects \$65,700 in dues annually. See the "Members Only" section of this website for all financial related information and how your money is allocated.

### **Why are Moonridge yearly financial reports from July to June?**

That is Moonridge's fiscal calendar. It starts on July 1 and ends the following year on June 30<sup>th</sup>. This is a common practice and coincides with the HOA dues.

### **How much does it cost each year to run and maintain Moonridge?**

Normal yearly expenses are approximately \$55,000. This does not include major capital expenditures, which we save for over time. See the "Members Only" section for more information.

### **Where can I get copies of community documents, directories and lot maps**

Community related documents, lot maps, financials and the member directory are located in the Members Only if they are considered private to the community and in the Documents section of Moonridge website if they are general documents. If you don't see what you are looking for send an email to the community email address or contact the Moonridge Manger: [Moonridgemarina@gmail.com](mailto:Moonridgemarina@gmail.com)

### **Can I rent my house?**

Under certain conditions - possibly. Before you consider renting, be sure that you fully understand the Moonridge Renter and Landlord policy. Heavy fines are levied on violators of this policy. The policy is located on the Moonridge website under the Documents section. Short term rentals less than 30 days and multifamily occupancy rentals are strictly forbidden in Moonridge Marina. If you have any questions contact the Moonridge Manger for clarification.

### **Can I hit Golf Balls in the river?**

Hey its garbage, don't put it in the Colorado River! The Moonridge CCR's also forbid polluting the river.

Save your swing and the river, grab a cheap bucket of balls down at Emerald Canyon golf course driving range just a few miles south of Moonridge.

### **Why is emergency 911 at the river a 10 digit number?**

Cell phone calls will route your call out of the area if you dial 911.

By using the 10 digit number it will route your call locally and the dispatcher will know your location. Many members put the number as a contact in their phones as 'River 911'. The number to call for 911 is 1-888-818-4911 It is also listed in News section under "Local Info" section.

### **When is the sewer coming and how much will it cost?**

This has been a moving target over the years; however progress seems to be underway. The timeline is located in the "Members Only" section. The latest cost information (3/2015) is that grants have been applied for that could substantially reduce individual hookup fees and reduce or eliminate community expenses for road work and main line installations. Buckskin sanitary district's has a website for information.

### **Is there a place for recyclables?**

Recycle trash cans are in the community cabanas. Please save your recyclables as we make good money turning in our empties!

### **Why is the boat ramp slimy?**

The slime is natural Colorado River algae growth that grows rapidly in the warm months. Moonridge power washes the ramp 4 times a year around Easter, Memorial day, 4th of July and Labor day. In addition, there is a stainless steel pool brush by the ramp for brushing the ramp in between power washes. Several volunteers keep it brushed. Don't be bashful about lending a hand.

Lastly there are signs warning people about the ramp. Please use caution on the ramp at all times.

### **Can my friends use the community docks, launch ramp and cabanas?**

Providing they are staying/visiting with you in Moonridge as your guest. It is not permitted to allow friends to simply use the community area on their own if they are not with you in Moonridge. See the rules and regulation in the Documents section of the website.

### **Where do I put trash if the trash bins are full?**

Check the other bin location. There are bins in MR1 and MR2. Historically we bring in a separate 16 yard roll-off dumpster on Memorial Day and Thanksgiving so that members can clear out unwanted trash. Check the home page for information on the big dumpster as those dates approach.

### **GATE RELATED:**

#### **How do companies get access if I have workers coming to my house?**

We will issue them a special keypad code to enter if they have a job of multiple day duration. Key pads are located on MR1 South gate and MR2 Gate. Once they are done working at your home the code is erased. Contact the Moonridge Manager for more information. Vendors needing access once in your absence can be provided a code that we frequently change. Contact the Moonridge Manager if you do not know the current temp code.

#### **How do 1st responders open the gates?**

Sheriff, Fire and Ambulance all have clickers for access.

#### **How do regular vendors get gate access?**

Certain regular vendors to Moonridge like UPS, USPS and others have clickers. These vendors are documented as having gate access 'clickers. A list of vendors with gate clickers is kept with the Moonridge Manager

#### **Why do some members have their own gate codes?**

At one time, the keypad system on the gate could connect to residence's home phones so the gate could be opened from inside a members house. This feature was an optional purchase for members, however it has been discontinued.

**Can I use my own clicker or my cars built-in garage door opener for gate access?**

Yes, follow the instructions in your car's user manual with a working remote and it should work. Not all brands of remotes work as it depending on the frequency they transmit.

The Multi-Code brand remote Moonridge sells transmits at 300 Mhz. If you buy your own vs one from Moonridge you will need to set your remote's 'dip switch' settings to match the gates dip switch settings, then any 300mhz remote should work. Resident Don Sullivan, 928-667-4645, can provide you with the dip switch settings or just provide you with a remote for \$20.

**How do you open the 2 locked swing gates in Moonridge II?**

Contact Moonridge Manger Heather Porterfield should you need to open either locked gate.

**Who do I contact about issues with the gate operation or access?**

Direct any concerns to the Moonridge Manager Heather Porterfield. For policy change suggestions email [Moonridgemarina@gmail.com](mailto:Moonridgemarina@gmail.com) or bring your concern to a board meeting.

## HELPFUL & FUN STUFF

### Where is the closest launch ramp for the lake?

Take-Off Point. It is free, but a bit tight and steep. You can get there by taking the last right turn just before crossing the Parker dam.

You can also launch for a fee at Havasu Springs resort just up the hill as you are heading to Havasu (\$15). Check in at the guard shack gate across from the restaurant. The next ramp after that is up hwy 95 at Cat Tail Cove State Park about 12 miles from Moonridge.

### How can you tell what the river level is going to be?

There is a link to a 3 day projected water release schedule located in the News section of this website under "Local info". Historically it has been very accurate.

### How do I find a local repair or service person?

A list of vendors is located in the News section of this website under "local info". Use at your discretion - no promises.

### Do people drink the water from the faucet?

Some do and some don't. The bottom line is our water is surface water right out of the river. As such, it is subject to leach field contaminants and the like. While our Brooke Water station met all EPA standards in 2015, our facility is grandfathered in to older laws which do not treat viruses according to Parker officials. In addition, our Brooke water location was issued a high risk designation by ADEQ. See the water report in the Document section of the Moonridge Website

### What are the large dark colored birds that look like geese?

Cormorants

### What's the best way to get zebra mussels off my dock floats

If you've never scraped them off, they are probably 2" thick and growing. They scrape off pretty easy with a large putty knife or any flat surface tool, but wear gloves as the mussels are razor sharp.

### **How can I control scorpions?**

Eliminator pest control in Parker sprays the community cabanas and will gladly do your home & cabana. They use a product called Cyper that is effective. One of the best DIY sprays for scorpions is called CY-Kick. See the vendor list section for details.

### **What's the closest place for common hardware items or boat a battery?**

Mc's market has some basic items and River Island Market (across from Castle Rock Shores) has a decent inventory of frequently needed hardware worth checking out before driving into town. River Island market also sells Interstate batteries and boating items. Beyond that it is Parker or Havasu for your needs: Davis Ace Hdw, Ace- South Havasu, NAPA, Wal-Mart, Spanky's RV & Marine are the closest.

### **What are the 3'-4' tall gray birds that poop on the docks in the morning?**

Great Blue Herons.

### **Is there a local dump?**

Yes, the Colorado River Indian tribes (CRIT) have a station across from the casino on hwy 95. Last checked (2015) they were open on weekends too. See the Local Info section in the News section of the Moonridge website for the number.

### **When are my property taxes due?**

Contact the La Paz county Treasurer is located in Parker and as of this writing (3/2015) they are open 4 days a week. M-T. (928-669-6145) <http://www.co.la-paz.az.us/>

### **Who do I call for utilities like electric, water, gas, phone, internet?**

All those numbers can be found in our News section under Local info of the Moonridge Website.

### **What are the rules for crossing the DAM**

This can change but; cars, pick-up trucks, sxs, motorcycles and pedal bikes are all good to go during operating hours. NO trailers except you can take a trailer if it is  $\frac{1}{2}$  the width and  $\frac{1}{2}$  the length of your car, but no motorcycle trailers. NO RVs, large trucks other than pickups and no pedestrians and that would include a person on a push scooter. Crossing is only allowed from 5am-11pm.

### **Is there any decent place to hike or mt bike?**

The best close hike is the Bill Williams national wildlife preserve, it's great. Take the dirt road (Planet Ranch Rd) on the west side of Hwy 95 about a mile before the Bill Williams bridge. About 3 miles back is a trail head & parking. Hike as far as you like along the river. Expect some water crossings. Lots of birds, deer, Javelina etc.

Sarah Canyon is at the bottom of the Sarah Park loop road just before Havasu. There is a trail head and parking. This wash turns into a polished pink stone slot canyon about 10' wide in places. Not a good place to be if it looks like rain. Look for Bighorn sheep and off shoot trails that climb up and give commanding lake views or you can take the canyon all the way to the Lake.

Mt Bike: Sarah Park in Havasu also has miles of fun and challenging single track. Some of it runs south from the park, parallel to the lake, through a pass in the Mountains and back to the park. It is part of the AZ High School Mt Bike team circuit. Some of the trails are mapped out on [www.mtbproject.com](http://www.mtbproject.com)

