

# WELCOME TO THE PARKS AT MONTEREY BAY

Forge lasting friendships with your new neighbors and take advantage of other great perks offered through The Parks at Monterey Bay!



## POOLS

Make a splash in one of our pools. **La Mesa Village:** recreational swimming and a kiddie pool **Fort Ord Village:** lap pool, recreational swimming and kiddie pool

## VENUE RENTALS

Need more space? Host your next party, meeting, or event at one of our community centers!

## RECREATION

Over 30 recreation areas offer playgrounds, walking paths, grassy areas, and sports courts.



## ABOUT US!

Unbeatable amenities tailored to active duty service members, civilians, DoD employees, retired military, and their families! The Parks at Monterey Bay offers community, camaraderie, and the best place to live near beautiful Monterey Bay.

We offer access to rentable community venues, a Self Help Center, recreational swimming pool, numerous sports courts, playgrounds, and open grass areas.

Added bonus! 24-hour maintenance, preventative maintenance programs, pest control, landscaping, community activities, and fitness classes are available to our residents.

## FREE ACTIVITIES

- 01 All ages events like Spring Carnival, Pumpkin Patch and Winter Wonderland are always a huge hit!
- 02 Exclusive reservation only resident experiences, such as Paint & Sip, Taste of the Town and Kinderjam toddler programs!
- 03 Seasonal Decorating Contests, on-line giveaways, resident raffles, and coffee meet and greets.



3331-644-0400



[ParksatMonterey@tmo.com](mailto:ParksatMonterey@tmo.com)



[ParksatMontereyBay.com](http://ParksatMontereyBay.com)



**LA MESA VILLAGE  
(MILITARY)**

1200 Fechteler Dr.  
Monterey, CA 93940

**FORT ORD VILLAGE  
(MILITARY)**

3301 Monterey Rd.  
Seaside, CA 93955

**FORT ORD VILLAGE  
(CIVILIAN)**

4291 Normandy Rd.  
Seaside, CA 93955

**HOURS OF OPERATION**

Monday - Wednesday + Friday: 8am - 5pm, closed 12pm - 1pm

Thursday: 9pm - 5pm, closed 12pm - 1pm

831.644.0400

24-Hour Emergency Maintenance: Select Option 1



[ParksAtMontereybay@tmo.com](mailto:ParksAtMontereybay@tmo.com)



[/TheParksAtMontereyBay](https://www.facebook.com/TheParksAtMontereyBay)



[ParksAtMonterey](https://www.instagram.com/ParksAtMonterey)

**MILITARY RESIDENTS REMINDERS:**

If you receive a military promotion, please contact your management office to update your account and avoid a balance.

A written 30-day notice is required prior to move-out. Military orders are not required to give notice. You will not be penalized if you need to extend your move-out date after giving notice.

Complete a Stop EFT or Stop Allotment when giving your notice to vacate.



**JOIN OUR RESIDENT PORTAL!**

Join our online resident portal to receive important updates and information about your new community. Access a wide set of helpful tools, including a community marketplace, message wall, online maintenance requests, and lease management.

Register today at [montereycrc.activebuilding.com](https://montereycrc.activebuilding.com) and become part of the Parks at Monterey Bay community.



**MAILBOX KEYS**

To acquire mailbox keys, bring a copy of your rental agreement to your corresponding USPS Office:

565 Hartnell St.    1093 Broadway Ave.  
Monterey, CA        Seaside, CA  
93940                    93955

\*USPS fees may apply

Be sure to notify the local post office to ensure you received your future mailings, packages, and shipments.

<https://moversguide.usps.com>

# WHAT'S MY SERVICE REQUEST CATEGORY

To report an emergency or urgent work order call our Maintenance Office at 831-644-0400, Option 1

## EMERGENCY

*Conditions which may constitute an immediate threat to life, mission, security, or property.*

### WATER

*Sewage Backup or Flooding  
Broken Waterline  
Roof or Walls Leaking (any amount)  
Leak Under Sink  
Leaking Toilet  
Multi Inoperable Toilets  
Clogged Kitchen Sink (both sides)  
No Water*

### ELECTRICAL OR GAS

*Gas Leak  
Broken Gas Line  
Garage Door Inoperable  
Exposed or Sparking Wires  
Complete Power Failure*

### A/C AND HEATING

*A/C Inoperable  
Lower Stilwell New Homes only  
(Same Day Forecast is 100° or more)  
  
Heat Inoperable  
(Same Day Forecast is 40° or less)*

### OTHER

*Lock out  
Fire or Carbon Monoxide Alarm  
Inoperable Exterior Door  
House Unable to be Secured  
Police/Fire Need Access  
Tree Fallen on Car or Home*

## URGENT

*Conditions that could become an emergency, could seriously affect morale, or have command emphasis.*

### WATER

*Water Heater Failure (No Hot Water)  
Tub/Shower Clogged (1 bath home)  
Kitchen Sink (partial clog)  
Bathroom Sink Clogged (1 bath home)  
Running Toilet (1 bath home)  
Any Dripping Faucet  
Any Possible Leak (not sprinklers)*

### ELECTRICAL OR GAS

*Simultaneous Oven and Range  
Failure (Cannot Cook)  
  
Refrigerator Failure  
(May Result in Spoiled food)*

### A/C AND HEATING

*Nest Thermostat: A/C Inoperable  
Lower Stilwell New Neighborhood only  
  
Heat Inoperable  
(Same Day Forecast is 39°-50°)*

### OTHER

*Broken Window Needs Secured*

**EMERGENCY RESPONSE TIME:**

**1 hour  
(7 days a week)**

**URGENT RESPONSE TIME:**

**4 hours (normal business hours)  
8 Hours (After 4pm weekday and weekends)**

*Response times may be delayed due to a higher than normal volume of calls. If further repairs are necessary, the emergency or urgent service request will be closed and a routine service request will be opened for the remaining work.*

**Email: [ParksatMontereyBay@tmo.com](mailto:ParksatMontereyBay@tmo.com)**



# KEEPING YOU INFORMED

## What to Expect After A Work Order is Created



### 01

#### MAINTENANCE ASSISTANCE

When you identify a maintenance need, call our 24 hr maintenance line at 831-644-0400 option 1.



### 02

#### A TEAM MEMBER WILL CONTACT YOU

You can expect a call and email from one of our team members to schedule a day and window for a technician to arrive to your home.



### 03

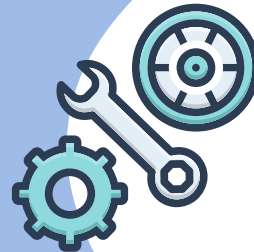
#### ON THE DAY OF THE APPOINTMENT

- Clear the area to allow room for the technician to work.
- Secure your pets.
- Have someone over the age of 18 at the home if you requested to be present for entry.

### 04

#### PARTS ARE NEEDED

It may be necessary for a special part to be ordered. Once the part is available, a team member will contact you to schedule a date and window for a technician to return to complete the repair.



### 05

#### PHASED WORK

Some repairs may require an outside vendor. When this happens, you can expect to receive an email with your new work order number. This will initiate the next phase of scheduled work and your original work order will be closed.



### HAVE A QUESTION ABOUT A COMPLETED WORK ORDER?

If you have any questions about a closed work order please contact us at: [montereyworkorders@tmo.com](mailto:montereyworkorders@tmo.com) . You can expect a response from a team member within 24 business hours.



*Current work order history is available via your Active Building resident portal.*

# PET CARE



## Registration

We happily welcome up to 2 pets here at The Parks at Monterey Bay. A completed Pet Addendum Form is required in addition to vet registration. Certain breed restrictions do apply.

## Pet Waste

Pet owners are required to promptly remove and dispose of pet waste. We offer several pet waste stations with free bags and waste bins throughout the community for your convenience.



## Deposits

A \$250 deposit per animal is held for the added protection of the resident, should unexpected damages happen from an animal. Any unused portion is returned at move out.

Wildlife is prevalent in our community, but not limited to coyotes, mountain lions, turkeys, deer, raccoons, and bobcats. It is important to be aware of their presence and use caution when they are near you. For more information on wildlife please visit: <https://wildlife.ca.gov>



## Leashes

All animals, big or small, are required to be on a leash when outside of your home, backyard, or dog park. This ensures all residents and animals can enjoy a safe and stress-free stroll outside.

## Reporting

Unleashed animals and animal neglect can be reported to the Animal Control Facility at 831-899-6744. If an animal appears dangerous or has attacked an animal or human, call the POM Police Department: 831-242-7851.



## Wildlife



**ADDITIONAL REQUIREMENTS ARE OUTLINED IN THE  
COMMUNITY GUIDELINES AND THE RESIDENT LEASE  
AGREEMENT**



## Current Service Providers

	Dish (TV + Internet)	Direct TV (TV)	AT&T (Phone + Internet)	Optimum (TV + Internet)	Comcast (TV, Phone, + Internet)
	888.926.5457	888.777.2454	800.288.2020	877.694.9474	866.502.5191
Hayes Park	✓	✓	✓	✓	
Doe Park	✓	✓	✓	✓	
Fitch Park legacy homes	✓	✓	✓	✓	
Lower Stilwell legacy homes	✓	✓	✓	✓	
Fitch Park new homes	✓	✓	✓	✓	
Marshall Park	✓	✓	✓	✓	
La Mesa Village	✓	✓	✓		✓
Presidio of Monterey historic homes	✓	✓	✓	✓	
Naval Support Activity Monterey	✓	✓	✓		
Upper Stilwell legacy homes	✓	✓	✓	✓	

# TOP 7 COMMUNITY GUIDELINE REMINDERS

1

## PETS - UNAUTHORIZED PETS, CLEANUP, LEASHES

- A \$250 per pet deposit, pet addendum, and vet registration are required. Maximum of 2 pets per home.
- Pet owners must promptly remove and dispose of feces from yard/common areas and be provided with adequate food, water, and shelter at all times.
- Pets must be leashed when outside of the home in a common area.

## RECREATIONAL VEHICLES

- Trailers, commercial vehicles, boats, watercraft, and livestock trailers may not be permanently parked on the street, in garages or carports, driveways, yards, or parking lots in any housing area.
- Travel trailers may be parked for loading/unloading 24 hours max.
- Residents parked in "No Parking" sides of the street are subject to tow.

2

## EXTERIOR HOME CONDITION / APPEARANCE

- Residents are responsible for maintaining an overall clean exterior home appearance as well as being free from potential health or safety hazards.
- Bikes, strollers, BBQs, play equipment, electrical cords, and other unused non-decorative items should be stored inside the home, garage, or fenced in yard. Tires, wood, bulk trash, or junk items must be stored in the fenced in backyard.

3

## AUTOMOBILE / MOTORCYCLE / OTHER VEHICLES

- All vehicles parked within the community must be in working condition and have current registration tags.
- Due to hazardous substance ordinances, all vehicle maintenance is prohibited on the property, including basic repairs and oil changes.
- Vehicles may not block trash receptacle pickup or driveways.

4

## RUBBISH / REFUSE / RECYCLING

- Trash/recycling containers and scheduled bulk pickup are to be placed at the curb by 5am and cans removed no later than 9pm the same day. Cans must be stored at the side of the home, in the designated area, or garage when not out for collection.
- If your trash exceeds the capacity of the container, you must hold the excess for the following week.
- Do not overfill cans! Lids must close fully. Bulk trash may not be set out until your pickup day.

5

## ALTERATIONS

- Permanent alterations to the home and grounds are not authorized.
- All requests for temporary alterations, as well as painting, or attaching or removing fixtures or appliances, must be submitted in writing to The Parks at Monterey, using an Exception to Policy form. This includes, but not limited to exterior decorations, satellite dishes, and backyard shade cloths.

6

7

## PARKING

- Vehicles are to be stored in garages, driveways, or designated parking areas.
- Street parking is available. Parking on the landscape is not permitted.
- All vehicles parked within the community must be in working condition and have current registration tags and remain free of dirt and debris.

The above are **summaries** of common issues **only**. To read the complete sections, check out the Resident Responsibility Guidelines by going to our website:

<https://static1.squarespace.com/static/5f7b95566aaf923f41d624d0/t/63ed57915e8400732afa93d1/1676498835564/Resident+Community+Guidelines+Monterey+%282%29.pdf>

# Garbage and Recycling Pick-Up

Each household is provided trash and recycle receptacles. To ensure pick-up, you are responsible for sorting waste correctly, closing containers fully, and placing receptacles in the designated pick-up area.

## Monterey Disposal

831.372.7977

montereydisposal.com

## Tuesday

Presidio of Monterey

## Friday

La Mesa Village

Naval Support Activity Monterey



## Green Waste

831.920.6707

greenwaste.com/seaside

*Large item pick-up will incur a fee. Contact your local management office to schedule bulk pick up\**

## Wednesday

Marshall Park

Lower Stilwell

Fitch Park

Hayes Park

Doe Park



## LANDFILL DISPOSAL

If you would like to dispose of any hazardous waste yourself, you may do so at the local landfill at

**14201 Del Monte Blvd. in Marina, CA**  
or by calling **831.384.5313**

## Self Help Centers

### HOURS OF OPERATION

Monday-Friday: 9am-4pm, closed 12pm-1pm

### LOCATIONS:

#### La Mesa Village

1301 Leahy Rd.  
Monterey, CA 93940

#### Fort Ord Village\*

4518 Joe Lloyd Way  
Seaside, CA 93955

*\* Must ring entrance gate for access*

### Swap Out Items:

Light bulbs (including microwave and oven) can be swapped. Bring in the old one and we will properly dispose of it and provide you a new one.

HVAC air filters can be exchanged. Bring your existing air filter in or write down the size.

### Purchase Common Items:

Buy mulch, blind slats (make sure to measure), paint and more (at our cost) to save time and money!

### Rentable Items:

Weed Eater

Push Mower

## Mowing Schedule

The Parks at Monterey Bay is proud to offer complimentary front and common area lawn service. Mowing schedules change seasonally. Lawn care services in Doe Park, Lower Stilwell, and La Mesa Cliff are scheduled as necessary due to these communities unique landscaping and irrigation systems. All meadow areas and "no mow" areas are mowed twice per year, at the beginning of summer and mid fall.

During the winter months, which is the rainy season, irrigation system will be scheduled based on the amount of rainfall.

## Herbicide Spraying

The Parks at Monterey Bay is dedicated to improving landscaping in your community. Spraying of herbicide treatment for the prevention of weed growth and other undesirable vegetation occurs. Signs will be posted in the community, giving a 24 hr notice in the neighborhood they are spraying. Email notifications will also be sent out in advance.



# Stay Connected

Now it's easier than ever to stay in the know. **The Parks at Monterey Bay is enhancing our means of communication to better serve you.** Connect with us via any of the below channels... we look forward to hearing from you!



## ACTIVE BUILDING

[montereycrc.activebuilding.com](http://montereycrc.activebuilding.com)



## MAIL CHIMP

[parksatmontereybay@tmo.com](mailto:parksatmontereybay@tmo.com)



## WEBSITE

[parksatmonterey.com](http://parksatmonterey.com)



## PHONE

La Mesa Village: 831.644.0400 opt. 2  
Fort Ord (Civilian): 831.644.0400 opt. 3  
Fort Ord (Military): 831.644.0400 opt. 5



## FACEBOOK

[/theparksatmontereybay](https://www.facebook.com/theparksatmontereybay)



## FLYERS

posted at the leasing office

## NEED HELP GETTING ACCESS?

Call your management office and one of our leasing agents will make sure you're set up to send and/or receive notifications from all of these channels.



## Energy Saving Tips

Conserving natural resources is everyone's responsibility. With minimal effort, you can make a big difference in the amount of gas, water, and electricity we consume each year. Please make energy conservation a priority in your home by doing the following:

Maintain a home temperature of 65-70°F, and raise or lower your thermostat to reduce energy consumption when away.

Close all doors and windows when heating your home.

Turn off all lights in unoccupied rooms.

Turn off all exterior lights during daylight hours.

Maintain a maximum hot-water heater temperature of 140°F.

Refrain from cleaning sidewalks or driveways with water.

Use cold water while operating the garbage disposal.

Remove excess food from dishes prior to running the dishwasher.

Run full loads in your dishwasher and laundry machines.

Avoid using appliances during peak electrical demand periods.

For questions regarding energy conservation, please contact your local management office.

### PG&E

For power outages, contact our maintenance service request line at 831-644-0400, Option 1.

For estimated restored power please visit

<https://m.pages.com/#outages>.

The map will provide reported outages in the Monterey area with estimated times for power to be restored.

Our management team will attempt to keep you updated with estimated times of power being restored as we receive updates from PG&E.

You will receive these notifications through our Active Building Portal, Mail chimp email platform, and/or social media platforms.

The weather can change suddenly.  
Create an emergency kit to stay prepared!

## PROTECT YOURSELF DURING A POWER OUTAGE

Keep freezers and refrigerators closed.



Only use generators outdoors and away from windows.



Do not use a gas stove to heat your home.



Check on neighbors.



Disconnect appliances and electronics to avoid damage from electrical surges.



Use alternate plans for refrigerating medicines or power-dependent medical devices.



If safe, go to an alternate location for heat or cooling.



January  
Paint &  
Sip



February  
Game  
Night



March  
Carnival



April  
Egg-  
stravaganza

May  
Spring  
Spruce Up



*The Parks*  
AT MONTEREY BAY

RESIDENT EVENT CALENDAR

June  
BBQ



July  
Summer  
Fest



August  
Taste of  
the Town

September  
Meet your  
Manager



October  
Spooktacular



November  
Thankful  
for you



December  
Winter  
Wonderland

The Parks at Monterey Bay team enjoys hosting fun and engaging events for resident enjoyment! To find out about our pop up events be sure to follow us on social media!

<https://www.facebook.com/theparksatmontereybay>

*\*Events subject to change*