

NEW OWNER INFO

Call Box: Your name will be added to our call box. Whomever comes to visit you may search for your name by dialing # once they find your name, they will need to dial the code that shows up right next to it. Once they dial, it will start ringing on your cell phone. Once you receive the call, dial 9 and the front doors will unlock.

If any vendor or anyone else needs access to the building they can **dial #041** and our office will let them in. Only Monday through Friday – 8:00am – 4:00pm – No weekends or Holiday.

FirstService Residential Emergency Number is only for emergency purposes Fire, Flood or Blood - 1-866-378-1099. **Please call 911 for “fire” and “blood”.**

Unit Sprinkler/Horn Inspections and Dryer Vent Cleaning - Every year we have fire sprinkler/horn inspections inside the units and every two years dryer vent cleaning - we will notify all residents via email and postings in the mail/elevators. Residents do not need to be home. We ask all owners who have pets to please remove them from the home for the day as the alarms will be going on all day. Dryer vents we ask you to please clear out the area around your dryers so the vendors can have quick access and finish quickly.

You must contact Florida Power Light to set the account under your name: 1-800-375-2434

Smoke Detectors – Management is recommending that batteries be replaced whenever there's a time change, such as during Daylight Saving Time transitions. This could be a suggestion for devices like smoke detectors, clocks, or other battery-powered items that require consistent operation.

Changing the batteries during these time shifts ensures that the devices remain functional and reduces the likelihood of failure. It's a good practice for safety and reliability

Power Washing-Resident Garage & Guest – We recommend that you have a family member, friend, or a house sitter available to access your vehicle keys. Once a year, when we send out a mass communication about power washing the resident garage, all vehicles will need to be moved. This will help us clean the garage more efficiently and thoroughly, without any vehicles in the way.

Comcast/Xfinity is your Cable and Internet service provider – Alta Mar is on a bulk account. Basic Cable and basic Internet are included – If you add extra channels, it will be at your expense. You have two options; you may pick up the equipment and install it yourself or have them come to your unit and install it for a fee. If you decide to have

Comcast/Xfinity, come to your home, please try to schedule it Monday through Friday, 8am-4pm, in case they need to access our electrical rooms.

Comcast/Xfinity Address - Colonial Square

Address: 8061 Dani Dr Suite 120, Fort Myers, FL 33966

Phone: (800) 266-2278

Monthly Fees - You have the option of registering your account with Click Pay (www.clickpay.com) - 1-888-354-0135 or your personal bank account to pay your monthly fees, owners are responsible to make sure that payments are in by the 10th of each month, if not they will start adding late fees until full amount is paid. If you decide to mail your payments, please remember to always add your account number to the check or cashier check.

PHYN – Water Detection System – on top of your water heater (There is an app, and I will give you the user and password). That will notify you if you have a leak in your unit, most of the time you will not see the leak because it's usually a running toilet or a very small leaking toilet, if you do have a running toilet, please turn it off at the bottom so the water won't continue to run or leak anymore and your water won't turn off to your unit. You then will need to contact a plumber.

It's the owners' responsibility to keep up with their plumbing, water heater, toilets, AC, faucets etc.)

HVAC – Management recommends having a service contract with an HVAC Company so they can make sure it keeps running correctly and make sure you change your filter as needed.

Packages - If you are expecting a package, it may be left underneath our cabinet located in the mail room or inside the storage room located to the left side of the mailroom. Large boxes will be placed in the storage room, while smaller ones will be inside the cabinet. If you have several packages, they will all be placed together in one area to make it easier for you to find them. Please do not move packages around, as we try to keep them organized in one place for you.

If you are expecting a package and you are not home and it requires a signature, please email our office so we can accept the package on your behalf. We will keep the package in our office until you come pick it up.

Always remember to pick up your packages, especially around the holidays, as we do not have a lot of space to store them.

Food Delivery or Groceries – Please make sure to write instructions when you are making your order that way the driver knows exactly what to when they get to the front of the building. If not, they will either leave it outside our front door or take it and say that it was delivered.

Move In / Move Outs, Furniture Deliveries and Vendors:

1. **Monday through Friday, 8:00am – 4:00pm, no Weekends or Holidays.**
2. **Management is to be notified 14 days in advance** when you are bringing in any type of furniture or appliance. (Recommend cut off time for any delivery is 2pm).
3. Management is not responsible to allow anyone inside your unit for any type of delivery or entry – (Home Watch-Friend or Family Member)
4. A Damage Deposit Waiver Form must be signed in advance.
5. Movers, Deliveries, or any type of vendors must sign in at the front office.
6. **Movers, Deliveries, or any type of vendors must be done by 3:30pm to be completely out by 4pm**
7. Only the West elevator is to be used for any type of delivery
8. If you need to get rid of any furniture, appliances, lamps, rug you can either call goodwill, charity place (office hours only) or take to a local dumpster area. Please do not throw any large items through our trash chutes or leave it by our west or east side area.
9. No trucks, trailers, boats, RV etc. are to be left onsite overnight.

The office will give you your assigned parking spot. Please make sure to always park in your parking spot. Vehicles are not to have any type of advertisement or any bike racks etc. You are not allowed to leave any items in front of your parking spots, and owners with assigned parking spaces are not allowed to park overnight in guest parking.

Homeowners and Renters have the option of renting an extra parking spot inside the resident's garage on the rooftop, not covered, for \$600.00 a year or covered but not gated in our guest garage \$1,000.00 a year. We will assign the parking spot.

Valet Carts: are located on the 1st floor (storage rooms) and one on the 4th floor either the east side or west side (rooms). Please kindly place them back when you are done. Please also be careful with our common area walls when using them.

Smoking/only Owners: is permitted to smoke on your balcony but it is prohibited in all indoor common areas, on pool deck and under the pergola. You can only smoke on the side of the building by Billy's Creek.

Game Room - first Comes first serve only if you have less than 10 guests, if you have more you will need to reserve it. There is a \$100.00 charge and a Damage Deposit Waiver Form.

We will need the Facility Reservation Form to be completed with a list of guests and payment. It will need to be approved at least 10 days prior to the event.

Fitness Center: Is open 24-hours a day - No children - Please make sure to wipe machine when you are done. If you turn on the lights, fans, or TV's, please turn them off on your way out. No music (wear headphones). Proper attire is required to wear in the fitness room, close shoes and men must wear a shirt at all times.

Balconies - No hanging towels or anything on railings / Christmas lights on from December 1 to January 15. If you place real plants on your balcony, please make sure to place a plate underneath so the water won't go below / only broom and mop with a little bit of dawn soap no harsh chemicals (do not throw water below). Do not hang anything on the outside walls. No umbrellas, no wind chimes, no ceiling fans, no artwork, and no cooking devices.

Please remember that sounds travel around the building and if you are on your balcony your neighbors will listen to your conversation.

Curtains / Blinds - Only white or off white facing the outside of the building.

Pool/Spa - Hours - **dawn to dusk** – Pool chairs and tables first come first serve, do not reserve any chairs or tables for family or friends. Please close umbrellas when done. No Glass - No Large Coolers - No Food - No Drinks - No children in the hot tub - No Pets - No music (headphones). If you do take food/drinks, please keep it 4 feet away from pool and spa. If you decide to move the furniture around, please place it back in its place. Please do not block any entry and exit gate.

Children are to be accompanied and supervised by an adult at all times / no children under the age of 16 in the hot tub.

BBQ area - No Glass! 8:00am - 10:30pm - Please clean up after yourselves and make sure to turn BBQ off.

Trash - Please make sure to tie up your trash and throw it down the shoot, and make sure it's not leaking. Do not throw away any loose items (pizza boxes/carpets/hangers/pillows, Styrofoam etc.). If you have cooking oil, or Styrofoam please place it inside a garbage bag and bring it down and place it right next to our blue recycling dumpster and management will take care of it from there. If you are getting rid of any old furniture or any household items, you must either take to goodwill or find a charity to donate it too.

Trash: Please **HOLD** your trash on **Thursday from 1pm - 3pm** - Santiago is cleaning the trash rooms below.

Recycling - Please break down all your cardboard boxes and place large boxes either next to or behind the blue recycling dumpster and small ones inside. **No plastics bags / No trash bags whatsoever.**

Flooring / Bathroom- If you decide to upgrade your flooring or would like to renovate the bathroom or floors you must complete the attached Architectural Modification Application Package, and it will be submitted to the Board of Directors for approval. **Owners are responsible to make sure that at the end of each workday all common areas are cleaned (front door, hallways, elevator etc.).** contractors are not allowed to throw away any of their trash in our dumpsters or trash rooms. If they need to cut any tile or any wood, they will need to cut down on the first-floor guest garage on the west side. Not on the balcony or inside the unit. (Paint) If any of the sprinkler heads or horns in the unit get painted/sprayed on the owners will be responsible to pay for a replacement.

Guest Vehicle - If you have a guest and they have a vehicle and are staying for more than 24 hours, please pick up a guest-parking pass at the Management Office. We will need the vehicle color, license plate, make and model. Also notify management when having guests in advance. This is in case there is an emergency in the building. You may email us the information.

Pets – (Owners) BOD must approve prior - two pets per unit (cat or dog only) 35-pound weight limit at maturity. Only Owners may have pets and entertain guests with pets. Guests and their pets staying longer than overnight must register with the Office. Renters may not have pets or guests with pets, nor may they pet-sit in their unit. Pets are not allowed to be walked through the pool area. **You must ALWAYS pick up after your pets.**

Guests staying longer than overnight must register with the office so management knows who is in the building and can account for everyone in the event of an emergency. Guests staying longer than 30 days in a calendar year must submit to a background check and be approved by the BOD.

Subsequent occupants such as an adult child, new spouse or significant other who moves in with an established owner or renter must submit to a background check and be approved by the BOD.

FOB's - I will need to know the number of fobs given to you at closing so I can transfer them to your name/s. You have the option of buying extra - \$50.00 each. Check payable to Alta Mar Condominium. You can only have 5, no more. If one gets lost or damaged, we will need to know which one so I can deactivate it from the system.

All vendors doing work onsite in your unit must be licensed and insured.

You must notify Management in advance when vendors are coming to do any type of work in your unit and must sign in each day at the front office, some might need access to the roof, electrical room, etc., and staff might not be available.

If you decide to replace the key to your unit, our office must be notified in advance & the office must have a copy for emergency purposes only.

Rent - If you decided to rent your unit. Anyone over the age of 18 will have to apply for a background and credit score of 680 or higher - we will need a copy of the lease - We will send everything to the Board of Directors for review. The Board of Directors have 30 days to review any application.

Lease Renewals - Homeowners/Realtors are responsible to send management the lease renewal at least 30 days prior. Board of Directors will need to review for approval or denial.

Management Office Hours and contact – Monday through Friday – 8:00am – 4:00pm no weekends or Holidays. You may contact us at 239-461-0002 or email us at - Jori Holtman – our property manager – Jori.holtman@fsresidential.com or Jeanette Rosario – Administrative Assistant – Jeanette.rosario@fsresidential.com

Please always remember to communicate with Management whatever question you may have about a vendor, parking, trash etc., we are here to assist.

If you are a Seasonal Homeowner, Management recommends:

1. To have a family member, friend or hire a home watch company to watch over your unit when you are gone. (Please send us an email letting us know who will be responsible for looking out for your property while you are gone).
2. Please remember to bring in all your patio furniture and or any loose items.
3. Turn off your main shut off valve to the water heater
4. Turn off your ice maker / empty your ice maker
5. If you leave your vehicle, make sure to leave the keys with a family, friend, or home-watch person to move the vehicle while you are away.