

GOOD TO KNOW INFORMATION

ADMINISTRATION & HOMEOWNER SERVICES

Important reminders, useful insights, and community information to keep residents informed, prepared, and *in the know*

MESSAGE FROM THE GENERAL MANAGER

Get ready for a New and Exciting "In The Know" coming to Cottonwood Palo Verde Homeowners.

A transition of how information is published to the community will be taking place over the next month. The "In The Know" will change to a monthly publication with a new format concentrating on information from the General Manager, messages from the Board and updates from the various Committees.

The Flyer will continue to be distributed weekly on Fridays keeping homeowners apprised of food & beveage specials, golf information and active lifestyle schedules as well as upcoming HOA news.

Watch for more details in the coming days and weeks.

Andy Andrews, General Manager

COMMUNITY GARAGE SALE COMING NOVEMBER 14

Get your treasures ready for the Cottonwood Palo Verde Fall Community Garage Sale on **Saturday, November 14th.**

- Items for sale must be contained in the garage or driveway.
- Homeowners are responsible for their own advertisement. Signs will be allowed on this day only and one self-supporting "tent" style Garage Sale sign, no larger than 25"x24", is permitted on a homeowner's property. HOMEMADE SIGNS ARE PERMITTED.

Sale items must be kept in your garage or driveway & **removed by 3pm.**

PET OWNERS

- Please be a responsible pet owner — always clean up after your pet
- Pets **must be leashed at all times** and walked along designated paths, not near the greenbelt fence
- HOA rules prohibit unsanitary conditions on common property and will be enforced

GENERAL ELECTION VOTE POLLING INFO

Our local polling site is in the **Saguaro Room at Cottonwood today, Tuesday, November 3**, between **7:00 AM and 7:00 PM**. Please remember that valid photo identification is required for all in-person voters!

COTTONWOOD POOL: PDK SMART ACCESS LOCK SYSTEM

Access to the pool gate will be powered by our PDK Smart Access System. You can enter using either:

- The FREE PDK Smartphone App (Our Preferred & Fastest Method!)
- A Physical Key FOB (Available for a one-time $15 hardware fee, requiring annual renewal to remain active)

Access Guidelines for Guests & Renters

- **For Guests:** Access is activated for the duration of the approved Guest Pass. Guests can use either the FREE PDK App or purchase a physical Key FOB for $15. (Note: A $15 replacement fee applies if a guest FOB is lost and requires replacement)
- **For Renters:** The homeowner's app and FOB access are automatically deactivated during rental periods. Renters will be activated for the duration of their lease. While the FREE App is preferred, physical FOBs are available for $15.
- **Lost FOBs:** If a FOB is lost, please visit Homeowner Services immediately to deactivate the old key and issue a new one ($15 replacement fee)

How to Register for the FREE PDK App

Using your smartphone is the easiest way to scan through the gates!

- **Keep an Eye on Your Inbox:** Homeowners with an email address on file with HOA 2 will receive an activation email directly from PDK.
- **Download & Activate:** Download the FREE PDK App from your mobile device's app store, open the PDK email on your phone, and tap Activate.
- **Pro-Tip:** Look for the email sent to the primary address registered with HOA 2 for automatic verification.

GUEST PASSES

If you're expecting family or friends, please obtain **Guest Passes** in advance to avoid lines.

- **Guest Card Form** is available here—print and complete it before visiting Homeowner Services.
- **Guest Definition:** Individuals staying in your household while you are in residence, for up to 30 days per year.
- **Reminder:** Guests must have a pass to use amenities if unaccompanied. A Guest Pass is also required at the Fitness Activity Center, along with a $10 daily fee.

UPDATED HOMEOWNER INFORMATION ON FILE IS CRITICAL

Keeping your homeowner information current in our community system is essential to receiving critical updates, neighborhood alerts, and official association business without delay. It is important to know that official HOA notices and our weekly marketing or news emails are processed through two entirely different platforms. Official association communications—such as board notices, annual dues statements, and voting materials—are delivered directly through our main homeowner records system. Because this system relies on your official account details, maintaining accurate contact information ensures you never miss a mandatory notice or time-sensitive update.

To ensure you are fully connected, all homeowners should be registered on our primary community website at **www.cottonwoodpaloverde.com**. This gives you direct access to member resources, official documents, and account management tools. However, if you would also like to receive our weekly e-newsletters, amenity updates, dining specials, and event announcements, you must subscribe separately to our email distribution list. You can quickly sign up to receive these additional community news updates by subscribing here

Registering on the website keeps your official homeowner profile current, while joining the e-news list ensures you never miss out on the vibrant activities and everyday news happening across Cottonwood Palo Verde!

BUILDING A CULTURE OF KINDNESS: COMMUNITY CODE OF CONDUCT

At Cottonwood Palo Verde, maintaining a safe, welcoming environment is a shared commitment. Our Code of Conduct sets clear expectations for courtesy and respect among residents, staff, and guests across all facilities and common areas.

Mutual respect is essential. Aggressive language, harassment, or disrespectful behavior toward neighbors, visitors, or association employees will not be tolerated. Our staff works hard to serve our community, and treating them with dignity ensures a positive atmosphere for everyone.

Please remember that homeowners are responsible for ensuring their guests and family members also follow these standards while enjoying our amenities.

Thank you for your cooperation in keeping Cottonwood Palo Verde a friendly and enjoyable place to live. To review the complete Code of Conduct policy, please visit www.cottonwoodpaloverde.com

SPEED LIMIT 25MPH

Please remember: the speed limit in Cottonwood and Palo Verde is **25 MPH**—no exceptions.
With walkers, pets, bikers, and golf carts sharing our roads, safety comes first, even when you're on a schedule.
When driving, please:

- Stay alert to your surroundings
- Follow all road signs
- Use turn signals
- Watch your speed

Thank you for helping keep our community safe

BEFORE YOU REMODEL BE SURE YOU COMPLETE THE APPLICATION

Planning an exterior upgrade, new landscaping, or home addition? Submitting an Architectural Control Committee (ACC) application before starting work—or pulling county permits—is essential to protecting your investment.

The formal approval process requires detailed project plans, material specifications, and property surveys. Obtaining ACC approval first ensures your project complies with community standards and prevents wasted time or non-refundable permit fees if plans require adjustments.

Bypassing this process carries serious risks. Unapproved construction leads to formal violation notices, recurring fines, and the potential requirement to dismantle unapproved work at your own expense. Always secure ACC approval first to keep your project moving smoothly and stress-free. Link to Application

FINANCIAL SUSTAINABILITY NOTICE: CREDIT CARD PROCESSING FEE POLICY

Credit Card Fee Notice
Effective October 26

To help save the community ~$175,000 a year, **a 3% fee will apply to all credit card payments.**

How to Pay WITHOUT Extra Fees:

- Cash & Checks: No extra fee anywhere.
- Debit Cards: No extra fee for daily purchases. (Not accepted for HOA Dues or Golf Memberships).
- Bank Transfer (ACH): No extra fee for HOA Dues or Golf Memberships. (Requires a quick setup form).

Fitness Center Reminder:
To pay for Fitness Center services with a credit card, please pay at the Admin Desk first and bring your receipt to the gym.

Additionally, we are pleased to announce that **we now accept all major credit cards,** including Visa, Mastercard, Discover, and American Express! Including at the Admin Building.

VISA mastercard DISCOVER AMERICAN EXPRESS

SEND US YOUR FEEDBACK

You may have seen an uptick in QR codes around our community, they play an important role in shaping the future of our community. You'll find QR codes posted throughout our community including at the clubhouses, in our communications, golf courses and pro shops, and in our dining facilities. Please send us your feedback!

our input is very important and your feedback is an excellent means of voicing concerns, compliments, thoughts, etc.

You can fill out the questionnaire using one of the following options:

- Scan the QR codes with your smartphone camera
- On our website
  - here for General Comments
  - here for Food and Beverage Comments

UPCOMING CLOSURES AT OUR ADMINISTRATION BUILDING

- **Thursday, November 26, 2026**
  - Closed All Day for Thanksgiving
- **Friday, November 27, 2026**
  - Closed All Day for Thanksgiving
- **Thursday, December 24, 2026**
  - Closed All Day for Christmas Eve
- **Friday, December 25, 2026**
  - Closed All Day for Christmas
- **Friday, January 1, 2027**
  - Closed All Day for New Years Day



COMMUNICATIONS

Community updates are shared daily through multiple channels, including email, our website, digital screens near or inside our facilities, weekly eNewsletters, printed newsletter, signs, flyers, meetings and more.

To stay up to date with the latest information, please be sure to subscribe to our marketing email communications here

BIKING & WALKING

We do not have sidewalks in our community. Please take extra caution when walking or biking using these tips

When walking:

- Wear light or reflective clothing
- Carry a flashlight if in the dark
- Make eye contact with drivers
- Keep pets on a short, reflective leash
- Walk facing traffic, near the curb

When biking:

- Use a bike light & rear reflectors
- Wear light-colored or reflective clothing
- Stay alert to traffic behind you (a mirror helps)
- Ride near the curb, the same way as traffic

BE SURE TO HAVE ID AND CELL PHONE WITH YOU

GOLF ANNUAL RENEWAL TIME

Just a friendly reminder that all annual golf memberships expire on October 31st! Don't miss out on another great year of golf! Be sure to stop by either the Cottonwood or Palo Verde Golf Shop to renew your membership and continue enjoying all the benefits of being an annual golf member. We look forward to seeing you on the course!

GOLF PATHS

- **Golf course paths are for golfers only**—no walking, jogging, biking, or dog walking at any time
- This rule is **enforced 24/7**, including at night. Violators will be asked to leave
- For walking and exercise, please use the Five Lakes paths in Cottonwood

ADMIN CENTER: DROP BOX

For your convenience, a Drop Box is located east of the entrance of the John R. Dobson Administration Center. This box is provided for homeowners to drop off HOA paperwork, such as their dues assessments and comment cards when the office is closed.

LOST AND FOUND

The San Tan Gate provides a secure location for items that are lost or found and is open 24 hours for your convenience. Homeowners must give a description of the missing item prior to release. Call (480) 895-6846

COTTONWOOD PALO VERDE HOA 2

Trouble Accessing the New Cottonwood Pool?

SCAN QR CODE TO LEARN HOW

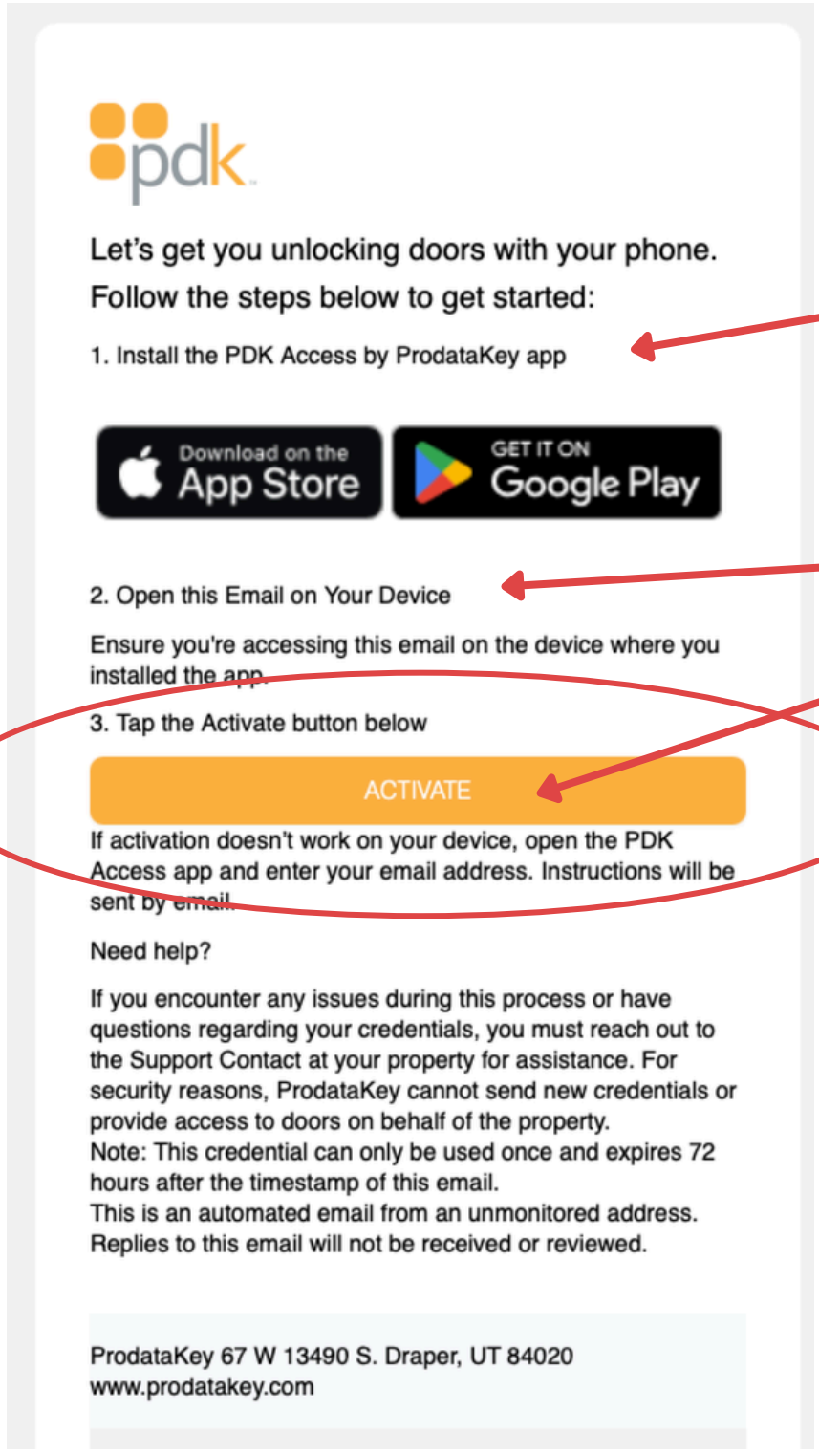
THANK YOU!

SENDER: NO-REPLY=ACCOUNTS.PDK.IO@PDK.IO

EMAIL SUBJECT LINE:

YOUR CREDENTIALS ARE READY TO UNLOCK DOORS WITH PDK ACCESS

WHAT IT SHOULD LOOK LIKE



pdk

Let's get you unlocking doors with your phone.

Follow the steps below to get started:

1. Install the PDK Access by ProdataKey app

Download on the App Store

GET IT ON Google Play

2. Open this Email on Your Device

Ensure you're accessing this email on the device where you installed the app.

3. Tap the Activate button below

ACTIVATE

If activation doesn't work on your device, open the PDK Access app and enter your email address. Instructions will be sent by email.

Need help?

If you encounter any issues during this process or have questions regarding your credentials, you must reach out to the Support Contact at your property for assistance. For security reasons, ProdataKey cannot send new credentials or provide access to doors on behalf of the property.
Note: This credential can only be used once and expires 72 hours after the timestamp of this email.
This is an automated email from an unmonitored address. Replies to this email will not be received or reviewed.

ProdataKey 67 W 13490 S. Draper, UT 84020
www.prodatakey.com

DOWNLOAD THE PDK APP TO YOUR SMART PHONE
IPHONE = APP STORE
ANDROID = GOOGLE PLAY

OPEN THE EMAIL FROM PDK ON YOUR PHONE

CLICK ACTIVATE ONCE YOU HAVE DOWNLOADED THE PDK APP TO YOUR SMART PHONE

EMPLOYEE OF THE MONTH: OCTOBER 2026

Cottonwood Palo Verde at Sun Lakes

RICK ROY - GOLF & COMMON AREAS



Exceptional Leadership, Dedication, and Teamwork

During a period of significant staffing reductions and operational challenges, Rick has gone above and beyond, demonstrating outstanding leadership, dedication, and an unwavering commitment to the team's success. He has taken on additional responsibilities, covered leadership shifts, and worked extended hours to ensure critical overseeding deadlines were met. His selflessness, initiative, and ability to coordinate across Golf Maintenance, the Golf Shop, and Common Area Landscape have been instrumental in maintaining successful operations.

Congratulations Roy on being our October Employee of the Month.