



Stoneman Estates

Condominium Association, Inc.

Resident Guide

14200 Foothill Boulevard, Sylmar, Los Angeles, CA 91342

Managed by Citicore Property Management Inc.

A community of 34 homes • Established 1985 • Volunteer Board of Directors

How to Use This Guide

This guide is your complete reference for living at Stoneman Estates. It is organized into three parts:

Part 1 — Welcome & Quick Reference

Everything you need to know in your first few days. Contacts, move-in steps, and a quick summary of day-to-day community rules.

Part 2 — Plain-Language Guide to Your Governing Documents

A section-by-section walkthrough of every official HOA document — the original language presented alongside a plain-English explanation of what it means for you.

Part 3 — Reference

Glossary of terms, frequently asked questions, and how to submit requests.

If you have a specific question, start with the FAQ (Section 3.2) or the Glossary (Section 3.1). If you need the full text of the official governing documents, they are available on the HOA website or by contacting Citicore at (818) 894-5805.

Stoneman Estates is a community of 34 condominium units located at 14200 Foothill Boulevard, Sylmar, Los Angeles, California 91342. It is governed by Stoneman Estates Condominium Association, Inc., a California non-profit mutual benefit corporation, and managed by Citicore Property Management Inc. This guide reflects the governing documents as currently in effect. For the most current information on assessments and any recent rule changes, contact Citicore or visit the resident portal.

Part 1 — Welcome & Quick Reference

1.1 Welcome to Stoneman Estates

Welcome home. Stoneman Estates is a community of 34 condominium townhomes at 14200 Foothill Boulevard in Sylmar, Los Angeles. The community has been in place since 1985 and is governed by a volunteer Board of Directors made up of fellow residents.

The Homeowners Association — Stoneman Estates Condominium Association, Inc. — exists to maintain and protect the shared spaces, uphold the standards of the community, and ensure that living here is a good experience for everyone. Day-to-day management is handled by Citicore Property Management Inc.

This guide was put together to make community life as clear and straightforward as possible. The rules here aren't arbitrary — they protect your investment, your comfort, and your neighbors'. If something in here raises a question, or if you ever feel a rule isn't being applied fairly, there are formal processes in place to address that. You'll find them in Part 2.

Want to get involved? The Board of Directors is elected annually by homeowners. Attending meetings is open to all residents. Contact Citicore to find out when the next meeting is scheduled.

1.2 At a Glance — Essential Information

Management

Company	Citicore Property Management Inc.
Address	16909 Parthenia Street, Suite 105, North Hills, CA 91343
Phone	(818) 894-5805
Fax	(818) 891-0558
Email	citicorepropinc@verizon.net
Office Hours	Mon–Thu: 9:00 AM – 5:00 PM (closed 1:00–2:00 PM) Fri: 9:00 AM – 1:00 PM Sat, Sun & Holidays: Closed
After-Hours Emergency	Call (818) 894-5805 and select the emergency option
Resident Portal	www.citicoremgmt.com or the AppFolio Portal app
Board Email	[Board Email — TBD] - Contact Citicore

Life-threatening emergencies: always call 911 first.

Community Snapshot

Total Units	34
Address	14200 Foothill Boulevard, Sylmar, Los Angeles, CA 91342
Established	1985
Governed by	Stoneman Estates Condominium Association, Inc.
Managed by	Citicore Property Management Inc.

Day-to-Day Rules at a Glance

Topic	Quick Rule
Pool & Spa Hours	8:00 AM – 10:00 PM daily
Children at Pool	Under 13 require adult supervision at all times
Guest Parking	Visitors only — 72-hour maximum
Resident Parking	Residents must use their garage — not guest spaces
Pets	Permitted with restrictions; not allowed in pool area
Unit Modifications	Written Board approval required before starting any exterior work
Satellite Dishes	Written approval required; freestanding on patio only
Noise / Nuisances	No offensive activity or unreasonable noise permitted — including dog barking
Trash	Black bin: trash only
Bulky Items	Call 311 for City of Los Angeles pickup
Leasing Your Unit	Permitted with restrictions — tenants must follow all HOA rules

Utility Contacts

Service	Provider	Contact
Gas	SoCalGas	(800) 427-2200
Electric	LADWP	(800) 342-5397
Phone / Internet	Varies by carrier	Call 311 to check availability
Cable	Spectrum	(855) 707-7328 — spectrum.com
Bulky Item Pickup	City of Los Angeles	311
Towing	Keystone Towing	(818) 402-3651

1.3 Move-In Checklist

Use this checklist to get settled in during your first few days at Stoneman Estates.

Set Up Your Resident Portal Account

Your online portal is how you access your account, submit maintenance requests, and stay informed about community updates.

- Visit www.citicoremgmt.com or download the AppFolio Portal app (available on iOS and Android)
- Create your account using the information associated with your unit
- Contact Citicore at (818) 894-5805 if you need help getting set up

Your Garage

Each unit has an attached two-car garage. No assignment is needed — your garage is part of your unit.

Get Your Keys & Gate Access

The following should have been provided by the previous owner at the time of sale:

- Mailbox key — If not received, visit your local post office and request a lock replacement. They will issue you new keys. (Do not contact Citicore — the post office controls mailbox locks.)
- Pool area key
- Front side gate key

If the pool key or front side gate key were not provided by the previous owner:

- Contact Citicore at (818) 894-5805 to obtain replacements

Vehicle gate (front entrance):

- The vehicle gate opener should have been obtained from the previous owner, or you may purchase your own. Contact Citicore or the Board for the correct opener frequency/fab code.
- The vehicle gate can also be opened using a keypad push-button code. Contact Citicore or the Board to obtain the code.

Set Up Your Utilities

- Gas — SoCalGas: (800) 427-2200
- Electric — LADWP: (800) 342-5397
- Cable / Internet — Spectrum: (855) 707-7328 — spectrum.com (other carriers may be available — call 311 to check)

Get Familiar with Parking

- Guest spaces are for visitors only — residents must use their garage
- If you need an additional reserved outdoor space, contact Citicore to get on the waiting list (first-come, first-served; one per unit)

Read This Guide

- Review Part 1 for day-to-day rules and contacts
- Review Part 2 for plain-language explanations of all governing documents
- Keep this guide somewhere accessible

If you need copies of governing documents: All governing documents are available on the HOA website or by contacting Citicore at (818) 894-5805.

Planning Any Changes to Your Unit?

- Any exterior modification requires written Board approval before you begin
 - See Section 2.9 for the full process, or contact Citicore to start a request
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1.4 Your Unit — Building Reference

Garage

Each unit includes an attached two-car garage. Your garage is part of your unit — no separate assignment is needed.

Parking — Reserved Spaces

In addition to your garage, a limited number of reserved outdoor parking spaces are available to rent on a first-come, first-served basis. Only one reserved space per unit is permitted, and spaces may not be sub-leased. Contact Citicore to join the waiting list or inquire about availability.

Trash & Recycling

Trash and recycling is handled through the City of Los Angeles Recycling Program.

Bin	What Goes In It
Black bin	Household trash only — break down or crush items before depositing
Blue bin	Recycling materials only

For large or bulky items that don't fit in the bins, call 311 to schedule a City of Los Angeles bulky item pickup. **Do not leave oversized items next to the bins.**

Emergency Shut-Offs — Unit Reference

In the event of a plumbing emergency, gas leak, or electrical issue, knowing where your shut-offs are located can prevent serious damage. The table below will be completed by the HOA Board. Contact Citicore at (818) 894-5805 for current information on your specific unit.

Unit	Water & Gas Shut-Off Location
All	They are located right next to each other on the side of your garage

Unit	Electrical Breaker Location
1-6	Unit 6 Side of Garage
7-12	Unit 7 Side of Garage
13-18	Unit 13 Side of Garage
19-22	Unit 19 Side of Garage
23-26	Unit 23 Side of Garage
27-30	Unit 30 Side of Garage
31-34	Unit 31 Side of Garage

1.5 Key Contacts & Resources

Emergency

Situation	Who to Call	Number
Life-threatening emergency (fire, medical, crime in progress)	911	911
Non-life-threatening unit emergency (burst pipe, gas smell, power outage)	Citicore after-hours emergency line	(818) 894-5805

HOA Management

Company	Citicore Property Management Inc.
Address	16909 Parthenia Street, Suite 105, North Hills, CA 91343
Phone	(818) 894-5805
Fax	(818) 891-0558
Email	citicorepropinc@verizon.net
Office Hours	Mon–Thu: 9:00 AM – 5:00 PM (closed 1:00–2:00 PM) Fri: 9:00 AM – 1:00 PM Sat, Sun & Holidays: Closed
Resident Portal	www.citicoremgmt.com
AppFolio App	Available on iOS and Android

Board of Directors

Board Email	[Board Email — TBD] - Contact Citicore
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Community Services

Service	Contact	Number
Towing	Keystone Towing	(818) 402-3651
City Services / Bulky Item Pickup	City of Los Angeles	311
Reporting an HOA Violation	Citicore or Board email	See above

Utilities

Service	Provider	Number
Gas	SoCalGas	(800) 427-2200
Electric	LADWP	(800) 342-5397
Phone / Internet	Varies — call to check availability	311
Cable	Spectrum	(855) 707-7328 — spectrum.com

How to Submit Requests

Request Type	How to Submit
Architectural modification approval	Resident portal or email Citicore
Assessment payment setup	Resident portal or contact Citicore
Additional copies of governing documents	Call or email Citicore
Board meeting schedule	Contact Citicore
Copies of governing documents	Contact Citicore
Gate push-button code	Call or email Citicore or the Board
Guest parking exception	Email the Board
Internal Dispute Resolution (IDR)	Contact Citicore
Maintenance request	Resident portal (app or web)
Pool party request	Resident portal or email Citicore (minimum 2 weeks in advance)
Replacement pool or gate key	Contact Citicore
Reporting an HOA Violation	Email Citicore or the Board
Reserved parking space (waitlist)	Contact Citicore
Satellite dish installation approval	Email Citicore (written approval required before installation begins)
Vehicle gate opener frequency/fab code	Call or email Citicore or the Board

Part 2 — Plain-Language Guide to Your Governing Docs

2.1 The CC&Rs: What They Are and What They Mean for You

Source: Declaration of Covenants, Conditions & Restrictions — Stoneman Estates, Recorded November 8, 1985

WHAT ARE CC&RS?

The Binding Nature of CC&Rs

Original language:

"The provisions of this Declaration shall be enforceable by Declarant, any owner or his or its successor in interest and by the Stoneman Estates Condominium Association, Inc., its Board of Directors or any person, firm or corporation duly authorized by said Association or its Board to enforce all or any one or more of the provisions hereof."

What this means:

CC&Rs — short for Covenants, Conditions, and Restrictions — are the foundational legal document of Stoneman Estates. They were recorded with Los Angeles County when the community was developed and are legally binding on every owner and resident. Think of them as the community's constitution: they define what the HOA is, what it owns, what you own, and what everyone is and isn't allowed to do. The CC&Rs don't expire. They run with the land, meaning they transfer automatically when a unit is sold. Every new buyer agrees to them at closing.

WHAT YOU OWN VS. WHAT THE HOA OWNS

Your Unit

Original language:

"Each condominium within the project which shall be offered for sale, shall consist of a fee simple interest in and to a particular unit, together with an undivided 1/34th interest as a tenant-in-common in the Common Area."

What this means:

Your unit includes everything within your walls — the interior surfaces, fixtures, appliances, and personal property. You are responsible for maintaining and insuring the interior of your unit.

Common Areas

Original language:

"Common Area shall mean the land and real property including all improvements constructed thereon within the boundary lines of Lot 1 of Tract 40854... excepting those portions shown as Units 1 to 34 inclusive on the Condominium Plan."

What this means:

Everything outside your individual unit is common area — the grounds, walkways, parking areas, pool, spa, landscaping, and the exterior walls of the buildings. Common areas are owned collectively by all 34 homeowners and maintained by the HOA.

USE RESTRICTIONS — WHAT YOU CAN AND CANNOT DO

Pets

Original language:

"No animals, livestock or poultry of any kind shall be raised, bred, or kept in any unit or in the Common Area, except that a reasonable number of generally recognized household pets may be kept within a unit, provided that they are not kept, bred or maintained for any commercial purposes... no more than one (1) dog, cat or small animals, not including fish or birds, per unit."

What this means:

You may keep one dog or one cat, or fish in a tank, or birds in a cage. No dogs or cats are permitted in the pool area. Pets must be kept in a way that does not unreasonably bother other residents.

Nuisances & Noise

Original language:

"No noxious or offensive activity shall be carried on in any unit or in the Common Area, nor shall anything be done therein which may be or may become an annoyance or nuisance to the other occupants of the project."

What this means:

This includes noise, odors, and any other activity that disturbs neighbors. **Dog barking is specifically covered — if your dog is creating a disturbance, you are responsible for addressing it.**

Leasing & Short-Term Rentals

Original language:

"No unit shall be occupied or used for transient or hotel purposes, which shall be defined as occupancy for a period of less than thirty (30) consecutive days."

What this means:

Renting your unit is permitted, but short-term rentals — anything under 30 days — are prohibited. This means platforms like Airbnb, VRBO, and similar services are not allowed. All tenants must comply with all HOA rules. See Section 2.12 for full details.

Patio Structures & Modifications

Original language:

"No part of a patio shall be enclosed, and no structures, hot-tubs, shade screens, awnings or hanging plants may be attached to any part of the exterior of the building or any fence or wall without the written consent of the Board of Directors."

What this means:

Your patio may be used and furnished normally, but any enclosure or attached structure — including awnings, shade screens, or pergolas — requires prior written Board approval.

Commercial Vehicles & Trailers

Commercial vehicles — trucks, vans, or vehicles bearing business logos — may not be parked overnight. Trailers, campers, RVs, boats, and boat trailers are also prohibited anywhere on the property.

Signs

No signs of any kind may be displayed from your unit or in common areas without prior written Board approval.

Satellite Dishes

Permitted with restrictions. See Section 2.8 for full guidelines.

Amending the CC&Rs

The CC&Rs can only be changed by a vote of the membership. A 75% supermajority of all owners (not just those voting — all 34 owners) must approve any amendment.

Quick Reference: CC&R Restrictions at a Glance

Topic	Rule
Short-term rentals	Not permitted (no time-share or transient basis)
Patio structures	Board approval required
Satellite dishes	Patio placement only; Board approval for other locations
Commercial vehicles	Not permitted overnight
Trailers / RVs / boats	Not permitted on property
Signs	Board approval required
Exterior modifications	Board approval required
CC&R amendment threshold	75% of all 34 owners

2.2 The By-Laws: How the HOA Operates

Source: By-Laws of Stoneman Estates Homeowners Association, Adopted December 1, 1985

If the CC&Rs are the community's constitution, the By-Laws are its rulebook for how the HOA runs. They define who governs, how decisions are made, how meetings work, and how the HOA enforces its rules. They don't change what residents can or can't do day-to-day — that's the CC&Rs. The By-Laws are about governance: elections, meetings, officer roles, and the Board's authority.

THE BOARD OF DIRECTORS

Board Structure

Original language:

"At the organizational meeting and at each annual meeting thereafter, the members shall elect five (5) directors, all of whom shall be members of the Association, and who shall serve for a term of one (1) year."

What this means:

Stoneman Estates is governed by a 5-member Board of Directors elected by the homeowners. Board members serve one-year terms and may be re-elected.

Board Responsibilities

Original language:

"The Board as constituted from time to time, shall be responsible for the day-to-day operation and management of the affairs of the Association and shall have the sole power and duty to perform and carry out the powers and duties thereof as set forth in this Declaration and the Bylaws."

What this means:

The Board is responsible for:

- Managing the HOA's finances
- Hiring and overseeing the management company (Citicore)
- Enforcing the CC&Rs and community rules
- Approving architectural and modification requests
- Entering contracts for maintenance and services
- Setting and collecting assessments

Board Officers

Officers are elected from among the Board members:

- President — runs meetings, signs contracts, represents the HOA
- Vice President — assists the President, steps in when needed
- Secretary — maintains records, handles notices and correspondence
- Treasurer — manages finances and financial reporting

Elections — Secret Ballot

Board members are elected by secret ballot at the annual meeting. Every owner in good standing is eligible to vote — one vote per unit. Owners may also run for the Board themselves. See Section 2.3 for the full election rules.

MEETINGS

Annual Meeting

Held once a year — elections and major community matters are addressed here. All owners are encouraged to attend.

Board Meetings

Original language:

"Regular and special meetings of the Board shall be open to all members of the Association, provided that Association members who are not on the Board may not participate in any deliberation or discussion, unless expressly so authorized by the vote of a majority of a quorum of the Board."

What this means:

The Board meets at least once every three months. All Board meetings are open to all members — you may attend and observe. However, non-Board members may only speak if the Board specifically invites participation. The Board may close a meeting to enter executive session to discuss personnel matters, litigation, or similar sensitive topics — but it must announce the subject of the executive session before going behind closed doors.

Special Meetings

Special meetings can be called when something requires attention between regular meetings. The Board can call a special Board meeting through any officer or two directors. Homeowners can also trigger a special membership meeting — but it takes a written request from at least 5% of all owners (2 of the 34 units).

QUORUM AND VOTING

Quorum Requirements for Member Meetings

For any member meeting to conduct business, at least 51% of the 34 owners (18 or more) must be present — either in person or by proxy. If quorum isn't reached, the meeting can be adjourned to a later date, at which point only 25% (9 or more owners) is required. No binding votes can be taken at a meeting without quorum.

Quorum for Board Meetings

A Board meeting requires at least 3 of the 5 directors present to conduct business. Any decision made by a majority of directors present at a quorate meeting is a valid Board action.

Fines and Enforcement

Violation	Maximum Fine
Per individual violation	\$25
Per owner per calendar year	\$500

Before any fine is assessed, the owner must receive written notice and an opportunity to appear before the Board. See Section 2.10 for the full enforcement process.

Your Rights as a Member

- Right to attend all Board meetings
- Right to inspect HOA records, including financial records and meeting minutes
- Right to vote in all elections and on matters requiring a membership vote
- Right to run for the Board if you are an owner in good standing
- Right to a hearing before any fine is imposed

Quick Reference: By-Laws at a Glance

Item	Detail
Board size	5 directors
Term length	1 year
Member meeting quorum	51% (18 of 34 owners)
Adjourned meeting quorum	25% (9 of 34 owners)
Board meeting quorum	3 of 5 directors
Board meetings	Open to all owners
Fine per violation	\$25 maximum
Fine per owner per year	\$500 maximum
Voting method	Secret ballot
Cumulative voting	Permitted

2.3 Election Rules: How the Board Is Elected

Source: Rules for the Election and Removal of Directors; Rules for Voting on Assessments and Amendments

California law (the Davis-Stirling Act) requires HOAs to conduct elections by secret ballot with an independent inspector overseeing the process.

ELECTING THE BOARD OF DIRECTORS

Voter and Candidate Qualifications

Who can vote: Every owner in good standing — one vote per unit.

Who can run: Any owner in good standing may nominate themselves or another owner.

The 105-Day Election Timeline

Step	Timing
Notice of election + nomination forms mailed	105 days before election
Nomination period closes	90 days before election
Candidate list announced	60 days before election
Ballots mailed to all owners	30 days before election
Ballots counted	At the annual meeting

Secret Ballot Procedures

Ballots use a double-envelope system: your ballot goes in an inner unmarked envelope (keeping your vote secret), which goes inside an outer envelope with your signature and unit number (verifying your eligibility). The two envelopes are separated before counting so no one can link a vote to a specific owner.

Independent Inspector of Elections

Before ballots are mailed, the Board appoints one or three independent third parties to oversee the election. Qualified inspectors include a notary public, a licensed CPA, a county registrar poll worker, or a community member with no conflict of interest. The inspector receives and counts all ballots, resolves any challenges, and certifies the results — no one else may open or count ballots.

Cumulative Voting

You may concentrate your votes. If 3 Board seats are open, you have 3 votes and may give all 3 to one candidate, or split them.

Ballot Retention

Ballots are retained for one year after the election.

Removing a Director

A Board member may be removed before their term ends by a vote of the membership, following the same secret ballot procedure. Removal requires an affirmative vote of 51% of the voting power of the Association.

Voting on Assessments and Amendments

Some decisions require a direct vote of all homeowners:

- Special assessments above a threshold
- Amendments to the CC&Rs (requires 75% of all owners)
- Amendments to the By-Laws

These also use the secret ballot / double-envelope process with an independent inspector.

Your Rights in the Election Process

- Right to observe the ballot-counting process
- Right to challenge the eligibility of a ballot
- Right to inspect signed outer envelopes after the election

Election results must be reported to the membership within 15 days.

Quick Reference: Election Rules at a Glance

Item	Detail
Voting method	Secret ballot (double-envelope)
Election overseen by	Independent inspector
Nomination window	Days 105–90 before election
Ballots mailed	30 days before election
Cumulative voting	Permitted
Ballot retention	1 year after election
CC&R amendment threshold	75% of all 34 owners

2.4 Collection Policy

Monthly assessments are the financial foundation of Stoneman Estates. They fund maintenance, insurance, management, and reserves. When assessments go unpaid, the entire community is affected.

Collection Timeline

Timeline	What Happens
Day 1	Dues due
Day 15	Delinquent — \$10 late charge + 10% annual interest
Day 45	Forwarded to attorney or trustee — certified letter sent
Day 75	Lien recorded with LA County Recorder
Day 105	Board may approve foreclosure proceedings

Step 1 — Day 1: Dues Due

Assessments are due on the first of each month. They are considered delinquent if not received by the 15th.

Step 2 — Day 15: Late Charge Applied

A \$10 late charge is applied immediately. Interest begins accruing at 10% per year on the outstanding balance.

Step 3 — Day 45: Forwarded to Attorney or Trustee

Thirty days after the late fee is applied, the matter leaves Citicore's hands and goes to a lawyer or trustee. You will receive a certified letter giving you 30 days to pay in full before a lien is placed on your property. At this stage, attorney fees begin adding to your balance.

Step 4 — Day 75: Lien Recorded

If the certified letter goes unanswered, the HOA records a formal lien against your property at the Los Angeles County Recorder's office. A lien is a legal claim on your property — it means you cannot sell or refinance your unit without first paying everything owed. You will be notified by certified mail within 10 days of the lien being recorded.

Step 5 — Day 105: Foreclosure May Begin

If the lien is ignored, the HOA may begin foreclosure proceedings — either through the court system (judicial foreclosure) or through a trustee process (nonjudicial foreclosure). This means the HOA could ultimately force the sale of your property to recover what is owed.

Step 6 — Resolution

To stop the process at any stage, you must pay everything — not just the missed dues, but all late charges, lien filing fees, attorney fees, and any other costs that have accumulated. The earlier you address a delinquency, the less it costs.

A Note on the Foreclosure Threshold

There is a legal floor on foreclosure — the HOA cannot pursue foreclosure solely based on the original missed dues amount if that amount is under \$1,800. However, once dues are more than 12 months delinquent, or the base amount exceeds \$1,800, foreclosure becomes an option regardless of the total balance. This is not a safety net to rely on — it simply defines when the most serious legal remedy becomes available.

 **If You're Falling Behind: Don't wait. Contact Citicore as early as possible — California law requires the HOA to meet with you and consider a payment plan if you request one in writing. The further the process goes, the more expensive and difficult it becomes to resolve. Contact Citicore: (818) 894-5805 | citicorepropinc@verizon.net**

2.5 Annual Policy Statement

The Annual Policy Statement is a document the HOA is required by California law to issue every year. It's essentially a summary of your rights as a homeowner and the HOA's key policies — all in one place. You are entitled to receive a copy each year.

Section 1 — Who Receives Official Communications on Behalf of the HOA

If you need to send any formal or legal communication to the HOA — such as a written dispute, a legal notice, or an official request — it goes to Citicore. This is the HOA's official point of contact for all written correspondence.

Citicore Property Management Inc., 16909 Parthenia Street, Suite #105, North Hills, CA 91343

Section 2 — Your Right to a Secondary Mailing Address

If you want HOA notices sent to a second address — for example, if you're renting out your unit and want copies sent to your personal residence — you can request this in writing. Submit the request to Citicore by mail, email, or personal delivery. Once on file, Citicore will send notices to both addresses.

Section 3 — Where General Notices Are Posted

Community-wide announcements are posted at the mailbox area. General notices can be found posted on the side of the postal mailbox structure. There is no separate bulletin board.

Section 4 — Your Right to Receive Notices by Individual Delivery

Instead of relying on posted notices, you can request that general HOA communications be sent directly to you — by mail or email. Submit a written request to Citicore to set this up. Email delivery requires your written consent and can be revoked at any time.

Section 5 — Your Right to Board Meeting Minutes

You have the right to see what was discussed and decided at any Board meeting (except closed executive sessions). Minutes must be made available within 30 days of the meeting. To request a copy, contact Citicore at (818) 894-5805. There may be a small copying/distribution fee.

Section 6 — Assessment (Dues) Collection Policies

This section of the Annual Policy Statement summarizes the collection process — the same process covered in detail in Section 2.4 of this guide. The key takeaway stated here directly: unpaid dues can ultimately result in foreclosure. Contact Citicore at the first sign of financial difficulty.

There is a legal floor on foreclosure — the HOA cannot pursue foreclosure solely based on the original missed dues amount if that amount is under \$1,800. However, once dues are more than 12 months delinquent, or the base amount exceeds \$1,800, foreclosure becomes an option regardless of the total balance.

Section 7 — Enforcement of Lien Rights

The full lien and enforcement process is the Collection Policy covered in Section 2.4 of this guide.

Section 8 — Discipline Policy

The HOA's discipline policy — including fines and penalties for rule violations — is defined in Article IV, Section 4.05 of the CC&Rs. That section is covered in Section 2.1 of this guide. The full CC&Rs are available on the HOA website or from Citicore.

Section 9 — Dispute Resolution

Internal Dispute Resolution (IDR)

If you have a disagreement with the HOA, you have the right to request an informal meeting to work it out. Importantly, you can decline the HOA's request to meet — but the HOA cannot decline yours. Any agreement reached at this meeting must be put in writing and signed by both parties. Once signed, it is legally binding and enforceable in court.

How to request IDR: Contact Citicore at (818) 894-5805 or citicorepropinc@verizon.net.

The full dispute resolution process, including Alternative Dispute Resolution (ADR), is covered in Section 2.10 of this guide.

Section 10 — Approval of Physical Changes to Your Unit

Before making any change to the outside of your unit — painting, structural changes, additions, satellite dishes, or anything else visible from common areas — you must submit a written request and wait for written approval from the Board. The Board has 30 days to respond. Do not begin work until you have approval in writing. Proceeding without it is a CC&R violation.

The full modification process is covered in Section 2.9 of this guide.

Section 11 — Where to Send Overnight Assessment Payments

If you ever need to send a dues payment by overnight courier, send it directly to Citicore at: 16909 Parthenia Street, Suite #105, North Hills, CA 91343. For all other payment methods, see Section 3.3 of this guide.

Section 12 — Your Right to Financial Statements

As a homeowner, you have the legal right to request a financial report from the HOA. Contact Citicore to make this request.

Section 13 — Membership List

You can request a list of all HOA members — including names and addresses — as long as your request is in writing and states a legitimate reason related to your interests as a homeowner. The HOA can decline requests that don't meet this standard.

2.6 Parking Rules & Regulations

Parking is one of the most frequently misunderstood — and most enforced — areas of community living at Stoneman Estates. This section covers the rules in full, including guest spaces, reserved spaces, and what happens when rules aren't followed.

Note: The parking rules below are drawn from a formal notice issued by the Board of Directors on November 25, 2019, following a period of widespread misuse of guest and reserved spaces. The rules took effect January 1, 2020.

Overview of Parking at Stoneman Estates

Space Type	Quantity	Who May Use It
Attached garage	1 per unit (fits 2 vehicles)	Unit residents only
Guest spaces	17	Visitors only — 72-hour maximum
Reserved outdoor spaces	15	Residents on waitlist — one per unit

Your Garage

Your attached two-car garage is your primary parking. It is part of your unit and is expected to be used for parking your vehicles. It is not a storage unit.

Guest Parking Spaces

The 17 guest spaces are for visitors only. Residents are prohibited from parking there under any normal circumstance. The only exception is a genuine emergency — and even then, you must notify the Board by email in advance and display your guest parking pass. **Parking there without authorization will result in a fine and/or towing.**

Guest Parking Passes

Each unit should have guest parking passes. If you don't have them, contact the Board to obtain them. New residents who weren't provided passes at the time of purchase receive them at no charge. All others pay \$5.

Extended Guest Stays (Over 72 Hours)

The standard limit for a visitor in a guest space is 72 hours. If your guest needs to stay longer, you must email the Board before the 72 hours are up. Include:

- Reason for the extended stay
- Dates of the stay
- Guest's vehicle make, model, color, and license plate number

Your guest must display your unit's parking pass on their rearview mirror for the duration of the stay.

Reserved Outdoor Parking Spaces

If you need parking for more than two vehicles, you can apply for one of the 15 reserved outdoor spaces. These are rented on a first-come, first-served basis through a waiting list. Key rules:

- Maximum of one reserved space per unit
- Reserved spaces cannot be sub-leased to another resident
- To join the waitlist, contact Citicore at (818) 894-5805

If you fall more than 60 days behind on reserved space rental fees, you lose your space and go back to the bottom of the waitlist. You can re-apply once your past-due fees are paid.

Reserved Spaces Do Not Transfer with the Unit

When a unit sells, the reserved parking space returns to the HOA for redistribution based on the waitlist. Under no circumstances is a reserved space deeded or designated to any particular unit — it does not transfer to the new owner.

If You Have More Vehicles Than Available Spaces

If your household has more than two vehicles and you cannot get a reserved space, any additional vehicles must be parked off the property. There is no workaround for this — guest spaces are not an option for residents.

Vehicle Restrictions (CC&Rs, Section 3.13)

The CC&Rs place additional restrictions on what types of vehicles may be kept on the property at any time:

- No commercial vehicles — trucks, vans, or vehicles bearing business names, logos, or commercial markings may not be parked overnight in any space
- No trailers, campers, or RVs of any kind
- No boats or boat trailers

These restrictions apply to all spaces — reserved, guest, and any other area on the property.

Enforcement & Penalties

Offense	Consequence
1st offense	Warning
2nd offense	\$50.00 fine
3rd offense	Vehicle towed at owner's expense

Vehicles parked in front of fire hydrants or in red zones will be towed immediately — no warning.

Towing: Keystone Towing — (818) 402-3651

Fire Lanes

The driveways within the community are designated fire lanes. They may only be used for loading and unloading, with a maximum of 15 minutes. No parking in the driveway next to the pool — vehicles will be towed.

A Note on the History of These Rules

In 2018, a previous Board improperly converted guest spaces into reserved spaces without the required 75% homeowner vote — a violation of the CC&Rs. The current Board reversed this and reinstated the proper rules in 2020. This history is included here because it illustrates an important point: the Board cannot unilaterally change the CC&Rs. Any amendment to the CC&Rs requires a 75% vote of all homeowners.

Quick Reference: Parking Rules

Rule	Detail
Garage	2-car attached; residents must use their garage
Guest spaces	17 spaces; visitors only; 72-hour maximum
Reserved outdoor spaces	15 spaces; waitlist; one per unit; no subleasing
Extended guest stay	Notify Board by email before 72 hours; include vehicle info
Commercial vehicles overnight	Not permitted
Trailers / RVs / boats	Not permitted on property
1st parking violation	Warning
2nd parking violation	\$50 fine
3rd parking violation	Towed at owner's expense
Fire hydrant / red zone	Immediate tow
Towing company	Keystone Towing — (818) 402-3651

2.7 Pool Rules & Regulations

The pool and spa are shared amenities available to all residents. These rules exist to keep the area safe, clean, and enjoyable for everyone.

The following rules were adopted and updated by the Board of Directors, effective June 2014.

Hours

The pool and spa are open every day from 8:00 AM to 10:00 PM. There are no exceptions to these hours — not for parties, not for special circumstances, not for anyone.

Children

If your child is under 13, you or another responsible adult must be physically present at the pool with them at all times. Sending a child to the pool alone — or leaving one unattended — is not permitted under any circumstances.

Guests

You may bring up to 2 guests to the pool at a time. If you want to host a larger group, you must request a pool party in advance.

Pool Parties

To host a pool party you must:

- Submit a written request to the Board at least 2 weeks in advance
- Pay a \$150 cleaning deposit before the party date
- Ensure all trash is deposited in the bins at the end of the complex when the party is over
- Have the pool area and bathrooms clean enough to pass a Board inspection — your deposit is returned once that inspection is complete

Pool parties are not permitted on holiday weekends. Additionally, even during your approved party, the pool must remain accessible to all residents.

To submit a request: Contact Citicore via the resident portal or at (818) 894-5805.

Food & Drinks

- No food in the pool area under normal circumstances
- During an approved pool party, food is permitted — but cooking and food preparation must happen outside the pool area
- Alcohol is never permitted in the pool area, party or not
- Glass containers of any kind are never allowed — use plastic or cans

Pool Attire

Proper swimwear is required — swimsuits and swim trunks only. No shoes, flip-flops, cut-off shorts, or t-shirts in the pool. This isn't just a style rule — fabric lint from street clothes clogs the pool's drainage system and leads to costly repairs.

Pool Chemicals & Cleanliness

Never add anything to the pool or spa water — no soap, bubble bath, or any other substance. If you or your guests cause a contamination that requires cleanup, the cost will be charged directly to your unit. Pick up all trash before you leave the area.

Pool Furniture & Equipment

Pool furniture stays in the pool area and must be treated with care. The life-saving equipment — flotation devices and any other emergency equipment — is strictly for emergencies. It is not a toy and must never be used recreationally.

Bathrooms

The pool bathrooms are for residents and their guests only. Keep them clean, and keep the doors closed and locked when not in use.

Parking Near the Pool

The driveway adjacent to the pool is a fire lane. Any vehicle parked there will be towed immediately at the owner's expense.

Towing: Keystone Towing — (818) 402-3651

Responsibility & Fines

Every resident is personally responsible for their own behavior, their household members', and their guests' behavior in the pool area. Breaking any single rule results in a \$100 fine. Repeat or serious violations can result in being permanently barred from pool access. **Damage caused by you or your guests will be billed directly to your unit.**

Pool Rules at a Glance

Rule	Details
Hours	8:00 AM – 10:00 PM daily, no exceptions
Children under 13	Adult supervision required at all times, no exceptions
Guests	Maximum 2 per unit (more requires approved pool party)
Pool parties	Board approval required, 2 weeks notice, \$150 deposit, no holiday weekends
Food	Not permitted (allowed during approved parties only)
Alcohol	Never permitted
Glass containers	Never permitted
Swimwear	Swimsuits and trunks only — no cut-offs, t-shirts, or shoes
Chemicals	Nothing added to pool or spa water — ever
Pets	Not permitted
Parking	No parking in driveway next to pool — immediate tow
Fine	\$100 per violation

2.8 Satellite Dish Guidelines

Installing a satellite dish at Stoneman Estates is permitted, but it comes with specific requirements that must be followed precisely. The HOA's primary concerns are protecting the building from damage and maintaining the appearance of the community.

The full Satellite Dish Installation Guidelines & Compliance Form is available from Citicore. Request a copy — and review the compliance form — before contacting a contractor.

Step 1 — Get Written Approval Before You Do Anything

Written authorization from Citicore is required before installation begins. There are no exceptions to this, and no verbal approvals are ever given.

How to get approval:

- Contact Citicore at (818) 894-5805 or citicorepropinc@verizon.net
- Request the Satellite Dish Compliance Form
- Complete and return the signed form to Citicore
- Wait for your written authorization letter before scheduling any work

Do not contact a contractor, purchase equipment, or begin any work until you have authorization in writing.

Step 2 — Hire the Right Contractor

You are required to use a contractor who is:

- Licensed by the State of California
- Insured

You must provide the contractor's name and telephone number to Citicore as part of the approval process.

Step 3 — Follow the Placement Rules

Dish size: Maximum diameter 39 inches (18 inches recommended)

Where the dish must go: On your patio only, on a freestanding tripod. The tripod must stand independently — it cannot lean against or be supported by any structure.

Where the dish must NOT go:

Prohibited Location
Attached to the building in any way
Roof (flat membrane, tiles, or shingles)
Rain gutters or roof flashing
Roof edge or chimney
Vents or pergola
Balcony railing or patio fence
Stucco or exterior walls
Secured with bricks, wood, or any improvised support

Step 4 — Follow the Wiring Rules

Wiring must be:

- Run by the most direct possible route to your unit
- Properly fastened and secured to the building before installation is complete
- Painted to match the building color — this applies to all visible cable

Wiring must NOT:

- Run across the tiled roof
- Run through gutters or downspouts
- Run under roof tiles
- Penetrate the building exterior
- Be white or black — it must match the building color

Your Responsibilities as the Homeowner

By signing the compliance form, you accept full financial responsibility for:

- Any damage to the building or common areas caused by the dish installation, maintenance, or removal — including roof damage, water penetration, and future leaks
- All repairs, even if damage results from weather or other external causes
- Complete removal of the dish and all associated wiring when you move out, and full repair of anything affected by the installation

The HOA is authorized to charge you directly for any damage that results from your satellite installation, whether or not you are still a resident at the time it is discovered.

Quick Reference

Requirement	Detail
Written approval	Required before any work begins — no exceptions
Verbal approvals	Never given
Contractor	Must be licensed and insured
Max dish size	39 inches (18 inches recommended)
Placement	Patio only, freestanding tripod
Wiring	Painted to match building color, most direct route
Move-out	Dish and wiring must be fully removed; damage repaired
Compliance form	Must be signed and returned before authorization is issued

2.9 Making Changes to Your Unit

Before making any change to the exterior of your unit — no matter how minor it seems — you need to understand one rule above all others: get written approval first.

See also Section 2.8 for satellite dish-specific requirements.

The Core Rule

Anything that alters the appearance or structure of the outside of your unit — or touches common area — requires Board approval before you start. This includes but is not limited to:

- Painting the exterior of your unit
- Structural additions or modifications
- Installing or replacing doors, windows, or screens
- Adding fixtures, lighting, or hardware visible from outside
- Patio modifications or enclosures
- Satellite dish installation (see Section 2.8)
- Any work that affects the building exterior or shared spaces

If you're not sure whether something requires approval, ask first. Contact Citicore before you begin anything.

The Approval Process

Step	What to Do
1. Submit a written request	Describe the proposed change(s) in writing. Include materials, colors, contractor details, and scope of work where applicable
2. Submit to Citicore	Send your request via the resident portal or directly to Citicore by email or mail
3. Wait for written approval	The Board has 30 days to approve or deny. Do not begin work while waiting
4. Receive written approval	You must have approval in writing before any work begins
5. Begin work	Proceed only after written approval is in hand

If Your Request Is Denied

If your request is denied, contact Citicore to discuss the decision with the Board. You may resubmit a revised request addressing the Board's concerns.

Patios

Your patio may be used and furnished normally, but any enclosure or attached structure — including awnings, shade screens, pergolas, and similar additions — requires prior written Board approval. Nothing may be attached to the building, fence, or wall without that approval.

Windows and Window Coverings

Any replacement windows must match the community standard — black frames, consistent style, and matching number of panes. Window coverings visible from outside must also meet the Board's current standards.

What Happens If You Don't Get Approval

Proceeding without written approval is a violation of the CC&Rs. Consequences can include:

- A formal violation notice
- Required removal or reversal of the unauthorized modification at your own expense
- Fines as outlined in the CC&Rs
- Further enforcement action if the violation is not remedied

To Submit a Request

Resident portal	www.citicoremgmt.com or AppFolio app
Phone	(818) 894-5805
Email	citicorepropinc@verizon.net

Quick Reference

Item	Approval Required?
Interior renovation (no exterior impact)	Generally no — confirm with Citicore
Window or door replacement	Yes
Patio enclosure or attached structure	Yes
Exterior painting	Yes
Satellite dish (non-patio location)	Yes
Work affecting shared systems	Yes

2.10 Dispute Resolution & Enforcement

This section explains what happens when rules are violated, and what options are available when you have a disagreement with the HOA or another resident.

Violations — How Enforcement Works

When a rule is violated, the process follows a notice-and-hearing structure. No penalties are imposed without first giving the owner an opportunity to respond.

Step	What Happens
1. Violation identified	The Board or management becomes aware of a potential violation
2. Notice sent	A written notice is sent to the owner describing the violation
3. Opportunity to be heard	The owner has the right to request a hearing before the Board
4. Board decision	After the hearing, the Board determines whether a violation occurred
5. Penalty imposed (if applicable)	Fines or other remedies are applied only after the hearing process is complete

Monetary Penalties

For violations of the use restrictions in the CC&Rs, fines are capped at \$25 per individual violation and \$500 per homeowner per year. Note that some specific rules — such as pool rules — have their own separately stated fines (\$100 per violation).

Suspension of Privileges

If you are delinquent on dues or in ongoing violation of the rules, the Board can suspend your access to common areas — including the pool — and suspend your voting rights. This can only be imposed through the proper notice-and-hearing process.

Internal Dispute Resolution (IDR)

IDR is an informal, no-cost process for resolving disagreements between a homeowner and the HOA. Either party can request it.

You can always request a face-to-face meeting with a Board member to work out a disagreement. The HOA cannot refuse your request. If you reach an agreement, it must be put in writing and signed — at that point it becomes legally binding and enforceable in court. You, however, can decline the HOA's request to meet, though doing so may limit your options later.

To request IDR: Contact Citicore at (818) 894-5805 or citicorepropinc@verizon.net.

Alternative Dispute Resolution (ADR)

ADR is a formal process — such as mediation — that must be attempted before either party can file a lawsuit related to the governing documents.

Key points:

- Required by California Civil Code Section 5925 before any lawsuit is filed
- Both parties must agree to participate — either party may reject it
- Must be completed within 90 days of the request (can be extended in writing)
- Costs are shared by both parties
- If you file a lawsuit without first attempting ADR, you may lose your right to pursue that lawsuit

What types of disputes require ADR? Any dispute between a homeowner and the HOA involving the enforcement of the governing documents — CC&Rs, By-Laws, rules and regulations, or the collection policy.

Your Rights Throughout This Process

- You have the right to be notified before any penalty is imposed
- You have the right to a hearing before the Board
- You have the right to request IDR at any time
- Your voting rights may not be suspended as a result of a dispute alone — only for delinquent dues or rule violations following due process
- Your voting rights in elections may never be suspended under any circumstances, per California law

Quick Reference

Situation	What to Do
You received a violation notice	Review the notice; contact Citicore to request a hearing if you disagree
You have a dispute with the HOA	Request IDR through Citicore
The dispute can't be resolved informally	Request ADR before considering legal action
You want to report a violation	Contact Citicore or email the Board at [Board Email — TBD]

2.11 Insurance — What's Covered & What's Not

Understanding your insurance situation at Stoneman Estates is critical. The HOA carries a master insurance policy, but it does not cover everything. Many residents assume they're fully protected when they are not.

What the HOA's Master Policy Covers

The Association maintains insurance on behalf of all homeowners that covers:

- The building structure — exterior walls, roof, common hallways, and shared structural elements
- Common areas — the pool, spa, landscaping, parking areas, and other shared spaces
- General liability for the common areas — if someone is injured in a common area, the HOA's policy responds

What the HOA's Master Policy Does NOT Cover

Not Covered	What This Means for You
Your personal property	Furniture, electronics, clothing, appliances — none of it is covered if lost in a fire, flood, or theft
Improvements you made to your unit	Upgraded flooring, cabinets, fixtures, or any other improvements you installed are not covered
Personal injury inside your unit	If someone is injured inside your unit, the HOA's policy does not apply
Earthquake damage	The HOA carries no earthquake insurance
Flood damage	The HOA carries no flood insurance

⚠ You Need Your Own Policy: The HOA's master policy will not protect your belongings, your unit improvements, or your personal liability. Every homeowner and renter at Stoneman Estates should carry their own HO-6 condo insurance policy. Contact your insurance agent or broker to obtain an HO-6 policy. If you are a renter, a standard renters insurance policy covers your personal belongings and personal liability.

An HO-6 policy is designed specifically for condominium owners and typically covers:

- Your personal belongings
- Improvements and upgrades inside your unit
- Personal liability (if someone is injured in your home)
- Additional living expenses if your unit becomes uninhabitable
- Loss assessment coverage (if the HOA levies a special assessment due to a covered loss)

Current HOA Insurance Status

Coverage Type	Status
Property / Building	Yes
General Liability (common areas)	Yes
Fidelity Bond	Yes
Earthquake	No
Flood	No
VA Approval	Not currently approved
FHA Certification	Not currently certified

Note on VA and FHA: The lack of VA and FHA certification may affect financing options for buyers. If you are selling your unit or a prospective buyer is using VA or FHA financing, consult with your real estate agent or lender about current certification status.

Fidelity Bond

The HOA carries fidelity insurance, which protects the Association's funds against theft or dishonest acts by Board members or employees. This protects the community's finances — not individual homeowners.

Insurance Certificate

A copy of the current HOA insurance certificate (ACORD form) is available from Citicore. The full insurance policy is also available upon request through Citicore.

2.12 Leasing Your Unit

You are permitted to rent out your unit, but leasing comes with significant responsibilities that remain with you as the owner. **Renting your unit does not relieve you of any of your obligations to the HOA.**

The Lease Must Be in Writing

All rental agreements must be in writing. Verbal agreements are insufficient.

Your Responsibilities as the Owner

Even when your unit is rented out, you remain fully responsible for:

- All HOA assessments — your tenant's failure to pay you does not excuse non-payment
- Your tenant's compliance with all HOA rules and governing documents
- Any violations or damages caused by your tenant, their household members, or their guests

If your tenant violates HOA rules, the violation is treated as your violation. Fines and enforcement actions are directed at you, the owner.

What You Must Include in Your Lease

Your lease must include a provision requiring your tenant to comply with all HOA rules and governing documents. A copy of this Resident Guide, the CC&Rs, and all applicable rules should be provided to your tenant at the start of tenancy.

Short-Term Rentals Are Prohibited

The CC&Rs prohibit any rental of less than 30 consecutive days. This means:

- Airbnb, VRBO, and similar short-term rental platforms are not permitted
- Hotel-style or transient use is not permitted
- Minimum lease term is 30 consecutive days

Tenant Access to Amenities

Your tenant has the same rights to use common areas as you do, including the pool, parking, and other amenities — subject to all applicable rules.

Notifying the HOA

If you are leasing your unit, it is good practice to notify Citicore so that HOA communications can be directed appropriately. You may also request that notices be sent to a secondary address (see Section 2.5, Section 2).

2.13 HOA Governance & Structure

Legal Structure

Stoneman Estates Condominium Association, Inc. is a California non-profit mutual benefit corporation, incorporated November 7, 1983. It exists to serve its members — the homeowners — rather than to generate profit.

The Board of Directors

The Association is governed by a five-member Board of Directors elected annually by homeowners. Board members serve one-year terms and may be re-elected. The Board is a volunteer position — Board members are fellow owners who serve without compensation.

The Management Company

Citicore Property Management handles day-to-day administration on behalf of the Board:

- Collecting assessments and managing HOA bank accounts
- Coordinating maintenance and vendor contracts
- Handling owner communications and requests
- Managing the AppFolio resident portal
- Maintaining HOA records

Citicore implements Board decisions — it does not set policy.

How Decisions Are Made

Type of Decision	Who Decides
Day-to-day operations	Board alone
Annual budget and regular assessments	Board alone
Special assessments above threshold	Membership vote required
Changes to CC&Rs	75% of all 34 owners required
Changes to By-Laws	Membership vote required

The Davis-Stirling Act

California's Davis-Stirling Common Interest Development Act is the state law governing all California HOAs. Key rights it guarantees include:

- Right to attend Board meetings
- Right to inspect HOA records
- Right to notice-and-hearing before fines
- Right to vote by secret ballot
- Right to request IDR before legal action

Quick Reference

Item	Detail
HOA legal structure	California non-profit mutual benefit corporation
Incorporated	November 7, 1983
Board size	5 directors
Board terms	1 year, elected annually
Management company	Citicore Property Management
State law	Davis-Stirling Act
CC&R amendment threshold	75% of all 34 owners

Part 3 — Reference

3.1 Glossary

The following terms appear throughout this guide and in the governing documents. Definitions are written in plain English for general understanding — for precise legal definitions, refer to the full governing documents available on the HOA website or from Citicore.

Alternative Dispute Resolution (ADR)

A process for resolving disputes outside of court, such as mediation or arbitration. Under California law, ADR is required before either a homeowner or the HOA can file a lawsuit against the other. See Section 2.10.

Annual Policy Statement

A document issued each year by the HOA that summarizes key policies including assessment procedures, lien enforcement, dispute resolution rights, and insurance status. Residents are entitled to receive a copy upon request.

Articles of Incorporation

The founding legal document that establishes the HOA as a California non-profit mutual benefit corporation. Filed with the California Secretary of State.

Assessment

A fee charged to each homeowner to fund the operation and maintenance of the community. See also: Regular Assessment, Special Assessment.

Association

Refers to Stoneman Estates Condominium Association, Inc. — the legal entity that governs the community on behalf of all homeowners.

Board of Directors (The Board)

The elected body of homeowners responsible for governing the Association, enforcing the rules, managing the budget, and overseeing the management company. Stoneman Estates has a five-member Board elected annually.

By-Laws

The document that governs how the HOA operates internally — Board elections, meeting procedures, officer roles, and voting rules. See Section 2.2.

CC&Rs (Covenants, Conditions & Restrictions)

The primary governing document that defines the rules of the community — what residents can and cannot do, how common areas are used, and how the Association is structured. Recorded with Los Angeles County and legally binding on all owners. See Section 2.1.

Common Area

All property within Stoneman Estates that is not part of an individual unit — including walkways, parking areas, pool and spa, landscaping, and the building exteriors. Maintained by the HOA and shared by all residents.

Condominium Plan

A recorded legal document that defines the physical boundaries of each unit and the common areas within the property.

Declaration

Another term for the CC&Rs. Often used interchangeably in legal documents.

Delinquent

An assessment is considered delinquent when it has not been received by the due date. At Stoneman Estates, assessments are delinquent if not received by the 15th of the month.

Easement

A legal right to use a portion of property for a specific purpose. For example, all residents share easement rights to use the common areas of Stoneman Estates.

Election Rules

A separate document governing how Board elections are conducted, including candidate eligibility, ballot procedures, and vote counting. See Section 2.3.

Exclusive Use Common Area

A portion of the common area that is designated for the exclusive use of a specific unit — such as a patio. While it is technically common area, only the assigned resident may use it.

Fidelity Insurance

Insurance that protects the HOA against financial losses caused by dishonest acts — such as theft or fraud — by Board members or employees.

Foreclosure

A legal process by which the HOA can force the sale of a unit to recover unpaid assessments, fees, and costs. Can be judicial (through the courts) or nonjudicial (through a trustee). See Section 2.4.

Governing Documents

The full set of official documents that establish and regulate the HOA — including the CC&Rs, Articles of Incorporation, By-Laws, Election Rules, and adopted rules and regulations.

HO-6 Insurance

A type of homeowner's insurance policy designed specifically for condominium owners. Covers personal property, unit improvements, and personal liability — things the HOA's master policy does not cover.

HOA (Homeowners Association)

A legal organization established to manage a shared residential community. At Stoneman Estates, the HOA is Stoneman Estates Condominium Association, Inc.

Internal Dispute Resolution (IDR)

An informal process for resolving disagreements between a homeowner and the HOA without going to court or formal mediation. Either party can request IDR by contacting Citicore. See Section 2.10.

Lien

A legal claim placed against a property as security for an unpaid debt. If a homeowner falls behind on assessments, the HOA may record a lien against their unit, which must be paid before the property can be sold or refinanced.

Management Company

The professional company hired by the Board to handle the day-to-day operations of the community. Stoneman Estates is managed by Citicore Property Management Inc.

Mutual Benefit Corporation

The legal structure of the HOA. As a California non-profit mutual benefit corporation, the HOA exists to serve its members (the homeowners) rather than to generate profit.

Nonjudicial Foreclosure

A foreclosure process conducted through a trustee rather than through the courts. Faster and less expensive than judicial foreclosure. Available to the HOA under certain conditions.

Quorum

The minimum number of members or directors required to be present before an official meeting can conduct business or a vote can take place.

Regular Assessment

The standard monthly fee charged to all homeowners to cover the ongoing costs of operating and maintaining the community.

Resolution

A formal decision or policy adopted by the Board of Directors.

Special Assessment

A one-time or short-term fee charged to homeowners to cover unexpected expenses or major repairs not covered by the regular budget.

Voting Rights

Each unit in Stoneman Estates has one vote in Association elections and matters. Voting rights are held by the owner(s) of each unit.

3.2 Frequently Asked Questions

Moving In

Q: I didn't receive a mailbox key from the previous owner. What do I do?

The post office controls mailbox locks, not the HOA or Citicore. Visit your local post office and request a lock replacement — they will issue you new keys.

Q: I didn't receive a pool key or front side gate key. What do I do?

Contact Citicore at (818) 894-5805. They can assist with replacement keys.

Q: How do I get the vehicle gate code or set up a gate opener?

The push-button gate code and opener frequency/fab code are available through Citicore or the Board. Contact Citicore at (818) 894-5805 or email the Board at [Board Email — TBD].

Q: How do I set up my resident portal account?

Visit www.citicoremgmt.com or download the AppFolio Portal app on iOS or Android. If you need help getting set up, contact Citicore.

Q: Where can I find the governing documents?

All governing documents are available on the HOA website or by contacting Citicore.

Q: How do I properly contact the HOA Board?

To ensure all concerns are documented and addressed fairly for every resident, all HOA communications must go through the designated channels listed below. Board members are volunteer residents and may not be contacted directly by phone, text, or by leaving notes on their doors or garages; violations may result in a monetary fine.

Assessments

Q: How do I pay my HOA assessments?

You can pay through the resident portal at www.citicoremgmt.com or via the AppFolio Portal app. Payment options include eCheck, credit or debit card, and electronic cash payments at 7-Eleven or Ace Cash Express. You can also set up a direct payment through your bank — contact Citicore for details on how to do this, as it may allow you to avoid the portal's processing fee. For current assessment amounts, contact Citicore or log in to your resident portal.

Parking

Q: Can I park in the guest spaces?

No. Guest spaces are for visitors only. Residents must use their garage. Parking in a guest space will result in a fine and/or towing at the owner's expense.

Q: How long can my guest park in a guest space?

The maximum stay is 72 hours. If your guest needs to stay longer, you must request an exception by emailing the Board at [Board Email — TBD] with the reason, dates, and vehicle information.

Q: Can I get an additional parking space beyond my garage?

Yes. A limited number of reserved outdoor spaces are available to rent on a first-come, first-served basis — one per unit. Contact Citicore to join the waiting list.

Q: Where can I drop off or pick someone up?

The driveways are designated fire lanes. You may use them for loading and unloading only, with a maximum of 15 minutes. No parking is permitted in front of fire hydrants or in red zones — vehicles will be towed immediately.

Q: My vehicle was towed. Who do I call?

Contact Keystone Towing at (818) 402-3651.

Pool & Spa

Q: What are the pool and spa hours?

Daily from 8:00 AM to 10:00 PM. No exceptions.

Q: Can my child use the pool without me?

No. Children under 13 must have a parent or responsible adult present at all times. No exceptions.

Q: Can I bring guests to the pool?

Yes — up to 2 guests per unit. For larger gatherings, you must request a pool party in advance. See below.

Q: How do I reserve the pool for a party?

Submit a request to the Board or Citicore at least 2 weeks in advance. A \$150 cleaning deposit is required and will be returned after the Board inspects the area. Pool parties are not permitted on holiday weekends. During your party, the pool must remain accessible to all residents.

Q: Can I bring food or alcohol to the pool?

Food is not permitted in the pool area except during an approved pool party. Alcoholic beverages are not permitted at any time. Glass containers are never allowed.

Your Unit & Modifications

Q: Can I paint or modify the exterior of my unit?

Any exterior modification — including painting, structural changes, or additions — requires written approval from the Board before you begin. Submit a request through the resident portal or contact Citicore. Proceeding without approval is a violation of the CC&Rs.

Q: Can I install a satellite dish?

Yes, but written approval is required before installation. The dish must be on a freestanding tripod on your patio — it cannot be attached to the building, roof, gutters, or any other structure. A licensed and insured contractor is required. See Section 2.8 for full guidelines.

Q: Am I covered by the HOA's insurance policy?

The HOA's master policy covers the building structure and common areas, but it does not cover your personal belongings, improvements you've made to your unit, or personal injuries inside your unit. It also does not cover earthquake or flood damage. You are strongly encouraged to obtain your own HO-6 condo insurance policy.

Q: Can I rent out my unit?

Yes, with restrictions. Your tenant must comply with all HOA rules, and you as the owner remain responsible for your tenant's conduct and for your assessments. The CC&Rs prohibit time-share and transient rentals — short-term platforms like Airbnb are not permitted. See Section 2.12.

Violations & Disputes

Q: How do I report an HOA violation?

Contact Citicore at (818) 894-5805 or citicorepropinc@verizon.net, or email the Board at [Board Email — TBD].

Q: I received a violation notice. What do I do?

Review the notice carefully. You have the right to request a hearing before the Board. Contact Citicore to respond and schedule a hearing if needed.

Q: I have a dispute with the HOA. What are my options?

You can request Internal Dispute Resolution (IDR) at any time by contacting Citicore. Before either party can file a lawsuit, California law requires that Alternative Dispute Resolution (ADR) be attempted first. See Section 2.10 for the full process.

Utilities & Services

Q: Who do I contact to set up gas service?

SoCalGas at (800) 427-2200.

Q: Who do I contact to set up electric service?

LADWP at (800) 342-5397.

Q: Who do I contact for cable or internet?

Spectrum at (855) 707-7328 or spectrum.com. Other carriers may be available — call 311 to check availability in your area.

Q: How do I dispose of large or bulky items?

Call 311 to schedule a City of Los Angeles bulky item pickup. Do not leave oversized items next to the bins.

HOA Governance

Q: How is the HOA run?

Stoneman Estates is governed by a five-member Board of Directors elected annually by homeowners. Day-to-day management is handled by Citicore Property Management. See Section 2.13 for more detail.

Q: Can I attend Board meetings?

Yes. Board meetings are open to residents. Contact Citicore to find out when the next meeting is scheduled.

Q: How do I get involved or run for the Board?

Board members are elected annually by homeowners. Contact Citicore or the Board for information on upcoming elections and candidate eligibility. See Section 2.3 for the full election process.

3.3 How to Submit Requests

For most requests, you have two options: the resident portal (web or app) or contacting Citicore directly. Some requests must go to the Board. The table below tells you exactly where each request goes.

IMPORTANT:

To ensure all concerns are documented and addressed fairly for every resident, all HOA communications must go through the designated channels listed below. Board members are volunteer residents and may not be contacted directly by phone, text, or by leaving notes on their doors or garages; violations may result in a monetary fine.

Resident Portal

Web	www.citicoremgmt.com
App	AppFolio Portal (available on iOS and Android)

Use the portal to manage your account, view statements, submit maintenance requests, and more.

Contact Citicore Directly

Phone	(818) 894-5805
Email	citicorepropinc@verizon.net
Office Hours	Mon–Thu 9:00 AM – 5:00 PM (closed 1:00–2:00 PM) Fri 9:00 AM – 1:00 PM

Request Directory

Request	How to Submit	Notes
Maintenance request	Resident portal	—
Architectural modification approval	Resident portal or contact Citicore	Written approval required before starting any work
Satellite dish installation approval	Contact Citicore	Written approval required before installation; see Section 2.8
Guest parking exception	Email the Board at [Board Email — TBD]	Include: reason, dates, vehicle make/model/color, and license plate number
Reserved parking space (waitlist)	Contact Citicore	First-come, first-served; one per unit
Pool party request	Resident portal or contact Citicore	Minimum 2 weeks in advance; \$150 cleaning deposit required
Replacement pool or gate key	Contact Citicore	—
Vehicle gate code or opener info	Contact Citicore or Board	—
Assessment payment setup	Resident portal or contact Citicore	See Section 3.2 for payment options

Request	How to Submit	Notes
Internal Dispute Resolution (IDR)	Contact Citicore	See Section 2.10
Report an HOA violation	Contact Citicore or email the Board	—
Additional copies of governing documents	Contact Citicore or visit the HOA website	—
Board meeting schedule	Contact Citicore	Meetings are open to all residents