

COMPLIANCE FAQ

1. How to file a complaint?

- a) The easiest way to submit an official complaint is on our website under Resources → PMLA Forms → “Fillable online Submissions Forms” → Complaint form. Once you have filled it out and submitted, it is sent straight to our Community Standards Department. Here is a link to the form for your convenience, <https://www.pinemountainlake.com/30717-2/>
- b) The other option is to fill out a physical copy, and either bring it into the admin office, or send via email or USPS regular mail. Complaint forms are available at the Administration building, or printed from our website under Resources → PMLA Forms → PDF Printable Forms → Complaint form. Here is a link for your convenience, <https://www.pinemountainlake.com/wp-content/uploads/2014/10/FORM-COMPLAINT-FORM-7-22-15.pdf>

**Please make sure to give as many details as possible when filling out the form.

2. What is the enforcement procedure?

If you have received a notice of a violation, there is no need to panic. Luckily, there is time built into the process. The first letter you would receive is simply a Courtesy Notice. With this notice we are reaching out to let you know of the possible violation, understanding that you may have overlooked the various rules that may apply. The purpose is to encourage the correction of the violation, without the need for further enforcement action. However, if there is no action taken within the following (30) days, you would be placed under enforcement, and reviewed every 30 days until the matter is resolved. If the violation remains after (90) days, you would be scheduled for a Hearing with the Covenants Committee.

3. What is the difference between a garbage can holder and a garbage can receptacle?

- a) Garbage Can Holders - Garbage can holders are typically installed roadside. They must be an open design, no more than 3 sides, and are not to exceed 30 inches in height, measured from the lowest grade. Garbage can holders are meant to hold your cans on your scheduled pick-up day ONLY. Really, the only time garbage can holders are necessary is when someone has a slanted driveway, and/or no flat area to place their trash cans near the road on pick up day. Please be advised that holders are approved on a revokable encroachment permit, they are subject to removal for easement or nuisance (like storing your cans in them on days other than your pick-up day).
- b) Garbage Can Receptacles – A Garbage Can Receptacle is a fully enclosed storage container made of materials sturdy enough to prevent wildlife from accessing the garbage inside of it, as they are intended to hold your trash cans on days other than your pick-up day. Bear boxes are a great choice to keep animals out. They can be a bit expensive, but could save you in the long run by preventing potential fines for garbage scattered. Receptacles must be installed next to or behind your single-family dwelling, shielded from view from the street or neighboring lots, per Tuolumne County Ordinance 17.52.130 Storage containers.

4. Are bear boxes acceptable?

Yes, with approval from the ECC in a compliant location. Bear boxes are treated the same as receptacles and they must be installed next to or behind your single-family dwelling, shielded from

view from the street or neighboring lots. Tuolumne County Ordinance 17.52.130 Storage containers, PMLA CC&R's Article VIII, Section 9, ECC Guidelines: Garbage Can Receptacle.

5. Do I need approval to place a garbage holder, or to do landscaping?

Yes, all exterior improvements must be approved through the ECC. Please see common ECC questions.

6. Can Pine Mountain Lake staff enter my property?

If you are under enforcement at the time, yes. The staff will notify you in the violation notice that an inspection for compliance will be performed 30 days from the date of the notice. As stated in *CC&R's, ARTICLE III, Section 6 (b) Association's Limited Right of Entry. The right of the Association, or its agents, when necessary, to enter any Lot to perform the Association's obligations under this Declaration, including: (i) obligations to enforce the design review, minimum construction standards, and land use restrictions of Articles V, VI, and VIII.*

7. Where can I find the CC&R's and ECC Guidelines?

You can access this information online <https://www.pinemountainlake.com/governance/>. Make sure to have your username and password ready. Once there, you will see nine pictured tabs, the 2 containing the CC&R's & Guidelines are Governing Documents, and Environmental Control Committee.

- a) Governing Documents: Contains Pine Mountain Lakes Bylaws, CC&Rs, and Resolutions. Click here for the booklet of Pine Mountain Lake First Restated Declaration of Restrictions (CC&Rs) <https://www.pinemountainlake.com/?a=download&key=05a59429bb2ce7dacedd401f0543fcbe>
- b) Environmental Control Committee: This tab will provide helpful information when planning exterior improvements like Construction Rules, the link to submit projects, current construction fees, and many more. Click here for the ECC Guidebook, with requirements concerning specific projects. <https://www.pinemountainlake.com/wp-content/uploads/2021/03/CCRs-Current-Blue-Book-with-Table-of-Contents-03.04.21-dd.pdf>

8. Do all visitors need to be called in a guest pass?

Yes. All guests must be called in a pass, and enter through the Main Gate ONLY. Guests staying in unit 6 and 12 will be given a loaner gate card at the main gate, which must be returned at the end of their stay. Failure to return the card will result in a \$50 fee billed to the owner of the property. Please keep in mind that Property Owners will be held responsible should their guests violate any rules and regulations, per CC&Rs, Article II, Section 2. Persons Subject to Governing Documents.

9. Can I let my guests in other gates if the Main Gate is backed up?

No, guests are not permitted to enter any gate other than the Main Gate. Please note even unit 6 & 12, will check in at the Main Gate, where they will get their window passes along with a temporary gate card, which will ONLY allow access to necessary gate of those units. Guests must go through the main gate to access amenities. Please be advised that if a gate follow through involving you or your guests occurs, you could face a potential fine, per Resolution 95.09 PML Access Gates Single-Entry Policy.

<https://www.pinemountainlake.com/?a=download&key=8600843243c57be3fb22f6a73eaf6c23>

10. Can I loan out my gate card/clicker?

The only person permitted to use a gate card or a clicker is the individual that the device is registered to, per Resolution 04.04 Gate Card, Clicker Policies & Procedures.

<https://www.pinemountainlake.com/?a=download&key=a527cb50423ed425e4bfbb246d31b14f>

11. Can I feed the wildlife?

No. Per **California State Code Regulation 251.1** *Except as otherwise authorized in these regulations or in the Fish and Game Code, no person shall harass, herd any game or nongame bird or mammal or furbearing mammal. For the purposes of this section, harass is defined as an intentional act which disrupts an animal's normal behavior patterns, which includes, but is not limited to, breeding, feeding, or sheltering.*

12. Can I work on my car?

Per CC&R's, Article VIII, Section 15 Parking and Vehicle Restrictions. (c) *No dilapidated or inoperable vehicle or parts thereof, including vehicles without wheel(s) or an engine, shall be stored or repaired in the open within the Properties except for emergency repairs. The Association shall remove, at the Owner's expense, any vehicle parked or stored in violation of this restriction.*

13. Can my personal property be stored on my property?

Per CC&R's, Article VIII, Section 10. Storage. *Storage of personal property on any Lot shall be entirely within enclosed storage areas.*

14: Can I have my dog at any of the beaches?

No. Dogs are not permitted at any of our beaches.

15: Can I walk my dog in the Community?

Yes. Please be advised that all dogs must be on a leash. ARTICLE VIII, SECTION 6 (b), Household Pets, & Tuolumne County Ordinance 6.04.280 – Control of Dogs.

16: Are there quiet hours in the Community?

Yes. Our suggested quiet hours are 10pm to 7 am.

17. Can I have a garage sale?

No. Resolution 92.16 prohibits yard/garage sales on residential lots.