



Hello Neighbor!

Congratulations on your new home and welcome to the neighborhood! We hope you and your family will be happy at Emerald Valley Estates. As you may be aware, Emerald Valley is part of a homeowners association (HOA). The association affairs are managed by the Board of Directors, who are elected for two-year terms, while the property and homeowner accounts are managed by DANA Properties. To help with your transition into your new home, we have put together a welcome package containing frequently asked questions and the HOA rules and regulations. Please feel free to reach out to me if you have questions or if I can assist in any way. Once again, welcome to the neighborhood! I look forward to meeting you and your family very soon!

Respectfully,

*Erica Martinez*

Erica Martinez, President  
Emerald Valley Estates Homeowners Association  
[emeraldvalley.hoa.board@gmail.com](mailto:emeraldvalley.hoa.board@gmail.com)

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**Who is part of the Board of Directors and how can I contact the Board?**

The Board of Directors consists of 5 elected members: Erica Martinez, President; Alyssa Gonzales-Molina, Vice President; Melissa Ryan – Secretary; Martha Ortiz – Treasurer; Laura Chavez – Alternate. You can send questions or concerns directly to the Board at: [emeraldvalley.hoa.board@gmail.com](mailto:emeraldvalley.hoa.board@gmail.com)

**Where do I purchase a front gate remote or obtain an assigned entry gate code?**

Front gate remotes are available for purchase through DANA properties located at 6201 Escondido Drive. To obtain Cellgate account for smart phone device or entry gate code, email Sema at: [sema@danaproperties.com](mailto:sema@danaproperties.com)

**What is the pedestrian gate code?**

The pedestrian gate is located on the side of the main gate. To obtain the code, please contact Sema at: [sema@danaproperties.com](mailto:sema@danaproperties.com) or email the Board at [emeraldvalley.hoa.board@gmail.com](mailto:emeraldvalley.hoa.board@gmail.com).

**How do I obtain a mailbox assignment and keys?**

To request a box and keys, take proof of residency to Coronado Post Office located at 7383 Remcon Cir.

**Where can I find the HOA governing documents for Emerald Valley Estates?**

Please visit DANA properties at <https://danaproperties.com> and click Emerald Valley Estates under “Our Properties.” You can find all governing documents and the ARC request submission form.

**Who is part of the Architectural Review Committee (ARC) and what do they do?**

Our ARC consists of 3 volunteers: Karl Kimball, Laurel Fountain-Beilfuss and Gabrielle Melendez-Yildirim. The ARC reviews all construction and modification plans for HOA and city compliance (this includes but not limited to home additions, rock walls, pergolas, exterior painting, driveways, landscaping, and pools). Residents must submit ARC request form available on DANA website to obtain approval prior to beginning any work. Failure to do so, can incur violation fines and/or removal or adjustments at owner's expense. Please send your completed ARC request form along with required documents to: [sema@danaproperties.com](mailto:sema@danaproperties.com) .

**How do I get community information including alerts, board meetings and agendas?**

Community emails are sent by DANA Properties and the Board. Please make sure DANA properties and the Board has your current email address and phone number on file. You can send your updated information to: [sema@danaproperties.com](mailto:sema@danaproperties.com) and [emeraldvalley.hoa.board@gmail.com](mailto:emeraldvalley.hoa.board@gmail.com) .

Additionally, you can register at Nextdoor, a neighborhood social networking service (online or phone application) and request to be added to Emerald Valley Estates private group.

**How do I make monthly assessment online payments or set up direct deposit?**

Please contact DANA properties at 915-591-0900.

**How do I report suspicious activity?**

Please report criminal or suspicious activity to the board at [emeraldvalley.hoa.board@gmail.com](mailto:emeraldvalley.hoa.board@gmail.com) . We will send all reports to our assigned Neighborhood Watch Officer. If needed, information will be sent to neighborhood via email, DANA alerts, and posted on Nextdoor.

**Can someone watch my house when I am out of town?**

You can request a 'Code Watch' online or by calling the El Paso Police Department Westside Regional Department. The information you provide will be given to patrol officers so they can drive by as many of the homes as possible on their down time.

**When is garbage collected?**

Garbage collection is scheduled early Friday mornings with recycling bins collected every other week. Current pick-up calendar is available at:

[https://citygovapp.com/el Paso\\_citizen\\_esd/home/schedule.htm](https://citygovapp.com/el Paso_citizen_esd/home/schedule.htm)