



# 2024 RV Welcome Packet

## Gate Instructions

**GATE READERS ENTERING THE GATE:** wave your gate card about 2 – 4 inches in front of the smaller box on the pedestal (on island before guard shack). After hearing a beeping sound, the gate will open.

**EXIT GATE:** Drive up close to the exit gate and stop. The gate will open automatically. Please DO NOT use the exit for entrance OR entrance for exit.

**CONVENIENCE FEATURE:** If we have a telephone number affiliated with your gate card: Your guests can enter your 3-digit site number then push CALL and this will ring your park model or cell phone. YOU MUST ANSWER THE CALL, PRESS “9” AND HANGUP if you would like your guests to enter or to let yourself in the resort without your gate card. Please make sure your guests have directions and your Site number prior to calling from the gate. The call box only allows for a very few minutes and will disconnect after a short period of time. NOTE: If you haven’t given us a phone number for your card reader, please come by the office and we will set up your reader so that you can open the gate remotely.

## NOTE:

Some wireless and/or older phones do not carry a strong enough signal to open the gate. It must be a cordless with a full charge.

## Resort Information:

Faith Zoerb is the Sunrise Resort General Manager. The front office is in the Clubhouse. If you have any questions about the Rules & Regulations or if we may assist in any way, please let us know. We want you to have a pleasant stay!

**Office Phone:** 480-983-2500 Email: [Sunrise@RobertsRC.com](mailto:Sunrise@RobertsRC.com)

**Address:** 1403 W. Broadway, Apache Junction AZ 85120

## After Hours Emergency Numbers:

Maintenance Emergency - 480-886-4778

Resort Emergency - 928-278-2278

## Office Hours:

Oct 1st to Mar 31st Mon-Fri 8am - 4pm, Sat 10am - 2pm, Sun Closed.

April 1st to Sept 30th Mon-Fri 8am - 3pm, Sat & Sun Closed.



### **AFTER HOURS EMERGENCY**

Dial 911; the local police and fire department have codes to open the gate.

### **Car Tags/Stickers**

Place tag or sticker in the lower left-hand corner of your car window so the security team knows you are a guest of the Resort. From Oct 1st to Apr 1st, the gates are open daily 7am – 9pm. After hours, you can open the gate with your gate card or code that you were given at check-in.

### **Propane Fill**

Propane delivery service is available to RV guests who call the companies. Come to the office if you need any phone numbers for our local propane fillers.

### **Arizona Propane**

1564 N Alma School Rd, Mesa, AZ 85201 · ~16.8 mi  
(480) 990-2245

### **Diamondback Propane**

255 S Ironwood Dr, Apache Junction, AZ 85120 · ~1.5 mi  
(480) 982-8072

### **Trash Pick-up**

Pickup is every Tuesday and Friday by 7am. Place your trash in a tied bag at the curb on your site. Recycling bins are located next to the shuffleboard courts and next to site #66. Please note that the limit is 2 bags per site. You may purchase a garbage can with a tight-fitting lid. We do not recommend leaving trash out overnight (if you do, you will be responsible for any cleanup which may be needed as a result).

- Recycling Bins (located next to the Shuffleboard Courts or next to Site #486)
- Resort employees will continue to pick up small branches and bagged leaves curbside / mornings. Remember to bag, bundle or box lawn debris.
- Appliances not picked up by the resort. Call Free Appliance Pickup at 480-606-2372 or go to [www.junkappliance.com](http://www.junkappliance.com). Other large items for a fee.

### **Sales Office**

IF you are interested in purchasing a Park Model, please stop by our Sales Office located on site #185. Our salesperson; Nyah Dunn, will be happy to help you.

### **Laundry**

For your convenience, showers and laundry rooms are opened 24 hours. Washers take \$2.25 and dryers take \$2.00. You need to pay either using your credit card or through their app; CSCpay Mobile. We highly recommend using the app. Just using your credit card can take up to 5 minutes to get the transaction to go through.

Wash and dry your belongings in desired machines. If you have any materials that potentially have pet hair, please wash everything in the pet and big rug washer and dryer. As some people have severe allergies to pet hair. Should a washer and/or dryer fail please contact the office and we will notify either the maintenance staff or the servicing company and arrange for your reimbursement.

### **Water and Ice**

Arctic Ice is the water company we use. The dispensers are located by the Main Hall on the west side near the pool and between park models, 350 and 304 on the greenway. It is 25 cents a gallon. You will need your own container to fill.

**We do Sell Ice. It is \$2 a bag and it is available through the Resort Office.**

### **Mail**

Please register for a mailbox if you will be expecting mail. The mail room is located on the southeast corner of the Clubhouse and is open M-F 9am – 1pm. You may purchase stamps and send outgoing mail from our mail room.

### **Bulletin Boards**

Bulletin boards are located throughout the park, in front of the Ballroom, etc. etc. Flyers for upcoming events and other information will be posted there. If you would like to post something there, please see the Park Manager or the Activities Director for approval to post.

### **Name Tags**

Everyone is issued a name tag upon arrival. If you are staying 3 months or more, you will receive a permanent name tag. Those staying less than 3 months will receive temporary badges. Nametags are required to be worn if you are using any of the amenities. Other guests and residents are eager to meet you and know your names.

### **Communication/Text/Email Blasts/Facebook**

Calendars and Flyers are posted throughout the park. In addition, we send email blasts to those who have an email on file. Some post will be on our Facebook page as well as our website. There is a closed Facebook group that you must apply to join; AZ SR Friends.

## **Guests**

Guests are always welcome. We charge \$3 a day or \$15 a week for their stay. They are expected to register with our office and receive “Guest Badges” which they must wear for identification.

Adult guests and children are the responsibility of the resident. The resident must be with the guest whenever out and about the resort.

We PROHIBIT children from the following areas: Billiard Room, Shuffleboard Courts, Tennis Courts, Pickle ball Courts, Wood Shop, Spa, Computers in lounge and Bingo per the AZ Dept of Revenue.

RESIDENTS must accompany ANYONE under 18 if they wish to use the swimming pool as well as the adult guests. Children under 3 years of age (or any child requiring “swimmers”) are NOT allowed in the pool. Children pool hours are 11:00am to 2:00pm and 5:00pm to 7:00pm. There is NO splashing, jumping, or diving in/into the pool.

ANYONE under 18 is not permitted in the spa, regardless of if accompanied by Resident. This per the Pinal County Health Department.

ANYONE under the age of 18 is limited to a maximum stay of 7 consecutive days at any one visit and a maximum of 14 days per year.

## **Departing**

Prior to your departure, please come into the office during business hours (8am – 4pm) to return your gate card, mailbox key, any internet/cable equipment, to take care of electric charges (if applicable) and to fill out a mail forwarding form. If you are leaving early morning prior to the office opening, please come in the day before.

## **Work Order Form**

Located in the lobby (on the table in front of the office). Fill out one of these forms and return it to the office.

## **Copies/Faxes**

Available at the office: copies are 10 cents/page; faxes are \$1.00/page (sending or receiving).

## **Annual Directory**

We will be publishing a park directory annually in January. It will include all Park Model Residents and RV'ers with a stay of 3 months or more. Please remember to fill out the Directory form at “check-in”.

**WiFi and TV Information**

Mojo is our new WiFi and TV provider. There is a separate informational flyer from MOJO.

**Pet Rules**

If you have pets that will be with you during your stay, please complete the Pet Policy Sheet and follow the rules and guidelines outlined.

**Local Information**

Both the Check-In desk and Activities Department have information about the area.

**New to the Park Orientation**

We will be scheduling a couple of “New to the Park Orientation”. Please see activities for that schedule

**Volunteer Opportunities**

A great way to meet new people is to Volunteer. We have several volunteer opportunities. If you are interested, please stop in the Activities Office, and fill out an application form. We want to match you with your interests and talents.

**IMPORTANT INFORMATION**

Your WiFi Code \_\_\_\_\_

Your Gate Code \_\_\_\_\_

Amenities Door Codes \_\_\_\_\_

Free WiFi Code \_\_\_\_\_

(in the amenities Area only)