

Heritage Greens Community Association

HELPFUL HINTS



To: All Heritage Greens Homeowners and Tenants

If you are new to Heritage Greens, and on behalf of all your neighbors, welcome to our community! If you are not new to our community you may already know, there are a total of 9 Neighborhood Associations within Heritage Greens. All 9 Neighborhood Associations belong to the Community Association (aka Master's Community Association). All owners have an obligation to become familiar with the Community Association rules and regulations called out in the governing documents, found on <http://apps.collierclerk.com> records search- official land records as well as posted to our <http://heritagegreensmaster.com> website, documents tab. You will find helpful information on this website including contact information for your Master Board members, and access to our website which also provides additional homeowner information.

For purposes of capturing the most frequently asked questions received from residents, the Community Association Board of Directors has prepared this abbreviated version in the pages that follow which parallel the governing documents. The selected excerpts are by no means all-inclusive for Community Association rules, so please read the full documents. Nevertheless, these excerpts will be helpful in answering the most commonly asked questions.

The Community Association Board of Directors are elected by the homeowners to enforce the rules and react to compliance issues brought to the Board's attention, necessitating a resolve.

On the last page, we have listed some important phone numbers for your convenience.

Thank you for your cooperation, enjoy your home in paradise.

The Community Association Board of Directors

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I. Use Restrictions

A. Residential Use

- Every residence within Heritage Greens may only be used by one family and its temporary guests (60 days or less in a calendar year), and for no other use purpose. No time-sharing, business or commercial activity shall be conducted in, or from, any home or garage which creates foot traffic.
- All individuals intending to occupy (not visit) a residence as their permanent or secondary residence:
 - Must be listed on the legal paperwork filed with Neighborhood Association and Neighborhood Association Property Management firm for that Association, as well as filed with the Community Association property management firm. This rule is to ensure community security at all times.
 - Approval must be received by both Neighborhood Association Board President and Community Association President before applicant may take occupancy and is considered a resident.
 - If the Neighborhood Association documents or rules and regulations so state, the terms for occupancy may include a background check or other conditions for occupancy. The more stringent occupancy rules (Neighborhood Association versus Community Association) language for occupancy will prevail, and shall be controlling
 - Additional occupancy applicants, requested after the initial residents, must receive Neighborhood Board approval prior to moving in. The Neighborhood Association is obligated to forward the application for new occupants along to the Community Association Property Management firm and approval from Community Association Board prior to new occupants moving in.
- Guest definition and policy may differ per Neighborhood Association. Check with your Board of Directors for applicable “Guest” rules.

B. Leasing

- Residences may be leased, provided the application for lease meets the following criteria:
 - The application for leasing has been made with, and approved by, Board of Directors within the respective Neighborhood Association
 - No lease may be for a period less than 30 days (28 days in the case of February). Daily or weekly rental is not permitted and violations will result in homeowner fines and applicable attorney fees borne by the homeowner, and eviction of the renter
 - The more stringent tenant rules prevail insofar as whether the Neighborhood Association versus the Community Association tenant rules apply (e.g. pet specifications, etc.)
 - No Subleasing or assignment of lease is allowed
 - No one besides the individual(s) named on the current lease of record, approved by the Board, may be in residency during a lease

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- *If a situation arises where another person wishes to permanently occupy the residence, please have the homeowner submit an amended lease application. The amended lease comes with certain requirements before he/she may become a resident.*
 - *Homeowner agrees to allow additional individuals to move into leased residence*
 - *Neighborhood Association property management firm performs a criminal background check for each new person 18 years or older, and approves with favorable results*
 - *Board for Neighborhood Association approves the new resident(s) for occupancy*
 - *Neighborhood Association Board transmits a copy of approved application for new tenants to Community Association property management firm for inclusion to Heritage Greens Community roster. New residents then become entitled to Community amenities*

2. Operational Details:

- *Your residence is one of the 9 Neighborhood Association.*
- *All Neighborhood Associations belong to the Community Association.*
- *Heritage Greens is a planned, residential community established by the developer to be homogenous in its appearance and regulated by approved standards enforcing compliance within each Neighborhood Community. In cases where Neighborhood Association standards do not exist, the Community Association standards will apply.*
- *Each Neighborhood Association Board is charged with responsibilities to care for needs of their own homeowners*
- *In all Neighborhoods, the Board of Directors is the governing body to enforce the rules established by its members, or stated in its governing documents. In cases where Neighborhood Association rules conflict with the Community Association rules, the more stringent rules are controlling.*

3. Membership: *All owners automatically become members of the Community Association*

- *The Community Association Board Meetings are open to all Heritage Greens homeowners in good standing residing in one of the 9 Neighborhood Communities*
 - *Renters/tenants are not considered owners and therefore excluded from attending Community Association member meetings (as well as Neighborhood Association meetings).*
- *Master Community Association monthly meetings generally are the 3rd Thursday, commencing at 7:00pm in community center*
- *The meeting agenda changes monthly and is posted at the community center bulletin board and on its website. As a homeowner in good standing you are welcome to attend the Board meetings*

4. The Board of Directors: *The Community Association (as well as Neighborhood Associations) have a Board of Directors. The Directors are Homeowners from within each Neighborhood Community*

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- *All Neighborhood Associations have their own Board meetings at various times during the month. You may only attend the Neighborhood Board Meetings in which you live*

5. How are Community Association Board members elected?

A. Voting Groups:

- *All Neighborhood Associations are part of a specific voting group for elections and decisions*
 - *You will vote within your voting group (district)*
- *The voting groups were established to provide for relatively equal representation on the Community Association Board coming from various Neighborhoods of dissimilar size*
- *There are four (4) voting groups, check with your Neighborhood Association to learn which voting group you are part of, and make sure you vote at Election time*

B. Election of Board of Directors:

- *There are seven (7) Directors sitting on the Community Association Board of Directors elected from the voting groups. The terms of office are staggered to maintain constant operational function on the Board, year over year. The election terms are two (2) years, commencing with each election period.*
- *Members in good standing are eligible to submit their name for candidacy to an open position representing their voting group, or for an At-Large open position at each election.*
- *A position on the Board of Directors is a volunteer, non-paid community service, and those seated on the Board must be in good standing within the Community*
- *Four of the Directors are elected from each of the 4 Voting Districts, and 3 are At-Large and may come from any of the 9 communities.*
- *You will be notified by mail when election time approaches explaining open seats*

6. Pets: *Heritage Greens is a pet friendly neighborhood*

- *Dogs need to be on a leash at all times when outdoors or hand carried*
- *You MUST pick up dog droppings*
- *At no time may a homeowner allow their dog out, free to roam*
- *The governing documents of Community Association prohibits pet commercial activities creating foot traffic to take place from any residence: boarding, breeding, grooming or training, etc.*
- *Each Neighborhood Association has specific rules on pet number, type and size. Check with your Neighborhood Association to understand your neighborhood pet restrictions.*
 - *Some Neighborhood Associations do not permit renters to keep pets in the residence, check with your Neighborhood Association Board so you know the pet rule for your community.*

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7. Nuisance: Residents of our Community shall at all times conduct themselves in a peaceful, orderly and lawful manner. We guarantee all homeowners quiet enjoyment of their homes
8. Compliance Happens, for a Reason: Compliance is enforced by the Community Association Board of Directors to make sure there's conformity within the whole community and the rules for the Community are being followed.
- Each Neighborhood Association Board holds initial responsibility to satisfy compliance issues within its own homeowners/tenants. However, the Community Association property management firm is consistently monitoring exterior property appearance and will recommend to the Community Association Board of Directors intervention when neighborhoods appear to need help with compliance; or if after a reasonable period of time the Community Association Board recognizes the Neighborhood Association Board has attempted compliance without a timely cure. In such cases, the Community Association may step in to bring about compliance in any Neighborhood. The Community Association is the prevailing party in any Community enforcement action.
 - Two Committees were formed by the Community Association Board to review these matters:
 - i. The Architectural Review Committee (ARC)
 - ii. The Compliance/Appeals Committee
 - Committees make recommendations to the Community Association Board, yet...
 - The Community Association Board may, when necessary, render a final decision on Compliance and ARC matters
9. Compliance Issues: Some of the most common aspects calling for compliance action are enumerated in the rules and regulations document. Please understand these rules to avoid compliance issues.
10. Parking and Storage of Vehicles Can Result in a Violation:
- Parking and vehicle storage violations are enforced by The Community Association Board of Directors. Please refer to the Parking section under the rules and regulations document to avoid violations.
11. Exterior Appearance Has Always Been Central to Compliance:
- The community is bound by our documents to remain compliant and maintain a homogenous and conforming community appearance...
 - basically anything effecting a change to the aesthetics or appearance of the exterior of the property requires ARC approval (go to <http://heritagegreensmaster.com> forms to obtain an AR application to request your work.
12. Community Center Clubhouse:
- Clubhouse hours are 6:00am to 10:00pm. Time extensions for social or community events may be granted at the discretion of the Community Association Board and their Property Management firm. Activities held outside the Clubhouse shall not be allowed after 10:00pm.

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- *Children 12 years of age and younger shall always be accompanied by an owner/renter 21 years of age or older when at the clubhouse.*
- *All belongings shall be removed from the clubhouse when leaving. The Community Association and its Board shall not be responsible for belongings-lost or stolen.*
- *No smoking is allowed in the clubhouse*
- *Proper attire shall be worn in the clubhouse. Bare feet, bare chests and swimsuits are prohibited in the clubhouse*
- *Homeowners/tenants may rent the clubhouse for a private social event, subject to availability and payment of scheduled fees and deposits determined by the Community Association Board. The Community Association Property Management firm manages all reservations. The clubhouse may not be rented to anyone under the age of 21 years, unless a homeowner over the age of 21 years plans to attend the event and assume responsibility for the conduct and use-care while the facility is being used*
 - *Check the calendar on the Community Association website to make sure of availability, and submit the reservation form found on the website to book the clubhouse for your event.*
 - *Mail your checks to reserve the room directly to Community Association Property Management.*
- *Persons renting the clubhouse are responsible for the care and cleaning of the facility after the event before leaving, including the kitchen and bathrooms. All furnishings and equipment shall be replaced to their previous locations, but in no event shall they be removed from the clubhouse*
- *Those who rent the clubhouse for a private social event assume all costs for repairs and/or replacement to the clubhouse, its furniture equipment, accessories, appliances and the like.*
- *Community Association Board meeting dates shall supersede the use of all other events and social events at the clubhouse.*

13. Community Center Pool Area: *There are 3 pools in Heritage Greens. The large one is behind the Community Center and is for all residents. The neighborhood pools are restricted for residents of those particular communities.*

- *No lifeguard is on duty*
- *Pool hours are dawn to dusk*
- *No person 12 years of age or younger shall be in the pool area unless with an adult 21 years or older*
- *Small children should never be left unattended around the pool area*
- *Wheelchairs, strollers are permitted in pool deck area, child arm flotation devices are permitted in the pool. No rafts and similar flotation devices are permitted by adults in the pool*
- *No glass containers or other breakable objects are permitted in the pool area.*
- *All rubbish, trash, or other waste material shall be placed into containers placed around the pool*
- *No pets are permitted in the pool area, or in the pool*
- *Pool furniture may not be removed from the pool area*

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- No intoxicants permitted in the pool area
- No smoking in the pool area

14. Cable TV/Internet: Effective February 2018 the Community Association contracted with Summit Broadband to be our Community broadband provider. You are not required to use Summit as your provider though you will still have to pay for their service since the Community rate is bundled in the Community Association dues. If you choose Summit as your provider, you will find community information on channel 102.

- Your Community Association dues cover the cost for the basic TV package and internet.
- Extended packages are available for:
 - additional TV channels,
 - additional synergy receiver boxes
 - a home phone (land line)
 - higher internet speed

If issues arise with your Summit service, please follow the procedure established. First call Summit to report the incident (phone number on last page) and keep track of the ticket number assigned to each incident. If a few attempts for the same issue have been made, going through the normal channels with Summit, and those attempts do not bring a favorable result, an Escalation procedure is in place to expediate a resolve. The Escalation process is posted on our Community Channel #102, and posted on Community Association website.

15. Beach Pass: Collier County Beach Stickers are available at any Collier County Park Community Center or at the County Tax Collector's Office. Documentation of residency must be provided along with your local car registration to obtain a free parking pass for certain parking spots designated for said privilege.

16. Gate Vehicle Windshield Stickers: In 2019 the CDD converted our gate security to Envera. You received registration information directly from Envera to register all persons who frequent entrance to our home. The Envera instructions are posted to the Community Association website in case you need to register additional frequent visitors or occupants. The guardhouse is no longer manned with a security guard. The windshield stickers you obtained in 2017 will still work on the resident side gate to gain entrance into the Community. If you need additional stickers, please make arrangements with CDD Board, contact information below.

17. Trash Pick UP: Tuesday morning: collection of recycles and trash
Friday morning: collection of trash only

- Trash barrels should not be put out before 6:00pm the night before garbage pickup date, and taken in by 8:00pm the day of trash pick up
- Violations will be issued for trash bins left out for longer than 24 hours

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- *Large items will not be picked up, you must call Collier County prior to Tuesday to make arrangements for pick-up of any large items (see phone #s below)*
- *Electronic devices, TV, Computers must be taken to the Collier County Recycle Center*

Frequently Needed Phone Numbers

<i>Emergency and or Fire.....</i>	<i>911</i>
<i>Collier County Police..... (Non emergency).....</i>	<i>(239) 774-4434</i>
<i>Collier County Utilities.....</i>	<i>(239) 252-2380</i>
<i>online email utilitybill@colliergov.net</i>	
<i>Summit Broadband cable.....</i>	<i>(239) 444-0400</i>
<i>www.care@summit-broadband.com</i>	
<i>Community Center</i>	<i>239 513 6921</i>
<i>Florida Power and Light.....</i>	<i>239 262-1322</i>
<i>Front Gate Stickers, CDD Board</i>	<i>bpitts@heritagegreenscdd.com</i>
<i>Guardian Property Manager for Community Association: Rob Ritchie, Property Manager</i>	
<i>robr@guardianproprtymanagement.net or 239-514-7432</i>	
<i>Water Department.....</i>	<i>239 252 6245</i>
<i>Waste Management....Main # 239-649-2212; for special pick-up 239-252-2380</i>	