Scottsdale Ranch General Info | FAQs

What are the boundaries of Scottsdale Ranch?
Our West border is 96th street, North border is Shea Blvd., East border is 108th and 112th and the Salt River Pima Indian Community is our South border.

What is the Mercado at Scottsdale Ranch?
The Mercado at Scottsdale Ranch is a shopping center located on the southeast corner of Via Linda and Mountain View Road offering a variety of services including restaurants, a bank, drugstore, gas station, gym, preschool, salon, mail office, barbershop, shoe repair and more.

What does SRCA do for residents?
SRCA maintains over 100 acres of landscaped common areas, a 42-acre lake and Community Center. SRCA also hosts many events for residents, as well as offers a variety of groups & clubs.

Where do I vote?
To find your polling location, please visit the Maricopa County Recorder's Polling Place website at http://recorder.maricopa.gov/pollingplace.

Administration & Annual Assessment

Who is my management company?
Scottsdale Ranch is made up of many sub-associations, some with their own management. To find a sub-association's management contact information, go to the SRCA website www.scottsdaleranch.org.

How do I pay my Annual Assessment?
The annual assessment fee for Scottsdale Ranch is $485.00 and is due January 1st of each year. Invoices are mailed to all homeowners in late November/early December, payment information is also posted on the SR website and is published in the Scottsdale Ranch magazine starting with the October/November issue.

Payments can be made in several different ways. Homeowners can mail their check made payable to SRCA:

Scottsdale Ranch Community Association
P.O. Box 98199
Phoenix, AZ 85038-0199

Payment can also be made through automatic withdrawal by completing an ACH Form, which can be found on our website under 'Resident Resources → SRCA Documents and Forms → Assessments,' and submitting a voided check to the administrative office.

The SRCA office cannot accept credit or debit card payments for assessments; however, you may access the First Citizens Property Pay portal online payment service at https://propertypay.firstcitizens.com/. There is no charge for processing payments made with an eCheck; credit card payments incur a processing fee which is collected by the bank.

First Property Bank Contact information: **General Office** 866-800-4656

Rules & Enforcement (CC&R)

Who do I contact about a streetlight outage?

The City of Scottsdale services the streetlights located along 100th Street between Shea Blvd. and Mountain View Rd. All other streetlights are serviced by Arizona Public Service (APS). Outages can be reported by calling the appropriate entity and providing the pole number or the closest street address to the pole. Arizona Public Service at 602-371-5483 or www.aps.com. City of Scottsdale at 480-312-5620 or www.scottsdaleaz.gov. If the outage is related to a large green or beige transformer in the front yard, contact the Arizona Public Service at 602-371-7171. If you live in a managed sub-association, please contact your management company regarding streetlight outages.

Can I have a garage sale, other than the SRCA Community Wide Sale?

Yes, residents may have yard sales at any time; however, you are only allowed one physical sign in your front yard. Residents are not allowed to have any other signage. We encourage advertising on Craigslist, Nextdoor.com or in the newspapers. SRCA holds two Community Wide Sales each year (one in the spring and one in the fall). SRCA advertises online and print, and places signs throughout the Ranch at the entrances of participating neighborhoods; a directional shopper's map is available on the SR website the morning of the sale.

How do I report an abandoned vehicle?

The Scottsdale Ranch Rules define an abandoned vehicle as 'any vehicle without current required license plates and tags, or that is inoperable, unused, stripped, scrapped, junked, discarded, dismantled, wrenched, on blocks or similar devices, or vehicles with deflated tires'. Please call our SRCA Homeowner Liaison with information such as the address where the vehicle is located, and we will address this with the vehicle owner.

The City of Scottsdale considers any vehicle parked on a public street that does not move for a 24-hour period or that meets the above criteria to be abandoned. Please call the Scottsdale Police non-emergency number, 480-312-5000, and they will investigate.

How do I report a violation/complaint about a neighbor's property?

To report a violation/complaint or observation about a neighbor's property, ex. landscaping, residents can submit this information through their Homeowner's Portal under Favorite / Resident Request or call the SRCA office at (480) 860-2022.

How do I report barking dogs?

Please contact the SRCA Homeowner Liaison and they will assess the situation to take further action. The City of Scottsdale has a free mediation service that is available to residents of Scottsdale. They have been very successful in dealing with dog barking issues. For further information, please contact the Mediation Program on the city's website, www.scottsdaleaz.gov.

Who do I call to report a city code violation?

Call City Code Enforcement at 480-312-2546 for such things as issues with pool draining and property upkeep including landscaping and signs.

Landscape & Architectural FAQ

When is the next Brush Collection?

Residents can place bulk trash in front of their homes for pick up and the city will come by and collect within the designated week. Per the SRCA community rules bulk trash should not be placed at the curb any sooner than the Wednesday before the week of the scheduled pick up. For more information on pick-up schedules and guidelines, visit the city's website at www.scottsdaleaz.gov. Scottsdale Ranch is in Area 3.

I want to paint my house, what colors can I use?

All homes within Scottsdale Ranch must receive SRCA approval prior to beginning house-painting whether you are repainting the same color or choosing a new color. If you are in a sub-association that is managed by a private management company, you may also need to receive approval from your sub-association. SRCA will forward your application to your sub-association for review. Most house painting applications are approved with a very quick turnaround if all the required information is provided.

When do I need to trim my palm trees?

Please ensure that all palm trees on your property are regularly maintained and trimmed of any dead fronds and blooms. SRCA asks residents to have this done every June / July. When having your palm trees trimmed, please schedule the fronds to be cut down to coincide with the City of Scottsdale's brush pickup schedule so they are not setting out, outside of the designated time frame. Also, please do not have anything blocking the sidewalk.
If your scheduled trimming cannot coincide with that bulk trash pickup, then it is the expectation that the trimmings will be hauled away by the tree trimming company.

Who do I contact to have a street or sidewalk repair done?

Please visit the city's website at www.scottsdaleaz.gov and search 'Scottsdale EZ' to submit a request.

Community Center & Private Party

Can I come in early just to drop a few things off?

No, the number of hours you reserve the facility for includes drop-offs, any vendors (i.e., caterers, event planners) coming and going, setting up/decorating, the event itself and clean-up. Prior to your rental start-time, our staff is working to set up your floorplan to make sure the facility is in perfect condition for your event. If you need to store a large item prior to your event, please ask us about our storage fee.

Can I come in on a date before my reservation to view the facility, finalize my floorplan and test equipment?

Yes, in fact we suggest doing so prior to your event date. Plan to do this when our business office is open: Monday through Thursday, from 8 a.m. to 5 p.m. and Friday 8 a.m. – 3 p.m. Evening and weekends are not available to view the facility as other events may be scheduled and out of respect, we do not allow anyone to interrupt scheduled events. Call our business office first to ensure the facility is not occupied.

Can I remove the wall art and décor?

No, all décor must remain as is. If anything is moved or damaged, money may be withheld from your security deposit refund.

Does the waterfall turn off?

Yes, but it does not have other settings; it can only be either on or off. Please make this request at the same time your floor plan is due, which is one month prior to your event reservation.

Can I provide a pontoon ride for my attendees during the event?
Yes, if available, you may rent the pontoon during your event for one or two hours. Multiple 20-minute rides within a two-hour period can be accommodated, allowing more of your guests to experience Lake Serena.

How can I turn the facility into an outdoor/indoor space, using the patio?
The glass doors along the lakeside of the community center open fully. On the day of your event, please ask a staff member to assist you. The open air, outdoor patio is not available from June through September due to high summer temperatures.

Is my Security Deposit included in my rental fees?
No, your security deposit is separate from your rental fees. Your rental fees are what you pay to use the facility. The security deposit fee may be fully refunded, pending all agreement terms are met.

Do you have to be a Scottsdale Ranch resident to reserve the facility?
Yes, only residents of SR can reserve the facility. All documents, communication, payments, etc. are required to come from the SRCA resident. The SRCA resident must always be present at the event.

When will I receive my refund?
Please allow 2 - 3 weeks to receive your refund, for all forms of payment. Refund checks must be processed through our accounting office, and all cash refunds are processed the same way. To complete a credit card refund, our office will contact you for credit card information. For your own protection, we do not keep your credit card information on file.

If I made my reservation for 76 - 125 attendees but less than 75 attended my event, can I be refunded the difference?
No, we do not allow refunds for this reason. If your event has not occurred yet, and your attendee number has significantly decreased, please contact the SRCA office to discuss prior to your event.

What are the table dimensions and what do they look like?
The floor plan included in the Facility Agreement document lists the available number of chairs and tables and the table dimensions.

Pontoon & Recreation Boats

Am I allowed to use the pontoon boat and how much does it cost?
Yes. Pontoon rides are available for residents' use. Pontoon rides are $35 for one hour, $50 for two hours and each resident is allowed a complimentary ride every two years. Prices are different during the Holiday Boat Ride Season and complimentary rides are not available during this season.

Am I eligible for my complimentary pontoon ride?
To find out if you are eligible, please contact the SRCA office.

What are Holiday Boat Rides?
Holiday rides begin the Sunday after Thanksgiving and run through December 30th. During the holidays, lakeside homes decorate for the season with outside lights and decorations which make these rides more magical.
Sunday through Thursday evening boat rides are 45-minutes for $30. Friday and Saturday offer standard one-hour and two-hours rides. One-hour for $35 or two-hours for $50.
As this is a very popular activity for our residents, homeowners can begin to schedule their holiday pontoon boat rides starting on October 1st. (Complimentary rides are not allowed for Holiday pontoon rides.)

Is alcohol allowed on the pontoon boat?
Yes, BYOB is allowed on our boat, but no glass please.

How many people does the pontoon seat?
The boat seats up to 9 people. We provide one driver/captain to equal the maximum capacity of 10 riders at a time.

Lake Serena

How deep is the lake?
The lake depth ranges from 5ft to 16ft.

How big is the lake?
Lake Serena has over 42 surface acres with over 5 miles of shoreline.

What kind of fish are in the lake?
There are blue gills, catfish, carp, bass, croppies and minnows. SRCA stocks the lake twice a year.

Can I fish in the lake?
Yes, residents may apply for a Lake Serena Membership card at no charge. The card must be in the resident's possession and visible when using the lake. Fishing is to be done with no more than two lines per person and no more than two hooks per line. Unattended lines are prohibited and casting nets are not allowed.

Are the fish edible?
Yes, each member or guest with a valid Lake Serena membership card is permitted to take a total of three (3) fish per day for their own consumption. Catch and release of all fish is strongly encouraged.

Can I use my own boat in the lake?
Yes, though there are restrictions on size and types of boats that are allowed. Check the SRCA website for details. Also, a boating identification sticker is required to be displayed on all boats on Lake Serena. The blue sticker can be obtained from the SRCA Administrative Office at no charge.

Can I launch by own boat from the launch ramp at the SRCA Community Center?
Yes, you may receive a boat launch key by paying a $100 refundable security deposit. The secured access system is designed to enhance the safety of Lake Serena and to prevent nonresidents launching from the ramp.

Is it a natural lake?
No, the lake is man-made and well maintained.

Is the lake safe to swim in?
No, NO swimming is allowed.

How many times do you fill the lake?
The lake is filled many times throughout the year with groundwater via our deep well pump and we conduct periodic lake surveys to assess the health of the fish and the water system.

Are paddleboards allowed?
No, they are not.

Living with Wildlife

Who do I call to report the presence of bobcats, raccoons, or other wildlife?

As a precaution, do not approach any wild animal, and do not leave pets or small children outside unattended. You can call one of the companies below to have the animal relocated. Don't allow the animal to make itself comfortable around your house. If you see the animal, spray it with a garden hose, blow an air horn, bang pots/pans -- anything to make the animal feel uncomfortable around you and your home. You can call Darrin Julian, Regional Urban Wildlife Specialist, Arizona Game & Fish at 480-3554 for additional information.

The following are the numbers of several licensed wildlife control operators (wildlife pest control companies). It is best to call a few and get quotes, information, etc.

All Animal Rescue and Transport 602-923-2278
AZ Game & Fish 24 Hour Dispatch 623-236-7201
Liberty Wildlife 480-998-5550
Fallen Feathers 623-533-2348
SW Wildlife Mammals 480-471-9109

Many of these wild animals are nocturnal, so be considerate of your neighbors before creating a loud noise.

What should I do if I spot a beehive?

Please, for your own safety, consider all bees to be dangerous and do not attempt to remove them yourself. Call a professional. If the beehive is in a SRCA common area, please call our administrative office at 480-860-2022 with the location of the hive and we will have it removed. If it is after business hours and considered an emergency, please call the SRCA 24-hour answering service at 1-888-271-0019. If the hive is in a sub-association common area, please contact your sub-association property manager. If the hive is on private property, the owner is responsible for hive removal.

Communication

Does SRCA have my correct mailing address on file?

If you are a resident who does not spend the full year here, please make sure you update your address with our office prior to leaving Scottsdale Ranch. Though you may update your address with the post office it is not automatically changed in our system when submitting a change of address to the post office, Scottsdale Ranch must be notified as well. Visit our website at www.scottsdaleranch.org on the home page to submit an 'Update Contact Information Form'. Once you complete and submit the address change, our staff will update accordingly.

Why am I not receiving the SRCA magazine?

Please make sure you have followed the steps above, if applicable. If not, please contact the SRCA office and ask to speak with the Community Relations Coordinator. We will put you on a special list that is added to the master mailing list, therefore guaranteeing you will receive the next issue.

Why am I not receiving your email blasts?

To start receiving our email blasts, please visit www.scottsdaleranch.org and fill out the "Sign Up for Weekly Email Blasts" section located on the homepage. If you're looking for a copy of previous email blasts, you can access them in your homeowner portal. Remember, email blasts are sent out weekly!

How do I advertise in your magazine?

The SRCA magazine advertising has two options. (1) You may contact CLC Publications LLC by calling (480) 702-0458 or email info@clcpublicationsllc.com. (2) If you are a Mercado at Scottsdale Ranch Merchant you can receive free advertising. Contact the SRCA Community Relations Coordinator by calling our office.

Miscellaneous

What do I do if I lost or broke my mailbox key?

If you live in a sub-association, you will need to contact your management company. If you do not live in a sub-association, you will need to contact the United States Postal Service (USPS).

I don't have a pool key or tennis court key. How do I obtain one?

You will need to contact your sub-association management company.

What do I do if I lose my gate clicker or gate code to get into my neighborhood?

You will need to contact your sub-association management company.

How do I pay a compliance fine?

Fines can be paid via the bank portal or by check. You may access the First Citizens Property Pay portal online payment service at https://propertypay.firstcitizens.com/.

Checks can be mailed to the SRCA office at 10585 N. 100th Street, Scottsdale 85258.

Does SRCA have a Vendor List?

No, SRCA does not have a Vendor List available for residents.

How do I report a sprinkler issue or water leak?

For reporting a sprinkler issue within Scottsdale Ranch, if it is related to a sub-association, you should contact your specific sub-association directly. You can find the contact information for all sub-associations on the SRCA website's Sub Association Contact List here: https://www.scottsdaleranch.org/subassoc/.

If you are unsure which sub-association you belong to or if your sub-association is not listed, you can contact the SRCA office directly at (480) 860-2022 for assistance.

If you need emergency or after-hours assistance, SRCA's after-hours emergency number is (888) 271-0019.

Please note that Scottsdale Ranch Park and its amenities, including irrigation, are managed by the City of Scottsdale, not SRCA. For issues related to Scottsdale Ranch Park, you may want to contact the City of Scottsdale at (480) 312-3111.