BILTMORE SQUARE CONDOMINIUMS

Move-In & Community Guide



Biltmore Square Condominiums — Phoenix, AZ

Office & Contacts

- Office hours: Mon–Thu 9am–5pm · Fri 9am–3pm · Sat 9am–1pm · Sun 10am–2pm
- Office phone: (602) 393-1980 · Fax: (602) 393-1990
- 24-hour emergency (after hours): (480) 437-4777
- General Manager Shelley Arnold — shelley.arnold@cityproperty.com
- Assistant GM Brenda Crim — brenda.crim@cityproperty.com

Before You Move In

- Check in with the office first — they'll hand you this guide, register your vehicle, issue a car tag, and assign your parking space.
- One-time move-in fee: **$200**, paid by check or money order (no cash or cards accepted).
- Every vehicle must be registered with the HOA office and display a visible parking permit in the driver-side bottom windshield at all times — unauthorized vehicles will be towed.

Elevators & Moving Your Belongings

- Larger elevators are in **Buildings 1 & 7**, next to the garage entrance gates — the easiest path from the garage up to your floor, then across to your building.
- Moving from a truck or pod parked in the front lot? The large elevator in **Building 2** is usually easier.
- Buildings 4 & 5 have no elevator; the elevators in Buildings 3 & 6 are small.

Parking & Garage

- Each unit includes one (1) deeded garage parking space.
- Second vehicle? Park on the 4th floor of the garage or in unassigned parking around the community perimeter. Guest parking is available in front of the building.
- **Mandatory 6′10″ height clearance** in the garage — ignoring the clearance bar will almost certainly break a sprinkler head, which floods the garage, hallways, and nearby units (you're responsible for the cost and the Fire Department call). The same caution applies to hallway sprinkler heads.
- Garage remotes: $50 · Gate keys (pedestrian gates & gym): $5 — available at the HOA office, check or money order only.

Utilities

- Electric: **SRP** — 602-236-8888 — srpnet.com
- Internet/Cable: **Spectrum** — spectrum.com
- Internet/Cable: **AT&T** — att.com
- Internet/Cable: **Verizon** — verizon.com

Trash & Recycling

- Trash chutes are located in the garage at the NW and SE corners; the bins are compactor-fed and can't handle large or unbroken-down items.

- Recycle bins are outside on the west side of the garage — clean, dry paper, cardboard, metal cans, and loose plastic bottles/jugs only. No bags, A/C filters, liquids, food-soiled items, or electronics.
- There's no periodic large-item pickup service. The nearest Goodwill drop-offs are 16th St & Indian School Rd, and 16th St & Bethany Home Rd.
- **Fines:** $200 for trash left outside a full bin; $500 for furniture left outside the bins.

Mail & Packages

- Mailboxes are located by the south entrance to the parking garage — be sure your name is taped inside your box.
- Packages are handled through **LuxerOne** lockers. Look for an email from LuxerOne about the system at Biltmore Square, or register directly at LuxerOne.com. Already a LuxerOne user elsewhere? Just update your location to this property under Settings.
- Keep using your normal shipping address when shopping online. When a package arrives, you'll get a mobile notification with an access code — enter it at the LuxerOne touchscreen to pick up.
- Download the LuxerOne app (iOS or Android) for contactless pickup and to manage your package settings.

Pools, Gym & Smoking

- Pool/fountain gates are locked and open with a gate code from Shelley or Brenda; hours are posted at the gates. This community is mindful of quiet — noise travels more than expected here, and excessive noise will not be tolerated.
- Gym access: 24/7 via the adjacent stairwell with your master gate key. During office hours, both floors are also accessible from the office area; get restroom codes from the office.
- Smoking is prohibited on any condo balcony/patio and in common areas — please use the designated smoking area on the 4th floor of the parking garage.

Security

- Wisdom Security — (480) 865-4272.
- To report a crime, call the police non-emergency line: (602) 262-6151.

Insurance Requirements for Owners (per CC&Rs §8.4)

- Coverage for personal property within your unit, and for any additions, alterations, or improvements (built-ins, cabinets, fixtures, floor and wall coverings).
- Liability coverage for incidents occurring within your unit, plus coverage for additional living expenses.
- Coverage for any deductible amounts you may be responsible for under the Association's policy — currently a **$50,000 minimum** for most losses, so your building and personal property coverage should match.
- Renting your unit? Personal property/liability coverage for renters can be surprisingly inexpensive — check with your insurance agent.

Pet Policy

- No animal over 25 lbs; no more than two animals per unit.
- All dogs must be licensed and registered with the HOA — non-compliance results in a fine to the owner.

Contractor Hours

- 8am–6pm Monday–Friday · 9am–5pm Saturday.
- No work may be performed before/after these hours, or on Sunday.

Storage Cages

- Available first-come, first-served inside the secured parking garage — a locked room entered by key card and code. Roughly 4′×4′×6′, about $50/month. Call (623) 792-4455 for availability.

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Information provided as a courtesy and believed accurate at time of printing; please confirm current details with the Biltmore Square HOA office.