

La Florentine at Renaissance

Rules and Regulations Information Handbook

PREFACE

If there are any questions or if you do not have copies of the Association documents, please contact the Association's Management Company in writing:

This information handbook was compiled by your Homeowners Association for the purpose of protecting the LA FLORENTINE AT RENAISSANCE – LA JOLLA property and making condominium living a pleasant experience. Your cooperation is essential in order to accomplish these purposes. Common sense and consideration for your neighbors are the keys to its success.

All Owners have been given copies of the revised 2007 Bylaws and Declaration of Covenants, Conditions and Restrictions (CC&R's) of LA FLORENTINE AT RENAISSANCE – LA JOLLA and of your Master Association, The Renaissance – La Jolla Community Association. We urge you to read both of these documents since they set forth, in complete and detail form, the rights, duties and obligations of each homeowner and they, not this booklet, are the official documents which cover these rights.

These Rules and Regulations supplement the CC&R's.

PLEASE READ CAREFULLY AND BE SURE YOUR FAMILY, GUESTS AND TENANTS UNDERSTAND THE RULES FULLY.

The Association's current Management Company is:

Avalon Management
3618 Ocean Ranch Blvd
Oceanside, Ca 92056

Ph.: (760) 481-7444
Fax: (800) 646-1887
Email: LaFlorentine@AvalonWeb.com
Web: www.AvalonWeb.com

The Association's website is: www.LaFlorentineHoa.com

GENERAL INFORMATION

RENAISSANCE – LA JOLLA COMMUNITY ASSOCIATION

La Florentine is one of nine sub-associations that constitute the Master Association of Renaissance – La Jolla Community Association.

The Master Association includes the residential condominiums of Andria, Avanti, Capri, Casablla, La Florentine and Toscana, the apartment developments The Villas and Valentia and the neighboring shopping center Renaissance Towne Center.

Each of the sub-associations is subject to the governing documents of the Master Association and those of the individual sub-association. The purpose of the Master Association is to operate and maintain the community for the benefit of the owners.

Homeowner members of La Florentine are subject to the governing documents, which are the Declaration of Covenants, Conditions and Restrictions (CC&R's), Bylaws and Rules and Regulations.

In the event of any conflict between the Master Association's documents and those of the sub-association, the Master Association's documents shall supersede those of the sub-association.

COMMON AREA PROBLEMS FOR LA FLORENTINE HOMEOWNERS ASSOCIATION

To report problems related to the common area; emergency (threat of fire, flood or property damage) and non-emergency telephone numbers:

1. After Hour Emergency Reporting: (800) 343-7213
2. Reporting Emergency and Non-Emergency:

Avalon Management
3618 Ocean Ranch Blvd
Oceanside, Ca 92056

Ph. (760) 481-7444
Email: LaFlorentine@AvalonWeb.com
Web: www.LaFlorentineHoa.com

ASSOCIATION MEETINGS

The Association is governed by a Board of Directors which normally meets every other month in order to make decisions pertaining to the Common Area matters. The responsibility of the Board of Directors is to maintain, protect and enhance the Common Area property.

Experts are contracted as needed to guide and assist the Board of Directors in fulfilling this responsibility and conducting an audit each year. Experts normally are contracted in the following areas:

Legal
Finance

Insurance
Management
Building Maintenance
Landscape Maintenance

Notice of the date, time and location of all Board meetings will be posted on the property at the mailboxes, and homeowners are encouraged to attend these meetings. Notice of the date, time and location of the annual meeting of the Members are mailed to all homeowners of record prior to the meeting. In order to establish a quorum at the annual meeting so that business can be conducted, it is imperative that owners either attend in person or submit their ballots.

FINANCIAL REVIEW

Financial Reviews are prepared each year and mailed to homeowners of record upon completion.

INSURANCE INFORMATION

The master insurance policies for the project are renewed each year. The Association complies with the comprehensive notice requirements set forth by California Civil Code and the Association's Governing Documents regarding insurance policies. All owners are notified annually, and whenever coverage's are changed regarding the Association's insurance.

The Association purchases insurance based upon the advice of professional insurance representative who is experienced with community associations. The Association's insurance does not cover individual Owners, or their property. Therefore, it is imperative that each owner contact their own insurance agent to obtain individual coverage and consider requiring renters to purchase renters insurance as a part of your lease. If your agent or broker requires information about the Association's insurance, you may contact the Management Company. The Association does not carry earthquake coverage.

The Association master policy, however, DOES NOT cover the owner's or renter's personal property such as furniture, clothing, etc., nor personal liability. The insurance to cover these items would be the responsibility of the individual unit owner or renter. There are two basic types of condominium exposures:

RESIDENT OWNER/NON-RESIDENT OWNER:

The policy most often used by the unit owner to cover these exposures is known as HO6 policy, also known as a condominium unit owner's policy, insured the unit owner's personal property, personal liability, condominium loss assessment and other coverage's pertinent to condominium unit ownership.

The owner's policy shall be the primary policy for claims for damages or loss of owner's property. Owner's are responsible for payment of any deductible (personal or Association policy related) amount for any loss to his or her unit.

RENTER:

Owners should require their renter's purchase a HO6 policy to cover personal property and personal liability. The unit owner's policy generally DOES NOT cover the property or liability of the renter.

Additional information can be obtained by contacting the Management Company at:

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ARCHITECTURAL CONTROL

All proposed changes or additions to the exterior of the units must be submitted to the Association using the required forms which are available on the community website at www.LaFlorentineHoa.com. Forms may also be obtained from the Association's Management Company.

The Board or Architectural Committee shall approve or disapprove plans submitted to it, in writing, within forty-five (45) days. If a plan is disapproved, the disapproval must include a description of why the plan was disapproved and a description of the procedure for reconsideration of the decision by the Board. In the event the Board fails to respond to the submitted plans within forty-five (45) days, the applicant may send written notice, via certified mail, to the Board advising the Board that the plans will be deemed approved in not disapproved forty-five (45) days from the receipt of the said certified letter.

The Association does have a separate document that covers Architectural standards, which is available on the community website or may be obtained from the Association's Management Company. This document covers standards for submission, window replacement guidelines, garage door replacement guidelines, etc. Prior to making any exterior changes, please review these guidelines in their entirety. Plans should be submitted for review in conformance with the guidelines.

1. The Association shall provide the maintenance of the Common Area. In addition, the Association shall provide exterior maintenance to each unit, except for glass surfaces, interior surfaces of doors including the metal frames, tracks and exterior screens of glass doors and windows and deck and patio areas which shall be maintained by each owner in a manner acceptable of the Board of Directors.
2. Each owner has the right, at his sole cost and expense, to maintain, repair, paint, paper, panel, plaster, tile and finish the interior surfaces of the ceilings, floors, window frames, door frames, trim and perimeter walls of the Living Unit. Owners may substitute new finished surfaces in place of those existing of the ceiling, floors, walls and doors of their unit.
3. No changes or additions to the exterior of the units may be made unless accepted by the Board of Directors. Plans and specifications must be submitted in writing on forms obtainable from the Association Management Company.
4. No outside television or radio antennae, masts, transmitting or receiving tower or facility, poles or flag poles may be constructed, installed or maintained on the property for any purpose whatsoever. Television satellite dishes that have a diameter or diagonal measurement of thirty-six (36 inches) or less. La Florentine homeowners may only install a satellite dish on a units' deck or patio. Satellite cables may be installed through an external wall of the homeowners' unit through an opening of no more than $\frac{3}{4}$ inch. The wires and the opening must be professionally sealed and properly installed at height of no more than two feet from the patio or deck.
5. No window air conditioning units or balcony enclosures are permitted.

6. Decks and patios are not to be used for such purposes as drying laundry, miscellaneous storage, etc. These areas are considered an aesthetic addition to the buildings and should be utilized in good taste so as to be generally attractive and inoffensive to other residents. No exterior clotheslines shall be erected or maintained and there shall be no outside drying or laundering of clothes on exclusive use areas such as patios or decks, Association property or on the Common Area.
7. One aesthetically acceptable sign not to exceed 18"x24" advertising a unit for sale or lease may be displayed for public view from the inside of a window of that unit or in another reasonable location as determined by the Board of Directors.

Real Estate "OPEN HOUSE" signs may be displayed between the hours of noon and 5:00 pm.
8. All rubbish, trash or garbage must be regularly removed from each unit and shall not be allowed to accumulate thereon or on the adjacent Association property or Common Area.
9. No fences, hedges or walls may be erected or maintained upon the Association property.
10. Balconies and patios may only have plants, potted plants, conventional patio furniture, barbeques, bird feeders, thermometers, TV satellite dishes and sun dials. Deck railings shall be adequately protected from any damage from plants or plant hangers. Nothing shall be permanently attached to the exterior of the building and the repair of any damage resulting there from shall be the responsibility of the owner.
11. Portable canopies, awnings, or umbrellas up to 12 feet in width, length or diameter shall be permitted on patios.
12. Owners may not paint, decorate, remodel, alter or attach any items to any Exclusive Use Common Area or any other part of the Common Area without the prior written consent of the Board.
13. Windows shall be covered only by draperies, curtains and shades and may not be painted or covered by aluminum foil, paper or similar materials. The exterior side should be neutral, white or beige.

GENERAL RULES AND REGULATIONS

INTRODUCTION

The Rules and Regulations, as contained herein, are issued by the Board of Directors as authorized by the governing documents of the Association and the Project Association.

The Rules and Regulations are intended as a guide to the conduct and activities of all members, lessees, residents and their guests. Each owner or resident living within the project and using the facilities is entitled to do so, pleasure without annoyance or interference from others.

The Association falls under the jurisdiction of the City of San Diego and all ordinances and codes apply. Each unit shall be used for single family or residential purposes only.

ENFORCEMENT

The Association and/or any owner has the right to enforce the Association's Governing Documents including the First Restated Declaration of Covenants, Conditions and Restrictions (CC&R's) and Rules and Regulations, including any amendments or restatements of such documents. This right includes requesting the violator to cease the offending action, taking legal action against the violator and making a complaint to the Board of Directors.

Owners may report violations to the Management Company or Board of Directors by submitting a written notice describing the violation. The Board of Directors, Management Company or committee appointed by the Board may also note any violations discovered during walkthroughs or by personal knowledge of any of its members or representatives. Once an Owner gives the Board of Directors a written complaint that a rule has been violated, the Board will investigate the allegation and may take action against the Owner responsible for the conduct, including but not limited to, fining, imposing a Reimbursement Assessment, suspending the Owner's right to use the recreational facilities, and/or instituting legal action. However, nothing in the Governing Documents or California Law obligates or requires the Board of Directors to take any action against an Owner. The Board of Directors, in making this decision, will determine the costs and benefits of taking such action. Owners are responsible for the conduct of their family members, tenants, guests, invitees, contractors and occupants of their units.

A. DUE PROCESS:

Prior to the imposition of any fine, Reimbursement Assessment or suspension of rights, the homeowner shall be given notice and an opportunity to appear in person or in writing before the Board of Directors or appropriate committee. The notice shall set forth the alleged violation, and the date, time and place of the hearing and shall be transmitted by Individual Delivery not less than ten (10) days prior to the hearing which may be scheduled concurrent with any regular or special Board meeting.

The Owner has the right to attend the hearing and to address the Board in person. Alternatively, the Owner may submit a response in writing. In the event the Board determines to take disciplinary action after the violation hearing, the Board shall provide the Owner with written notice of its decision and the discipline to be imposed within fifteen (15) days of the hearing. Failure to respond to the violation notice may be considered an admission of the violation by the Owner.

Provided the foregoing notice has been provided to the owner, any decision by the Board to impose discipline is binding on the Owner notwithstanding the Owner's failure to appear at the hearing.

B. ENFORCEMENT GUIDELINES/FINE SCHEDULE:

Generally, though not necessarily, the Association will adhere to the following enforcement schedule:

1. First Offense: A first notice to correct the violation will be sent by the management company. The notice will contain a description of the violation, and instructions regarding response to the notice and correction of the violation. Other disciplinary action may be taken including, possible fine not to exceed \$100.00, Reimbursement Assessment to reimburse the Association for costs incurred in compelling compliance and suspension of rights.
2. Second Offense: If the violation continues, or if the response is otherwise unsatisfactory, a second notice to correct the violation will be sent by the management company. In the second notice, the owner will be notified that legal counsel may be contracted if the violation is not corrected and all costs incurred will be assessed to the owners account. Other disciplinary action may be taken including, imposition of fine not to exceed \$250.00, imposition of a Reimbursement Assessment to reimburse the Association for costs to compel compliance, suspension of rights, instituting Internal Dispute Resolution and/or Alternative Dispute Resolution or filing a lawsuit.
3. Third Offense: If the violation continues or if the response is otherwise unsatisfactory after the second notice, the Board may take disciplinary action including, imposition of a fine not to exceed \$500.00, imposition of a Reimbursement Assessment to reimburse the Association for costs to compel compliance, suspension of rights, instituting Internal Dispute Resolution and/or Alternative Dispute Resolution or filing a lawsuit.

The Association reserves the right to institute any of the above-referenced enforcement measures regardless of whether it is a first offense, second offense, etc. Depending on the severity and frequency of the violation and/or violations by the violating owner/resident, the choice of the enforcement procedure(s) and/or the enforcement remedy utilized may vary.

The Board shall have discretion as to which of the foregoing legal remedies the Association may initiate against an Owner in violation of the Governing Documents, and when to do so. The Board is not required to utilize every remedy in every enforcement action and may, in its sole discretion, subject to the law, determine what remedy to pursue and at what time. Immediate legal action may be sought in the form of a temporary restraining order where appropriate.

Payment of a Reimbursement Assessment or fine, or completion of a suspension period does not eliminate the Owner's obligation to cure the underlying violation.

The Association has the legal authority to initiate enforcement action against an Owner to compel his or her compliance with the Governing Documents. Pursuant to the Civil Code and the CC&R's, the prevailing party in any such enforcement action is entitled to an award of reasonable attorneys' fees and costs.

COMMUNITY RELATIONS

1. Members are responsible for payment of the cost of repairs for damage to La Florentine property caused by themselves, members of their families, their guests, tenants or pets.
2. Common area equipment, i.e., time clocks, watering systems and pool heater, are to be adjusted and set by only authorized personnel and not by residents.
3. Destruction of Property: As applied to living units specifically, the owner shall reconstruct it as soon as is reasonably practical, in accordance with the original plans and specifications of approved modifications thereof.
4. As to the common area, each owner is liable to the Association and shall reimburse it for any expenditure made to repair damage of replace item(s) damaged by the owner or any occupant, guest, licensee or invitee of the owner's unit.
5. The bulletin boards adjacent to the mailboxes are posting of official Association business by the Board of Directors of Association Management Company. Use of these bulletin boards by others is strictly prohibited without permission of the Board of Directors.

TRASH REGULATIONS

1. Members are responsible for picking up their own trash spilled on Common Areas and disposing of it in the proper containers or receptacles.
2. Large cartons and boxes MUST be broken down and tied before being placed on the street for pick up.
3. Large discarded items such as old furniture, etc., are the sole responsibility of the homeowner to remove from the premises and dispose of at their discretion.
4. No trash or debris is to be left in any area that is visible to others such as walkways, decks, patios, common area, etc.

5. Trash may be placed in reusable receptacles; however, the receptacles must be removed from the sidewalk, street or driveway by 8:00 pm on the day of pick up. Trash receptacles shall not be placed on the street or sidewalk prior to 6:00 pm on the evening before pick-up.

OWNER WILL BE ASSESSED FOR ANY CLEAN-UP SERVICES PROVIDED BY THE ASSOCIATION

NOISE CONTROL

1. Noise can be a problem any time and particularly during the summer months when windows are open. Please be considerate of those living close to you and keep noise volume as low as possible. Nothings shall be done that interferes with the quiet enjoyment of other occupants. Radios, televisions, musical instruments, party activities and other noise sources (including barking dogs, car horns and extended warming-up of car engines) must be restricted at all times to a level that does not disturb other residents.
2. The use of power tools is prohibited prior to 8:00 am and after 8:00 pm.
3. Rollerblading, roller-skating, skateboarding, "big-wheel" riding, ball playing, tree climbing and/or playing with any wheel able toy is prohibited outside of the patio area.
4. Bicycle riding is permitted only for ingress and/or egress to/from the residence.

POOL AND SPA FACILITIES

The Association does not provide any type of lifeguard or supervisory service. Anyone using the recreation facilities shall do so at their own risk, responsibility and liability. Pool Capacity is 46 and Spa Capacity is 5.

1. Guest must be accompanied by a resident at all times when using the pool and spa facilities.
2. Swimming Pool / Spa Jacuzzi: Persons under the age of 14 must be under the direct supervision of a parent or responsible adult of at least 18 years of age.
3. Smoking is not permitted in the pool or spa.
4. Showers are requested before entering the pool or spa.
5. General rules of good conduct should be observed at all times. This includes no running, pushing or boisterous behavior. Radio volume and voices should be kept to a minimum level. This is especially important during late evening and early morning hours.
6. Pool hours are as follows:
Monday through Friday
6:00 am – 10:00 pm

Saturday and Sunday
8:00 am – 10:00 pm
7. Diving into the pool or spa is NOT allowed.
8. Usual and customary swimming attire is required.
9. Swim diapers are required on infants.

10. Entry to the pool area shall be through the gates only. Climbing over the fence or gates is prohibited. Insurance requires that the pool gates must be locked at all times.
11. Keys must not be duplicated or loaned to friends. There is a \$50.00 replacement fee for lost keys.
12. Only unbreakable containers are permitted in the pool and spa areas and these must be removed or disposed of in the containers provided. Injuries are not the responsibility of the Association. Please be thoughtful and considerate of your neighbors.
13. NO BOTTLES, GLASS CONTAINERS OR BARBEQUES ARE ALLOWED IN THE POOL OR SPA AREA.
14. Throwing non-floating items, such as rocks, marbles, coins and the like, into the pool is prohibited.
15. Except for service animals, animals are not allowed in the pool or spa area at anytime.
16. Persons with open cuts and wounds are requested not to be in the pool or spa.
17. Bicycles, roller skates or skateboards are not permitted in the pool or spa area.
18. Pool furniture is to be used only in the decks around the pool and spa. Please do not remove furniture from the pool area. Please replace chairs, tables, lounges and spa cover to their original locations when leaving the area.
19. Absolutely no foreign substances such as bubble bath, soap, beer, etc., may be added to the pool or spa. Persons observed doing so will be assessed the cost of draining, cleaning, refilling and other costs incurred due to pool or spa damage.
20. Owners transfer all their rights to the use of the pool facilities when their units are rented, leased or occupied by a non-owner.

PETS

1. No livestock or poultry of any kind shall be raised, bred or maintained with any unit. Fish in aquariums and birds inside cages may be kept as household pets provided that they are not kept, bred or maintained for commercial purposes.
2. Dogs must be on a leash at all times and under personal control when outside individual living quarters or patio enclosures (San Diego City Ordinance).
3. Dogs must not be left unattended on patios, decks or in garages or permitted and/or play on the lawn or landscaped Common Area at any time.
4. Please do not allow pets to urinate or defecate on plants and shrubs. Any litter deposited by pets on lawns, sidewalks, paths or other project Common Areas must be removed immediately by the owner of the animal involved.
5. Residents are responsible and liable for any personal injury or property damage caused by their pets. If the pet owner is a tenant, the owner of the unit is liable.
6. Any pet violations must be submitted in writing to the Management Company.
7. Action will be taken against owners of pets that make excessive noises.
8. Pets are not allowed within the confines of the pool or spa areas at any time, except for service animals. Human assistance dogs are considered exempt from the above rules, i.e., seeing-eye dogs.
9. The Board of Directors reserves the right to expel or control any pet that becomes a nuisance.

10. No structure for the housing or confinement of any animal or bird shall be maintained so as to be visible from neighboring property. Such housing or confinement must be approved by the Architectural Committee prior to installation.
11. Residents who are disturbed by an animal are urged to first contact their neighbor and, if unsuccessful, to write to the Management Company or contact the Animal Control Department at (619) 236-4250.
12. Any pet which is allowed to unreasonably threaten the physical or emotional well being of any Owner or resident of a Unit or which is allowed to create a nuisance or disturbance or cause damage to property as may be determined at the sole discretion of the Board, must be permanently removed from the Project property upon seven (7) days' written notice from the Board.

VEHICLE AND PARKING REGULATIONS

For the safety of all those living and visiting La Florentine, these vehicles and parking regulations are adopted. Please observe a maximum speed of 10 miles per hour, and remember the overnight parking regulations. Violations of these vehicle and parking regulations by residents or their guests are subject to all enforcement remedies, including but not limited to ticketing and towing at the owner's expense.

Resident Parking:

Residents' vehicles must be parked in garages. The parking of vehicles on driveways, driveway aprons, in fire lanes and/or in any other specifically designated areas is not permitted.

Garage doors should be kept in the closed position, except when entering, leaving, loading and unloading. Washing of personal cars is permitted. Car washing of vehicles other than residents' own is not permitted.

Residents with More than Two Vehicles:

If a resident has more than two vehicles, an application must be made for a third vehicle permit. This third vehicle permit would allow the one vehicle to park in the open parking. To qualify, an applicant must provide the following as evidence of residency in the La Florentine community for each vehicle: (1) Copies of current vehicle registration for all three vehicles with the address showing that of the unit occupied in La Florentine; (2) a current copy of each operator's driving license, also showing the addressing of the unit occupied in La Florentine; (3) A photo showing two vehicles being parked in the garage (4) a completed Third Car Variance Form indicating which vehicle the permit is to be used for. Completed applications should be submitted to the Management Company. The Management Company will send the information to the Parking Committee for review and approval. Once approval is granted, the third car permit will be issued. The Third Car permit is vehicle specific and numbered. It must be visible on the dashboard of the vehicle. No name or address will appear on the third car permit. There are no fees for the third car permit which will be valid from January 1 to December 31.

Every calendar year, the Management Company will contact each resident who was granted a third car permit and request an updated form and required documents for the purpose of renewing the permit. Residents are required to inform the Management Company of any changes.

Guest Parking

All white striped stalls are open parking stalls. Stalls designated solely for guests are labeled "Guest Parking". Guests' vehicles must not block the street or lanes in a way that would obstruct the access of police, fire or other emergency vehicles. They may not park on driveways, driveway aprons and/or in any

other specially designated area such as red zones which are no standing or no parking zones and green zones which are ten minutes zones to be used when picking up mail.

Residents are responsible for their guest's compliance with these vehicle and parking regulations. Without a special permit, guests may park in any guest-parking stall for up to three days (72 hours) within a 30-day consecutive period. Guest staying longer must obtain authorization from the Management Company. To obtain authorization, submit a written request to LaFlorentine@AvalonWeb.com or call (760) 481-7444. When requesting authorization, be prepared to provide (1) make, model and color of the vehicle; (2) the license plate number and state issued by; (3) duration of requested authorization and; (4) reason for authorization request.

Special Vehicles:

Trailers, commercial vehicles, trucks (greater than one ton), boats, campers and recreational vehicles may not be parked in guest-parking areas. However, they may be parked in a resident's garage.

All vehicles must be operational and no vehicle will be left in a condition that constitutes a fire hazard.

Enforcement:

Violators to any of the vehicle and parking regulations will receive a violation notice on the first infraction and again on the second infraction. On the third infraction, a "Final Notice Prior to Towing" will be given. Any vehicle towed will be towed at the owner's expense. Permits may be canceled at any time in the event the Board of Directors determines that it is in the best interest of the Association.

RENTAL REQUIREMENTS

1. No short-term rentals are allowed (City Zoning Department and Association document restrictions). Short-term rentals shall mean any rental for a period of less than 12-Months.
2. All owners must provide their tenants with a copy of the Rules and Regulations and all tenants must comply with these regulations, the Bylaws and CC&R's. Owners are held responsible for their tenants and guests and are financially liable for damage to the Common Area and equipment and for violations of the Rules and Regulations.
3. Owners are responsible for proper repair and maintenance of their units. Also, all electrical appliances and plumbing fixtures within a unit must be maintained by the owner.
4. All owners must provide the Association with the lease agreement, together with the telephone number and street address of the residence of the Owner, per the CC&R's.
5. Owners purchasing their unit after September 4, 2019 are unable to lease their unit for the first twelve (12) months following their purchase date, per the First Amendment to First Restated Declarations of Covenants, Conditions and Restrictions.

EMERGENCY TELEPHONE NUMBERS

EMERGENCY:

Police, Fire and Sheriff	911
Non-Emergency	(619) 531-2000
Poison Control	(800) 222-1222

HOSPITALS:

Rady's Children's Hospital	(858) 576-1700
Rady's Children's Urgent Care	(619) 280-2905
Scripps Green Hospital	(858) 554-9100
Scripps Memorial Hospital La Jolla	(858) 626-4123
Jacobs Medical Center at UC San Diego Health	(858) 657-7000

BUSINESS:

Better Business Bureau	(858) 496-2131
CA Contractor License Board	(800) 321-2752

LIBRARY:

San Diego Central Library	(619) 236-5800
University City	(858) 552-1655

UTILITIES:

Water Department	(619) 515-3500
SDG&E	(800) 411-7343