

## WELCOME NEW RESIDENTS

As a homeowner within the Heron, you are automatically a member of The Heron Coach House Condominium Association. The Board of Directors consists of seven members elected at the Annual Meeting. You are also a member of the Master Association, the governing body for the pool, entrance, and common grounds, including sprinkler system and roadways. The Master Board consists of five directors, three elected from the Coach Houses and two from the Villas. You are also a member of the Forest Property Owner's Association, which oversees the Gate Houses, streets, roads and sidewalks, along with general landscaping.

The following information is not intended as a substitute for our Documents but as a quick general reference.

### Extended Absences

If your home is to be left unoccupied for any extended period, locate your main water shut-off valve and place in the "off" position. As per our documents, the Association will not be responsible for water damage incurred to other units by a water casualty within an unattended home, nor will the Association pay for excessive water usage in the event of a leak. We also recommend you unplug your garage door opener as lightning strikes can actuate the receiver causing the overhead door to open. Please *remove all outside pottery before leaving for the summer* as they can become missiles in a storm.

### Gate House

If you plan to receive a guest or have requested a service contractor visit your home, please call the Gate House in advance (239-482-6666) so that access to the Forest may be granted. **In case of emergency call 911. The person in the gate house cannot leave his or her post to help you. Note: the app Dwelling Live may be used to remotely check guests in – contact the Gate House for more info. You can also get a car barcode and a back gate key (for bicyclists) by contacting the Gate House attendant.**

### Fees

The Coach House Board prepares and approves the annual budget which is the basis of the yearly assessment which we collect quarterly. This assessment includes all fees paid to the Master Association, the Forest Property Owner's Association, and sewer. You will receive a reminder to accompany your quarterly payments. **They are due the 1st of each quarter (January, April, July, & October) and must be received by the 10th of the month or you will incur a late fee of \$25.00 and 1½ % interest on any unpaid balance. If not paid with 30 days your account will be turned over to an attorney for collection. You can now pay these fees online at <https://pfs.cincwebaxis.com/>**

### Garbage

Garbage Cans & Recycles Bins should be put at the curb Wednesday night for pick up early Thursday morning. Newspapers, magazines, glass, metal, plastic and aluminum containers should be placed mixed in the blue bin provided by Lee County Waste Management. Please use trash containers for garbage with over-the-center locking handles or secure the lids with bungee type straps. Do not leave unprotected plastic bags containing garbage out overnight as raccoons and birds will rip open the bags and scatter the contents over the roadway. You may dispose of garbage at the dumpster near the front gate only in event of leaving the unit for a extended period of time and are not able to put out your garbage on the regular day.

### Parking

Please be very careful parking in your driveway. The heavy palm fronds can fall and damage your vehicle. The Association will not be responsible.

## **Pets**

Homeowners wishing to keep a pet should request a copy of our Pet Rules. **Tenants and guests are not allowed pets. Please keep your pet on a leash when outside the home and clean up any droppings.** Do not dispose of any waste or paper down the storm sewers. These drain directly into the lake to the east of Buildings 3, 5, and 7 and fouling the drains could cause considerable damage and expense to the association.

## **Alterations in Units**

Please consult the documents to determine if the alteration(s) you wish to make require Board approval (Page 12 of 39: Section 9.5;9.6;9.7). If so, submit such alterations in writing to the Board of Directors before you proceed.

## **Maintenance**

Any maintenance problems within the home are the responsibility of the homeowner. This includes but is not limited to: cooling and heating units & compressors, garage doors including all repairs, rear garage doors, front doors to the unit, sliding doors, floors (carpeting tile, etc.), interior walls, and appliances. Screen doors and terrace screening are also the responsibility of the homeowner. Decorated exterior walks must be approved by the Board but are maintained by the Home Owner. Roadways are the responsibility of the Master Association. If you believe a problem is an Association responsibility, contact our manager directly. She will either take immediate action or ask the Board to investigate the concern. If you need to replace either of the garage doors, please contact the Manager or Maintenance Chairperson for specifications and recommendations

## **Landscaping**

The Association is responsible for the care of all the common areas as well as the limited common areas. Florida plants can be invasive & harmful so if you wish to add to the plantings yourself you should ask the Landscape Chairperson and give the Chairperson your plans in writing for approval.

## **Bugs**

The Association has contracted with Bugs-Or-Us to perform a bimonthly treatment **outside** the buildings. If you have an insect problem **in** your unit, call Bugs-Or-Us,337.4484 for an inspection and treatment.

## **Termites**

If you suspect termite infestation by spotting hollowed out wood behind a paint layer or by observing sawdust trails, contact the manager. The Association will take corrective action.

## **Keys**

A copy of keys to unit and garage entry doors should be given to the President of the Association to allow access in the event of an emergency (article 11.1 in our Documents) We also need to be able to enter your unit, if you are not home, for building maintenance such dryer vent cleaning. We will not enter your unit without prior notification. In case of emergency the owner is responsible if we have to call a locksmith or break in.

## **Property Sales/Rentals**

you intend to sell or lease your home either through a Realtor or independently, you should contact Starfish Association Management. They will be sure that an application for sale/lease is given to your real estate agent or to you. The information contained within is used to prepare a Request for Transfer and an Estoppel Order to be forwarded to the Title Company. Please note that our lease restrictions prohibit a lease for less than three months in duration and allow only one lease per year. If you plan to lease your unit you must file an application with all the information filled out. A *Tenants Copy* of this Handbook should be requested for tenants.

## **Pool**

The pool is for the enjoyment of Heron Coach and Villa homeowners and their guests. Treat it with the same respect as you would your own property.

Please observe the safety rules posted on the pool house wall. Children under twelve must always be under adult supervision. The pool is available for private parties no more frequently than once a month if a request is submitted to the Master Board thirty days in advance. Request a copy of the Pool House Rules if you plan a private party. Contact Dawn DeBonis of Starfish Management, manager for the Heron Master Association, at (239.275.9509) if you have any questions.