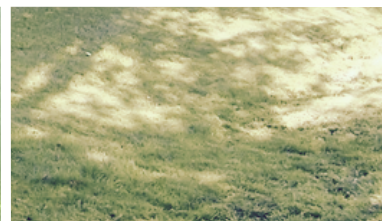
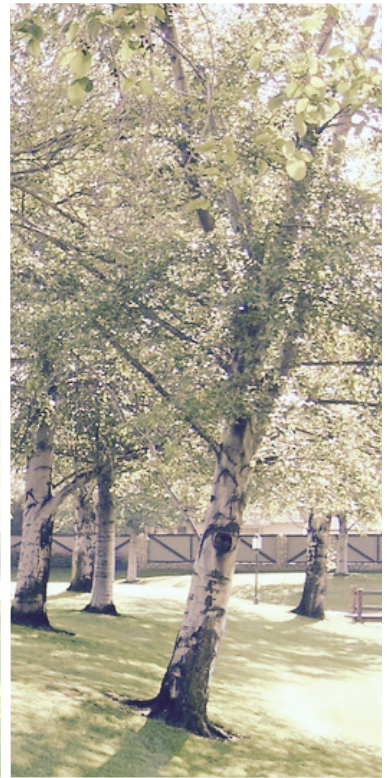


# CREEKSIDE EAST

Welcome Home



[www.Creeksideeast.com](http://www.Creeksideeast.com)



## TABLE OF CONTENTS

<u>Welcome Letter</u>	1
<u>Master Homeowners Association</u>	2
<u>Creekside East Common Area</u>	3
<u>HOA Guidelines</u>	4
<u>Architectural Standards</u>	5
<u>Residential Use Restrictions</u>	6
<u>Landscape and Maintenance Use Restrictions</u>	7
<u>HOA Common Area Access</u>	8
<u>Pool/Spa Rules</u>	8-9
<u>Schools</u>	10
<u>Pets</u>	11
<u>Services in Ontario</u>	12
<u>City of Ontario Administration</u>	13
<u>General Information</u>	14-15
<u>Creekside Community Map</u>	16
<u>Local Community Map</u>	17



---

Dear New Community Homeowner,

**Welcome to Creekside Village East!** Congratulations on your recent move. We would like to extend a warm welcome to Creekside Village, a planned community that was founded in 1984, in the southernmost part of Ontario, California. Creekside Village was the creation of Barrett Builders and was developed in two phases, East and West. Creekside East has 1,396 residential units that were originally constructed by twelve different builders. The residences are organized into nine tracks of single family homes, two townhomes, and one condominium complex. Creekside Village East Master Homeowners Association (HOA) governs over all twelve tracks and the common areas. If you moved into a townhome or condo, you are also a member of a sub-association HOA (Oak Creek, Papillion, or Country Oaks).

This Welcome Guide is meant to assist you with your transition into the Creekside Village East Community and to the City of Ontario. It contains a phone directory, community map, community resource page and much more. Living in a planned community is a wonderful way for families to get to know one another. We hope you enjoy your experience as a community member and take advantage of all that Creekside has to offer. We look forward to meeting you at the monthly HOA meetings and having you become a part of our community. Once again, welcome to Creekside Village East, we are happy to have you as a neighbor!

Sincerely,

The Board of Directors  
Creekside Village East Homeowners Association

# MASTER HOMEOWNERS ASSOCIATION

## DUTIES OF THE MASTER ASSOCIATION

---

The business matters of the Master HOA is managed by the Board of Directors, which consists of seven elected members (homeowners). The powers and duties of the Board are to conduct, manage and control the affairs and business of the Master Association, and to make and enforce such rules and regulations consistent with law, the Articles of Incorporation, and the CC&R's. On behalf of the Master HOA the Board is responsible to acquire, manage, maintain, repair, and replace all portions of the community facilities in a neat, clean, safe, attractive, sanitary and orderly condition at all times. In addition, the Board contracts services to maintain and conduct business on behalf of the HOA, which includes contracting a full-service management company to conduct community business, store documents, initiate billing, and interface with community members. Other contracted services include Legal Counsel, CPA, Insurance, Landscaper, Pool Service, Community Patrol, and Grounds Maintenance.

## COMMUNITY INFORMATION RESOURCES

---

The Creekside East Master HOA board meetings are held on the 2nd Wednesday of each month at Creek View Elementary School and begin at 6:30 p.m. The "Creekside Connection" is a community newsletter that is mailed out monthly to residents. In addition, there is a community website located at [www.Creeksideeast.com](http://www.Creeksideeast.com), a community email address and Facebook pages run by residents, all of which are included in the monthly community newsletter.

## DUTIES OF THE MASTER ASSOCIATION

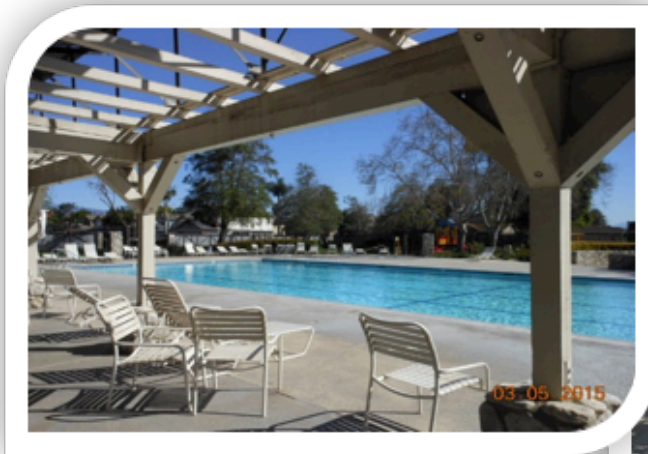
---

Owners of each of the 1396 units in the Master HOA share in the expense of the common area on an equal basis. Regular assessments are used exclusively for promoting the recreation, health, safety, and welfare of residents, the management of the Community, enhancing the quality of life, and the value of Community. All billing statements are mailed on a monthly basis, and if residing in a townhome or condominium, an additional statement will be mailed from one of three Creekside sub-associations. All Master HOA fees are due on the 1st of each month, and are delinquent on the 16th. Payments can be made by check or automatic payment to Creekside Village East Master HOA.



## CREEKSIDE EAST COMMON AREA

A part of community living is the sharing of “common property”, which is maintained with the monthly association dues paid by community members. Membership in the Creekside Village East HOA takes place when you purchase property and provides residents the use of many amenities including pools, Jacuzzis, lighted tennis courts, volleyball court, playground areas, parks & parkettes with benches & barbeques, biking paths, and a beautiful lush landscape with winding walkways. The family friendly environment of Creekside has great walkability, providing easy routes to local schools that also connect to amenities within the community. Pet owners can also take pleasure in walking their pets along the green belt walking paths and making use of the convenient disposable pet stations.



# HOA GUIDELINES

## CC&R'S (COVENANTS, CONDITIONS & RESTRICTIONS)

---

The guiding documents for Creekside Village East Community are the CC&R's. These guidelines were developed for the purpose of enforcing, protecting and preserving the value, desirability and attractiveness of the Community and enhancing and maintaining the quality of life within the Community. A complete copy of the Association CC&R's and By-Laws can be downloaded from the community website [www.Creeksideeast.com](http://www.Creeksideeast.com).

## ARCHITECTURAL GUIDELINES

---

Architectural Guidelines help assure a continuity in design which will help preserve and improve the appearance of the Community and enhance the property values of all property owners. All improvements to the exterior of any dwelling must be submitted and approved by the Master HOA Board of Directors or an Architectural Committee appointed by the Board. Architectural Home Improvement forms can be downloaded from the Community website, [www.Creeksideeast.com](http://www.Creeksideeast.com) or obtained at the community's management office. The Architectural Committee will review all architectural requests and notify the owner of their decision within 30 days from the date of submission. Failure to obtain the necessary approval, or failure to complete improvements in conformity with the approved plans and specifications, may result in a violation and fines.

## VIOLATIONS

---

Violations of the CC&R's generates a letter to residents, which are mailed out once a month. Violations include, but are not limited to; altering exterior of dwelling without prior approval, not maintaining landscape and exterior home repairs. If fines assessed for property violations are resolved in a timely manner, they will automatically be waived. Fine letters will continue to be sent until the violation is resolved or civil action is taken. Violation procedures can be downloaded at the Community website [www.Creeksideeast.com](http://www.Creeksideeast.com) or obtained at the community's management office.

## ARCHITECTURAL STANDARDS

No improvement of any kind including, but not limited to, structure, fence, wall patio, house painting, or any other change or modifications to the exterior of dwelling shall be done until an Architectural form with plans and specifications of proposed change has been submitted to and approved by the Board of Directors or an Architectural Committee appointed by the Board of Directors.

### PAINTING

---

Exterior paint on any dwelling or structure will be subject to review and approval by the Architectural Committee and the Board of Directors. Approved color schemes are available on the Dunn-Edwards website [www.DunnEdwards.com /colors/archive/color-ark\\_pro](http://www.DunnEdwards.com/colors/archive/color-ark_pro), and paint may be purchased at any location.

### PATIO STRUCTURES AND GAZEOS

---

Structures shall conform to the original structure character of the existing dwelling. Patio covers and enclosed patios shall be of wood or alum wood construction only, with the exception of vertical supports which may be of stucco or masonry, and must be a minimum of 50% open. Structures must be stained or painted to match or be complimentary with colors used on existing dwelling. In designing the addition, intrusion upon a neighbor's privacy or the passage of light or air shall be kept to a minimum.

### FENCING

---

Extensions of existing fencing shall conform to the design and material standards established and cannot exceed 6 feet in height. Lattice may NOT be installed on top of fences and NO fence of any sort shall be installed without prior approval. Acceptable material for fencing shall include: slumps & split face stone, stucco wall, wood, wrought iron (vertical bars), wood louvers, wood panels, glass panels (not fiberglass), vinyl, or landscaping (shrubs).

### EQUIPMENT AND STORAGE SHEDS

---

Sheds and outbuildings may not be taller than 6-feet at highest point. No structure temporary or permanent shall be placed against or within 10-feet of a lots front fencing. Placement of shed on property must be submitted and approved by the architectural committee. Sheds shall be kept clean, maintained, and harmonious in color with the adjoining home.

## RESIDENTIAL USE RESTRICTIONS

### RENTALS

---

No owner shall rent or lease their lot for transient or hotel purposes. All rental and lease agreements shall be subject to all rules and regulations adopted by the Master Association.

### COMMERCIAL USE

---

No part of a lot or dwelling shall be used or authorized to be used in any way for any business, commercial, manufacturing, storing, vending or other non-residential purposes.

### NUISANCES

---

No noxious or offensive activity shall take place on any lot or any other part of the HOA common area, which may become an annoyance or nuisance to the neighborhood, or that shall interfere with the quiet enjoyment of each of the owners of their respective lot.

### VEHICLES

---

No trailer, boat, camper, or pickup truck with a "cab-over" camper extending above the cab shall be permitted to remain upon any lot, unless placed within an enclosed garage obscured from view of adjoining lots, streets, nor permitted to be parked other than temporarily.

### UNSIGHTLY ITEMS

---

All weeds, rubbish, debris or unsightly materials or objects of any kind shall be regularly removed and shall not accumulate. All clotheslines, refuse containers, woodpiles, storage areas, machinery and equipment shall be prohibited, unless obscured from view. No aluminum, paint, newspaper or similar coverings are allowed as window coverings.



## LANDSCAPE & MAINTENANCE USE RESTRICTIONS

### RESIDENTIAL LANDSCAPING

---

All landscaping, including shrubs, trees, grass and other plantings, shall be neatly trimmed, properly cultivated and maintained continually by owner. This includes the removal of all dead plants, shrubs, trees and the mowing of lawns.

### REPAIR AND MAINTENANCE

---

All Lot owners shall maintain the exterior of their dwelling, walls, fences, roof, patios, deck balconies, windows, screens, doors and all other improvements on their lot in a neat, clean, safe and attractive condition at all times and make repairs as they are required.

### THEME FENCING REPAIRS

---

In the event that any theme fence is damaged, property owners shall be responsible for repair of fence in a timely manner and in accordance with the architectural specification approved by the HOA Board. If not completed in a timely manner the HOA has the “right of entry” and charge repairs costs to homeowner.

### DRAINAGE

---

No interference with established drainage patterns over any lot or any Community Common area is allowed. All slopes or terraces on any lot shall be maintained to prevent erosion upon streets or adjoining property.

**\*For additional residential and landscape maintenance restrictions refer to HOA CC&R's (Covenants, Conditions & Restrictions) and HOA Architectural guidelines available on [www. Creeksideeast.com](http://www.Creeksideeast.com) website.**

## HOA COMMON AREA ACCESS

### POOL SECURITY GATE ACCESS CARD & KEY

---

A security gate access card is required to unlock all three pool areas within Creekside East Community. A key is used to unlock tennis courts and turn on tennis court lights and Jacuzzi jets. A pool access card and key are available for a nominal fee. For more information on obtaining a pool access card and key, go to [www.Creeksideeast.com](http://www.Creeksideeast.com) website.

### COMMON AREA ID CARDS & GUEST CARDS

---

It is required that each member of a household obtain a Common Area Identification Card. Community ID cards include a photo of the resident and their account number. Each Community member's household is allowed only four guests in the pool areas, and allotted only four guest cards per household. For more information on obtaining cards go to [www.Creeksideeast.com](http://www.Creeksideeast.com) website.

## POOL AND SPA RULES (rev. 6/11/15)

The rules are made for your safety and enjoyment of the recreation areas. Failure to abide by the rules will result in loss of privilege, fines, and/or legal prosecution. Homeowners are responsible for family members, minors, guests, renters and/or lessees. Use of facility is at your own risk. NO LIFEGUARD ON DUTY.

Pool/spa hours are from 6:00 A.M. – 11:00 P.M. and a Common Area ID Card is required to access pool/spa areas. During the hours that the pool/spa are monitored, residents and their guests are required to sign in. Residents are allowed only (4) guests per household while using the pool/spa/tennis court. Gates must be kept closed and locked at all times. Guests must be accompanied by an adult resident/homeowner at all times.

## POOL AND SPA RULES (cont.)

SWIMWEAR MUST BE WORN. No foreign objects, hairpins, metal clips, cut-off jeans with loose threads are allowed in pool/spa areas, since they plug the drains and filters. For the same reason long hair must be held by a rubber band.

All minors under the age of 16 must be accompanied by a responsible adult (18 years or older) while in the pool, spa and pool area.

NO children under the age of 14 are allowed in the spa without a responsible ADULT (18 years or older).

NO PETS, except service animals as defined in the Americans with Disability Act or an assistance animal as defined under the Fair Housing Act will be allowed in recreation area.

NO boogie boards, skates, bikes, big wheels or skateboards.

NO glass objects of any kind will be allowed in the recreations areas.

NO illegal substances or alcohol will be allowed in the recreation areas.

NO cooking, loud music, unruly conduct, running, horseplay, "cannonballs", running jumps or diving allowed.

DO NOT remove pool furniture from pool area.

Equipment areas are off limits except to authorized personnel, including electrical outlets.

NO personal items are to be left in the recreation areas.

Use of spa by pregnant women is NOT recommended by the Association.

Keep area clean at all times and dispose of any trash.

NO smoking of any substance allowed in pool/spa/tennis court areas.

# SCHOOLS

## PRESCHOOLS

---

Wee Care  
3876 Lytle Creek Loop  
(909) 923-5327  
[www.We-Care.net](http://www.We-Care.net)

Easter Seals  
2999 South Haven Avenue  
(909) 923-3352  
[www.EasterSeals.com](http://www.EasterSeals.com)

## ELEMENTARY SCHOOL

---

Creek View Elementary School  
3742 Lytle Creek Loop  
(909) 947-8385  
[www.MtnView.k12.ca.us](http://www.MtnView.k12.ca.us)

## MIDDLE SCHOOL

---

Grace Yokley Middle School  
2947 South Turner Avenue  
(909) 947-6774  
[www.MtnView.k12.ca.us](http://www.MtnView.k12.ca.us)

## HIGH SCHOOL

---

Colony High School  
3850 East Riverside Drive  
(909) 930-2929  
[www.ColonyHS-cjuhsd-ca.schoolloop.com](http://www.ColonyHS-cjuhsd-ca.schoolloop.com)



## PETS

No animals, livestock or poultry of any kind shall be raised, bred or kept on any lot. Dogs, cats or other household pets may be kept, provided they are not bred, or maintained for any commercial purpose or in numbers deemed unreasonable. No pet may be kept on owner's lots which result in any annoyance or are obnoxious to residents in the vicinity. All permitted animals shall be kept on a leash when on any portion of common area property. Please respect our community by picking up after your pet and disposing of waste in the doggie station or trash cans.

### LOCAL DOG PARKS

---

American Heroes Park  
6608 Hellman Avenue  
Eastvale, Ca 92880

Harada Heritage Park  
13099 65th Street  
Eastvale, Ca 92880

Dairyland Park  
14520 San Remo Drive  
Eastvale, Ca 92880

## SERVICES IN ONTARIO

### WATER, SEWER AND SOLID WASTE

---

Ontario Municipal Utilities Company  
(909) 395-2050

Normal Collection days are Friday, and service will be postponed by one day following these holidays: New Year's Day, President's Day, Memorial Day, Independence Day, Labor Day, Veteran's Day, Thanksgiving and Christmas.

### ONTARIO CITY MAINTENANCE

---

A request for city maintenance services can be submitted online at [www.ci.ontario.ca.us](http://www.ci.ontario.ca.us), or through the MyOntario smart phone applications, which can send pictures of maintenance issues using GPS technology. You can also call (909) 395-2000.

### POLICE

---

Ontario Police Department  
2500 South Archibald Avenue  
Ontario, Ca 91761  
Front Desk (909) 395-2001  
Dispatch (909) 986-6711  
[www.OntarioPolice.org](http://www.OntarioPolice.org)

### FIRE

---

Ontario Fire Department  
425 East B Street  
Ontario, Ca 91761  
(909) 395-2002

ONTARIO CITY HALL

---

Hours: Monday through Thursday 7:30 AM - 5:30 PM  
Friday 8:00 AM - 5:00 PM  
Address: 303 East B Street, Ontario, Ca 91764  
[www.ci.ontario.ca.us](http://www.ci.ontario.ca.us)

CITY PHONE NUMBERS

---

City Hall . . . . .	(909) 395-2000
City Council . . . . .	(909) 395-2011
Building . . . . .	(909) 395-2023
City Clerk . . . . .	(909) 395-2009
Code Enforcement . . . . .	(909) 395-2007
Engineering . . . . .	(909) 395-2025
Housing . . . . .	(909) 395-2006
Planning . . . . .	(909) 395-2036
Parks and Maintenance . . . . .	(909) 395-2633
Public Works . . . . .	(909) 395-2600
Parks and Recreation . . . . .	(909) 395-2020
Street Light Problem . . . . .	(909) 395-2639

## GENERAL INFORMATION

### LIBRARIES

---

- Ovitt Family Community Library . . . . . (909) 395-2004  
Address: 215 East C Street
- Colony High Branch Library . . . . . (909) 395-2014  
Address: 3850 East Riverside Drive

### SCHOOL DISTRICTS

---

- Ontario-Montclair School District . . . . . (909) 459-2500
- Chaffey Joint Union High School District . . . . . (909) 988-8511  
(Colony High School)
- Mountain View Elementary School District . . . . . (909) 947-2992  
(Creek View Elementary, Grace Yokley Middle School)

### MUSEUM OF HISTORY AND ART

---

- 225 South Euclid Avenue . . . . . (909) 395-2510

### KEEPING YOUR NEIGHBORHOOD CLEAN

---

- Graffiti Removal Hotline . . . . . (909) 395-2626
- Shopping Cart Removal . . . . . (800) 252-4613



## GENERAL INFORMATION (cont.)

### GAS

---

Southern California Gas Company  
Residential Customer Service (877) 238-0092 (available 24/7)  
Emergency or Safety Issues (800) 427-2200  
[www.SoCalGas.com](http://www.SoCalGas.com)

### ELECTRIC

---

Southern California Edison  
(800) 655-4555  
[www.SCE.com](http://www.SCE.com)

### ANIMAL SERVICES

---

Inland Valley Humane Society & S.P.C.A.  
(909) 623-9777  
[www.IVHSSPCA.org](http://www.IVHSSPCA.org)

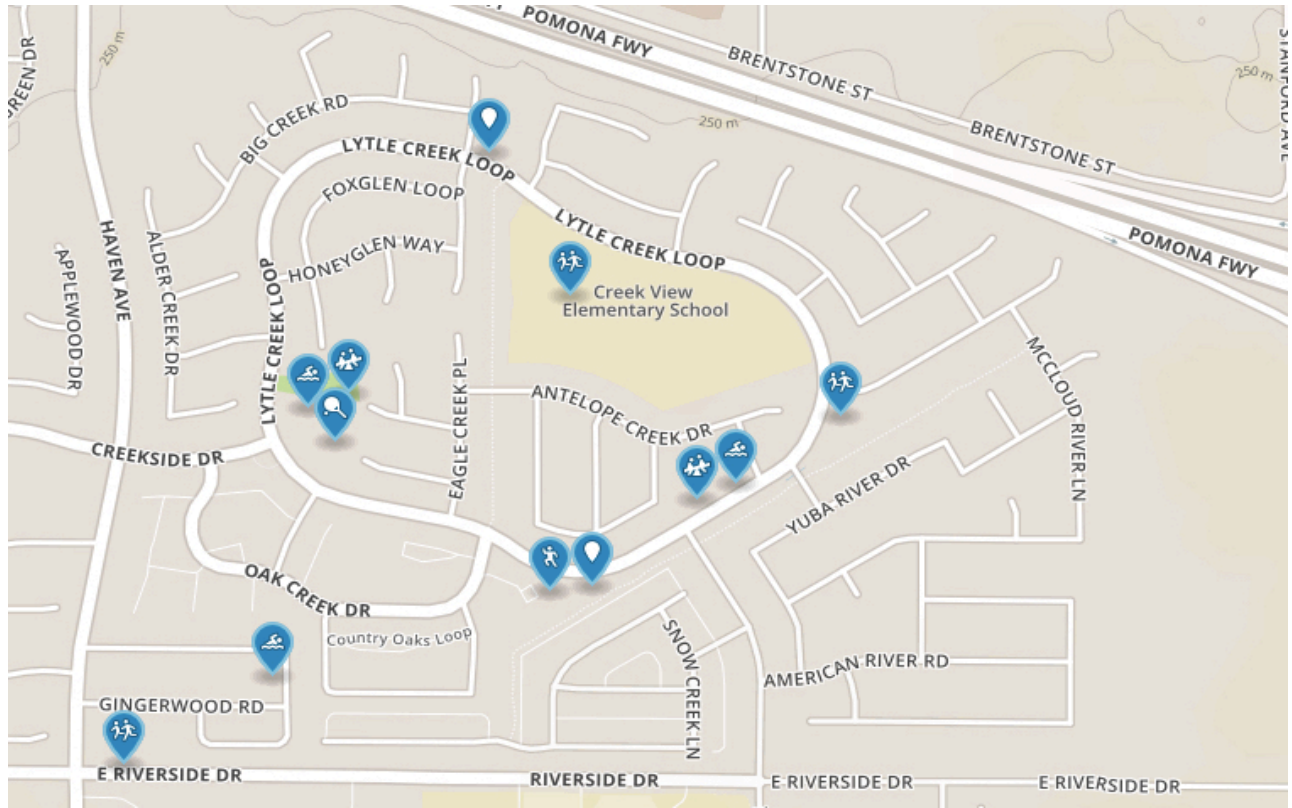
### LOCAL PARKS

---

Creekside Park  
3151 E. Riverside Drive  
Ontario, Ca 91761

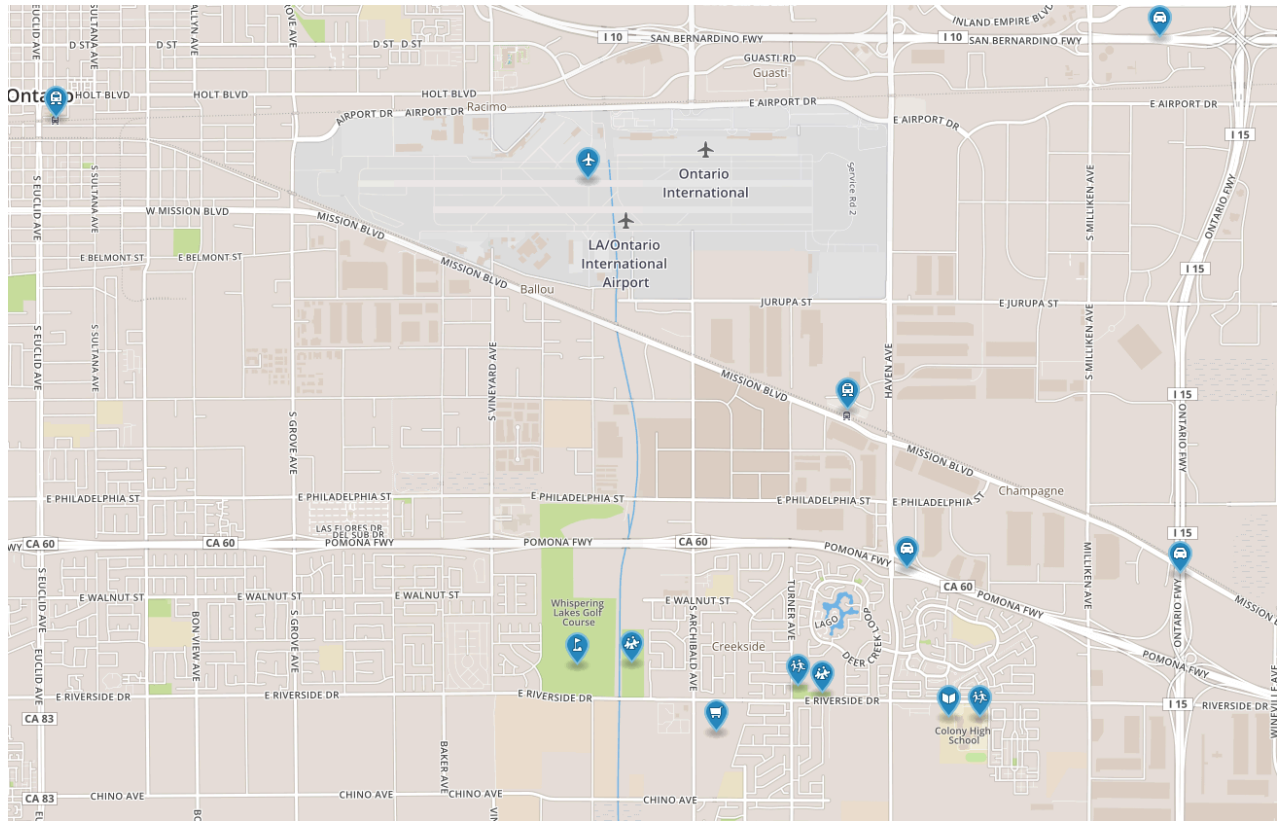
Westwind Park  
2455 E. Riverside Drive  
Ontario, Ca 91761






# CREEKSIDE COMMUNITY MAP



-  Barbeque
-  School
-  Pool
-  Volleyball Court
-  Tennis Court
-  Playground

# LOCAL COMMUNITY MAP



-  Freeway
-  School
-  Amtrak/Metrolink
-  Golf Course
-  Library
-  Playground
-  Grocery Store

