



“Renter’s Guide”

This information letter is designed to provide you with a brief acquaintance of the policies and procedures that residents of ‘Birds of Paradise’ live by and to promote harmonious community living. Our goal is to ensure that ‘Birds’ continues to be the preferred condominium in the Lakeside area. We want to make sure you know where the various facilities are located and to provide you with some useful hints to help you be more comfortable during your stay here.

We are a community. We encourage you to participate in all that is available. If you want to receive notifications about community issues (problems with water-electricity-etc.), social events and activities please be sure the office has your email contact information.

There is also a Facebook page called “**Friends of Birds of Paradise Condos Ajijic**” which shares information about current and upcoming events and other information.

Lastly we have our website <https://birdsofparadisecndos.com/> which has more information regarding our complex such as units for Sale or Rent etc.

A labeled map of the compound is included with this letter.

The Owner &/or Property Management Company should have left a complete copy of the Policy & Procedures Manual in your rental unit or emailed you an electronic copy. If not, one is available in the library for review.

Contact Information

MANAGEMENT OFFICE (Gigi) 376-766-1308

Management office hours: Monday to Friday 9:00 am - 1:00 pm and 3:00 pm - 5:00 pm

Saturday, Sunday and Mexican Holidays: Closed

In case of emergencies after office hours and on holidays, phone security at 376-766-3650.

If necessary, security will contact the Manager or a qualified substitute.

GENERAL RULES AND INFORMATION

EMERGENCY CONTACT INFORMATION

- If you have not already provided this information to the Owner or Property Management Company you **MUST** provide it to the BOP Management Office at your earliest possible convenience
- Also, you are required to provide a copy of your passport to the manager's office. If you don't have a copy, please take your passport to the office for them to photocopy

ABUSIVE BEHAVIOUR

- Birds of Paradise will not tolerate any abusive language or behavior towards the manager, staff, Board or fellow guests
- First time occurrence, the offender will receive a warning
- If this behavior continues, the Board reserves the right to ask the offender to leave the premises

REQUEST FOR MAINTENANCE

- For emergencies contact the Manager (Gigi) or one of the maintenance staff **as soon as possible**
 - This would be for things such as a gas or water leaks & medical emergencies
- For non-emergency requests, you **SHOULD FIRST** contact the owner or their Property Management Company. They will in turn contact the Manager, if necessary

UNIT ENTRANCE

- Please keep your front entrance and walkways free of garbage to allow for easy passage
- No bicycles or other such equipment are to be left at front entrances

POTABLE (DRINKING) WATER

- Drinking water is available in your unit
 - It's the "little tap/faucet" located alongside the kitchen sink
- Birds of Paradise uses a Reverse Osmosis & Ultra-Violet water purification system
- Water is tested on a regular basis

NOISE

Be respectful of neighbors. If you are having guests or enjoying louder music, conversation or TV please close your doors and/or windows to limit the range of noise

- Quiet is expected before 9am and after 10pm

COMMON ELEMENTS

- Smoking and vaping are prohibited in all common areas
- Balconies/patios/railings shall not be used for storage or hanging of clothes etc.
- A wireless internet “Hot Spot” is available around the Clubhouse and pool area
 - The password is posted in the Pool/Patio room near the main office
- Use normal care and precaution to avoid theft in private units and common areas. The condominium staff has no obligation to protect owner’s individual property

BIRDS NEST (BAR)

- The “Birds Nest” bar is operated by resident volunteers and is normally open daily during the months of December through March from 3:30 pm. to 6:00 pm
- The bar is occasionally open during the months of April through November

SWIMMING POOL AND HOT TUB

- The pool is normally open from 10:00 a.m. to 6:00 p.m
- Target temperatures are posted on the bulletin board by the Birds Nest bar
- No one under the age of 12 is permitted within the pool/hot tub area unless accompanied by an adult
- The hot tub is restricted to adults only at all times (age 12 and over)
- The pool is restricted to adults only between the hours of 4:00 p.m. and 6:00 p.m.
- Food and glass containers are prohibited around the pool and hot tub area for safety and sanitary reasons
 - Beverages in non-breakable (plastic/metal) containers are permitted

FITNESS/EXERCISE ROOM

- The Exercise Room is open from 07:00 am to 07:00 pm
- There is an Emergency Alarm located by the door
- The facility is unsupervised
- Use equipment at your own risk
- Sports shoes and proper attire are to be worn
- A complete list of rules are posted in the Gym – please read before using the equipment

LAUNDRY

- Hours of operation 24/7
- It is for the use of owners, renters and cleaning services staff
- There is no charge for the use of the machines, however, you **must** bring your own supplies
- Users **must** book machine time on the posted sign-up sheets located in the Laundry area
- The hour booked is for the washer
 - The associated dryer is automatically booked for the following hour
- **Use of Bleach is NOT permitted**

WASTE DISPOSAL

- THE BINS ARE FOR HOUSEHOLD GARBAGE ONLY
- Garbage is to be bagged or wrapped securely before it is deposited in the bin
 - **NO LOOSE ITEMS SHOULD BE DEPOSITED IN THE BINS**
- Recyclables have their own separate containers. Please deposit glass items, tins, and plastics in the recycle containers
- Paper products and cardboard are put in the containers next to the propane tank
- Large cardboard boxes must be broken down
- No flammable material and/or liquid may be placed in the bins. Flammable materials should be placed aside so the staff can dispose of these appropriately
- No refuse of any kind should be left on the grounds or about the garbage bin area

SEPTIC SYSTEM

Birds of Paradise still uses a septic system. This system receives the wastewater from all the condos and other buildings contained within the complex. This includes wastewater from toilets, showers, dishwashers, washing machines, and other household plumbing fixtures.

It is normal practice, here in Mexico, to avoid flushing **excess** toilet tissue and other items down the toilet.

PLEASE:

- DO NOT flush material that will not easily decompose and/or block pipes, such as Q-tips, hair, diapers, cigarette butts, dental floss, matches, paper towels, condoms or feminine hygiene products
- DO NOT wash or flush medicines or hazardous chemicals like paint, paint thinner, bleach and other household chemicals into the system. They kill the bacteria needed to decompose wastes in the septic tank and drain field
- DO NOT pour cooking grease or oil down the sink or toilet
- DO NOT rinse coffee grounds into the sink

PARKING

- Each unit renter is entitled to the exclusive use of one designated parking space for cars, mini-vans and small SUV's unless your rental contract states otherwise (i.e. owner may have their car stored in this allotted space)
- Larger vehicles must remain outside the gate
- There are several spaces for visitors parking along the wall facing the office/club house

PETS

- No animal or pet will be permitted inside the premises without the prior approval of the Board of Directors