

*Heritage Greens Community Association*

*HELPFUL HINTS (Revised Aug 2020)*



To: *All Heritage Greens Homeowners and Tenants*

*On behalf of all your neighbors, welcome to our community if you are new to Heritage Greens! As you 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). New owners from the Neighborhood Associations 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 the [heritagegreensmaster.com](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 the Property Management Company for the community association which also provides additional, helpful homeowner information.*

*For purposes of capturing the most frequently asked questions received from residents, the Master's Board of Directors has prepared this abbreviated version. The selected excerpts are by no means all-inclusive for Community Association rules, so please read the full documents.*

*Please remember, the Rules and Regulations and Design Review Guidelines (aka Standards) are in place to supplement the governing documents of the community. The Community Board of Directors are elected by the homeowners to enforce the rules and react to compliance inconsistencies brought to the Board's attention for a resolve. **Please pay close attention to all sections regarding Compliance, especially since you are a new home buyer in Heritage Greens.***

*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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#### 1. Use Restrictions

##### A. Residential Use

- *Every residence may only be used by one family and its temporary guests, and for no other use purpose. No time-sharing, business or commercial activity shall be conducted in, or from any home or garage.*
- *All individuals intending to live in the home on a regular basis must be:*
  - *Listed on the legal paperwork filed with Neighborhood Association and Property Management firm hired by that Association and received Board of Director Approval.*

##### 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 one month. Daily or weekly rental is not permitted and violations will result in homeowner fines and applicable attorney fees, and eviction of the renter*
  - *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 permanent residency during a lease*
  - *If a situation arises where you wish for another to permanently occupy the residence with you, an application must be made to the Neighborhood Board for a revision to the lease, and all the usual background checks must clear that person before he/she may become a resident.*

#### 2. Operational Details:

- *Heritage Greens is a planned, residential community established to be homogenous in its appearance and regulated by approved standards enforcing compliance within each Neighborhood Community*
- *Your residence is one of the 9 Neighborhood Associations*
- *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*
- *All Neighborhood Associations belong to the Community Association*

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

- *The Community Association Board Meetings are open to all Heritage Greens homeowners residing in any of the 9 Neighborhood Communities*
  - *Renters/tenants are not considered owners and therefore excluded from attending Community Association member meetings (and Neighborhood Association meetings).*
- *Master Community Association monthly meetings are the 4th Tuesday, commencing at 6:00pm in community center*
- *The meeting agenda changes monthly and is posted at the community center bulletin board. As a homeowner you are welcome to attend these 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*

- *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 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*
- *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 Board of Directors. The terms of office are staggered to maintain constant operational function on the Board, year over year. The election terms are two (2) years*
- *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*
- *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.*
- *Any member in good standing is eligible to submit their name if a seat is open and being elected from their voting group*

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- 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
  - You **MUST** pick up dog droppings
  - At no time may a homeowner allow their dog out, free to roam, they must be leash-walked
  - The governing documents of Community Association prohibits pet commercial activities to take place from any residence: boarding, breeding, grooming or training, etc.
  - Each Neighborhood Associations 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, check with your Neighborhood Association Board so you know the pet rule for your community
7. Nuisance: *Residents of our Community shall at all times conduct themselves in a peaceful and orderly manner. We guarantee all homeowners quiet enjoyment of their homes*
8. **Compliance Happens, for a Reason:** *Compliance is enforced to make sure there's conformity within the whole community.*
- *Compliance issues are to be dealt with from within your Neighborhood Associations. However, the Community Association intervenes when Neighborhood Associations refer enforcement matters and seek a final compliance decision from the Community Association Board.*
  - *Two Committees were formed by the Community Association Board to hear matters:*
    - i. *The Architectural Review Committee*
    - ii. *The Appeals Committee*
  - *Committees make recommendations to the Community Association Board,*
    - *The Board renders a final decision on Compliance and ARB matters*
9. Compliance Issues: *Some of the most common aspects effecting compliance:*
- *Driveways and parking areas must be paved with concrete, paver blocks, or another hard surface approved by an ARB. Driveways must be kept clean and free from excessive oil, rust, or unsightly stains*
  - *Vehicle repair work is not permitted in driveways or parking areas, other than by licensed and insured emergency repairmen, when vehicle is disabled*
  - *No exterior structures (sheds, storage closets and such) may be erected on the property*
  - *Exterior painting requires ARB approval and must conform to the standards of color pallet approved by Community Association Board and upheld by the ARB Committee*
  - *Roof replacement and repair material and color requires ARB approval and must conform to the standards regulated within each Neighborhood Association*

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- *Antennas and Flagpoles: No electronic towers or antennae, shall be erected or installed unless approved by an ARB. A flagpole for display of the American Flag only may be permitted if its design and location are first approved by the Community Association. Satellite dishes for purposes of receiving TV reception are permitted in certain locations and must be approved by an ARB*
- *Wall or window air conditioning or heating units are not permitted*
- *Solar Collectors/Roof Vents on roofs of structures shall only be permitted at locations approved by an ARB*
- *Signs, banners, billboards or advertisement of any kind, including without limitation those of Realtors, politicians, contractors, flags or signs to support sports teams displayed outdoors, are not permitted, including in resident windows or windows of motor vehicles parked in the community*
- *Garage sales are approved by the Community Association Board two (2) times annually, and permitted by the County. These usually take place once in the Fall, once in the Spring. This is a community-wide event. "Individual" garage sales are not permitted and subject to a fine if the Compliance process deems the situation worthy.*
- ***New homeowners: It is your responsibility to understand the Standards and Rules and Regs within Heritage Greens. Understand that although your house exterior (roof, paint color, driveway, landscaping) may have received prior ARB approval, when you are ready to make changes or updates to your property, you are required to understand the ARB requirements at that time as they are subject to change periodically.***

#### 10. Parking and Storage of Vehicles Can Result in a Violation:

- *Parking and vehicle storage violations are enforced by The Community Board of Directors. Please observe the following rules to avoid violations:*
  - *Boats, trailer, semitrailer, or house trailer of any kind, camper, motor home, bus, truck camper, or disabled, inoperative or unlicensed motor vehicle of any kind may not be parked or kept in the Community, unless the vehicle can be fully enclosed inside your garage, not in the driveway*
  - *Vehicles of this description may be temporarily parked in the driveway, up to 12 hours daily, if its owner is loading or unloading from that vehicle*
  - *Motor vehicles may only be parked on paved areas designated for parking vehicles, or in a garage*
    - *Parking or storing vehicles on the grassed or landscaped areas throughout the Community is prohibited, and parking violations will result in the vehicle towed at the owner's expense*
  - *Vehicles may not be left parked on the street between 1:00am to 5:00am, (considered overnight parking), resulting in being towed, at owner's expense*



- *Guests intending to stay past 1:00am, or overnight, should park off the street in homeowner's driveway or garage, or may utilize parking spaces at the Community Center with a clearly visible note on dashboard identifying house address they are visiting*

*11. Landscaping Has Always Been a Compliance Debate:*

- *The community is bound by our docs to remain compliant and maintain a homogenous and conforming community appearance...*
  - *for landscaping, trees, plantings, driveway surface type, roof, windows and sliding doors, shutters, garage doors, exterior house colors within pallet standards...basically anything pertaining to the home's property exterior requires ARB approval. **Failure to obtain ARB approval before starting exterior project work may result in fines or other penalties.***
- *Project work is often undertaken by the Neighborhood Association Boards for upgrades, or replacement, to re-paint exterior of the building, change aged plantings, trees, exterior fixtures.*
  - *Neighborhood Association projects are obligated to follow the ARB system and obtain Community Association ARB approval*
- *Homeowners, do not change any existing landscaping or exterior features without first-filing an ARB application and consulting with your Neighborhood Association*
  - *Renters may **not** make landscape or exterior changes without the expressed consent of the homeowners, and homeowners are obligated to follow the ARB system*
- *Gravel or stone is **not** permitted to replace the grass lawn surface originally established by the builder and recognized by that Neighborhood Association. Stone is only permitted in certain locations when conforming to the standards set by the ARB Committee, and approved by the Board*

*12. Architectural Review Board Form: (aka ARB):*

- *The ARB process helps us regulate compliance and stop a non-compliance matter from happening*
- *Strict standards are in existence to regulate compliance within our community. The standards apply to all residents within Heritage Greens to keep all homes in compliance. Please become familiar with what the standards, ask your Board.*
- *Do not commence work prior to the ARB approval, both by Neighborhood and Master ARB Committees.*
- *There are consequences for those who proceed ahead without an approved ARB*
- *ARB committee will determine if compliant and meeting the standards, if so your ARB will be approved.*
- *If not conforming, the ARB will be returned to Neighborhood Association Board with explanation for denial or request for further documentation to reconsider*

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- *Appeal for denial may be made by homeowner, and the ARB process set by Community Association Board will hear the appeal*

#### 13. 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 Board and Property Management firm. Activities held outside the Clubhouse shall not be allowed after 10:00pm.*
- *Children 12 years of age and younger shall always be accompanied by an owner 21 years of age or older when at the clubhouse*
- *All belonging shall be removed from the clubhouse when leaving. The 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 may rent the clubhouse for a private social event, subject to availability and payment of scheduled fees and deposits determined by the Board. The Board or Property Management firm must approve 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*
- *Persons renting the clubhouse are responsible for the care and cleaning of the facility, 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.*
- *When a homeowner properly reserves the clubhouse for a social event, no other owner shall be permitted in the facility*
- *Community meeting dates shall supersede the use of all other events and social events at the clubhouse.*

14. Community Center Pool Area: *There are 3 pool areas 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*
- *No person 12 years of age or younger shall be in the pool area unless with an adult*
- *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 in the pool*
- *No glass containers or other breakable objects are permitted in the pool area.*

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

*15. Cable TV/Internet: Effective February 2018 the Community Association contracted with Summit Broadband to be our Community broadband provider. A 10 year contract was entered. You are not required to use Summit as your provider though you will still have to pay for their service through your 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 and internet.*
- *Extended packages are available for:*
  - *additional TV channel,*
  - *additional synergy receiver boxes*
  - *a home phone*
  - *higher internet speed*

*If issues arise with your Summit service please follow the procedure established. First call Summit to report the incident (number on last page). If a few attempts for the same issue, going through the normal channels with Summit, 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 Heritage Greens website ([www.heritagegreensmaster.com](http://www.heritagegreensmaster.com)). These resources will guide you through the process.*

*16. 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.*

*17. Gate Vehicle Windshield Stickers or Card Fobs: In 2017 the community converted to windshield stickers as a more secure way for entrance into Heritage Greens. If you haven't already obtained your front gate windshield sticker please make arrangements with Dorrill Management Group (239) 592-9115.*

*18. Key Fob/Cards for Community Association pool and fitness center: You should have received new key fobs as a result of a project undertaken in January 2020. If you do not have a key fob you can contact your Neighborhood Association Board President or reach out to Guardian Property Management at (239) 514-7432.*

*18. Front Entrance Security: re is no guard at the guardhouse. The security is handled remotely via a firm called Envera. Your windshield sticker will get you through the gate. To allow family and friends in when*





*visiting, please register guests with Envera and all guests must approach the kiosk on the guest side of the entrance. Identification may be required to gain entry or a call can be placed to the homeowner. If you have any access issues please contact Envera directly at (877) 936-8372.*

*19. Trash Pick UP:*                      *Tuesday collection of recycles and trash*  
    *Friday 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*
- *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**

- Emergency and or Fire*..... 911
- Collier County Police*..... (Non emergency)..... (239) 774-4434
- Century Link* .....local phone, long distance and internet services.....1(800)201-4099  
*Repair service* .....1 (800) 788-3600
- Collier County Utilities*..... (239) 252-2380  
*online email* [utilitybill@colliergov.net](mailto:utilitybill@colliergov.net)
- Summit Broadband cable*..... (239) 444-0400  
*www.care@summit-broadband.com*
- Florida Power and Light*.....239 262-1322
- Front Gate Stickers* .....(239) 592-9115 (Dorrill)
- Resort Property Manager for Community Association:* Rayma Rodriguez..... 239-514-7432 (Ext 218)
- Water Department*.....239 252 6245
- Waste Management*....Main # 239-649-2212; for special pick-up 239-252-2380