

Condominium Association FAQ

- **Who is my contact for Condominium questions?** **Page 1**
- There's a dead plant in front of my building, who should I contact? **Page 1**
- **How do I get transponder stickers for my car?** **Page 1**
- How do I arrange for a guest to get through the gate? **Page 2**
- **I want to change my landscape; Do I need approval for the work?** **Page 2**
- Can I hang sun shades on my lanai? **Page 2**
- **Can I use my own grill on my lanai?** **Page 2**
- If I want to install new flooring in my unit, what has to be done? **Page 2**
- **I haven't received a bill for my quarterly assessments, who should I call?** **Page 3**
- How do I ensure I'm receiving important information about what's happening in the community? **Page 3**
- **I'd like to have a private party at the pool clubhouse, what do I need to do?** **Page 3**
- Where can I get a copy of my Condominium documents? **Page 3**
- **What's included in the "Governing Documents?"** **Page 4**
- What exactly is a Condominium Association? **Page 4**

Question: Who is my contact for Condominium questions?

Answer: Vesta Property Services is the contracted property management firm for you community. After you close you should receive a welcome letter from Vesta, introducing your property manager and providing contact information. You can also call the Vesta main phone number with questions: 239-947-4552

Question: There's a dead plant in front of my building, who should I contact?

Answer: All landscaping and irrigation around your building is owned and maintained by the Condominium Association. If you have any concerns about any plant material, you should contact your property manager directly.

Question: How do I get transponder stickers for my car?

Answer: At your home closing, you will receive two (2) stickers and a two (2) fobs for pedestrian gates (if applicable). If you need additional or replacement stickers or fobs, you'll need to contact your property manager, and there may be a fee to cover the Association's purchase cost.

Question: How do I arrange for a guest to get through the gate?

Answer: If you have an Envera gate system, you need only call the Envera Customer Service number at 877-936-8372 and ask for a name to be added to your list. There are also ways to manage your guest list online and on your phone, and Envera Customer Service can provide guidance for those options.

Question: Can I put storm shutters on my lanai or windows?

Answer: Your windows and slider doors are all impact rated, therefore storm shutters are not necessary. The exterior of your building, including your lanai area, are common elements of the Condominium, so since there's no practical need for shutters, they are not permitted.

Question: Can I hang sun shades on my lanai?

Answer: Yes, but you need to obtain approval from the Association before doing so. Only shades of a certain color and material type will be approved (those least visible from the outside looking in), and your property manager can provide you with that information, as well as the submittal documents required for approval.

Question: Can I use my own grill on my lanai?

Answer: Unfortunately, no. Fire Safety code does not allow for any cooking devices on the lanais of a multifamily building, nor the storage of propane tanks within your unit. For this reason, a community grill is provided at the Clubhouse for resident use.

Question: If I want to install new flooring in my unit, what has to be done?

Answer: Your property manager can provide you the information required for interior projects, such as flooring. Since you live in a condominium, there are certain requirements and restrictions with regard to this kind of work, and you will want to be sure you're aware of these before signing any proposals from contractors.

Question: I haven't received a bill for my Association quarterly assessments, who should I call?

Answer: Contact your property manager and confirm they have the correct mailing address. You should receive by mail all documents necessary to keep up with your quarterly assessments. However, keep in mind, that it is the homeowner's responsibility to make timely payments on Association assessments, even if you haven't received a bill from property management.

Question: How do I ensure I'm receiving important information about what's happening in the community?

Answer: The best way to stay informed is to sign up for emails from your property manager. Due to email spam laws, you will need to complete the "Opt-In" form provided by Vesta to receive these email communications. If you don't have email, then you'll need to keep an eye on the community message board, which will be located either near your mailboxes, or at the amenity.

Question: Where can I get a copy of my Condominium documents?

Answer: Your Sales Representative should have provided you a copy of the Association Documents when you signed your contract, either electronically in printed. If you cannot locate them, you can contact your property manager and they can send you electronic copy of any Association documents (or you can request a printed copy). Documents are also available on the Vesta website—you should receive your login credentials to access the website from Vesta.

Question: I'd like to have a private party at the pool clubhouse, what do I need to do?

Answer: The clubhouse can be booked for private parties through your property manager, who can also provide you the reservation agreement. There are certain time restrictions for use of the clubhouse, the pool itself cannot be booked for exclusive use. Similarly, because the only restrooms at the pool are those within the clubhouse, the restrooms must remain accessible for all.

Question: What's included in the "Governing Documents?"

Answer: The governing documents are comprised of three major instruments: the Declaration of Condominium, the Articles of Incorporation, and the By Laws. Your Association may have complimenting documents that will play a significant role in daily community governance: Rules & Regulations (if any), and the Community Guidelines (if any).

Question: What exactly is a Condominium Association?

Answer: Your Condominium Association is a private, non-profit corporation in which all residents of the community are members, and thereby given certain rights and obligations as declared by a recorded set of governing documents and administered by a Board of Directors. Association business expenses are funded through the collection of regular assessments paid by each member.