

CREEKSIDE PRESERVE



Resident's WELCOME PACKET

Welcome to Creekside Preserve

You have either purchased, rented or are visiting a home in the Creekside Preserve Community. Which is a condominium association operated and managed by a hired Property Management Company and a Board of Directors elected by the home owners. For those of you who are unfamiliar with how these communities operate, here is a brief explanation of some of the basic information.

Creekside is made up of 168 individual units contained in 42 four plex carriage homes. Unit owners are responsible for the interior upkeep of their unit, but all 168 owners share in the cost of upkeep to the exterior of the buildings, landscaping, roads, pool, clubhouse, gym, etc. in order to keep the community attractive, safe and to control costs.

The operation of your homeowners association is governed by a board of volunteer directors. The Board of Directors is elected by the home owners to oversee the daily functions and financial responsibilities of the Association. The Board is also responsible for maintaining members' compliance with the established covenants and bylaws of the Association--specific provisions regarding what can and cannot be done on your property. Please take the time to read through the Bylaws and Declaration documents. Copies are available on the community web site at: <http://www.creeksidecondo.org>, official communication channel between the Board of Directors and the membership. Upcoming activities and events, announcements, community calendar, neighborhood forum, bylaws, architectural review forms, and volunteer committee information can be found there.

The web site provides ready answers to most of the questions homeowners have. If you don't find the information you need there, the Board of Directors can be contacted through the "Suggestion Box" link under the Forms Section on the home page. Please remember to register at www.creeksidecondo.org to insure your access to important communications from your HOA Board.

There are rules ...lots of rules. Most of these are standard and are the same in every condominium association across the country.

This packet contains some of the most common rules that need to be followed on a regular basis. There are more detailed rules in the "Creekside Declaration" document. The information contained in this packet helps keep 168 families living in harmony.

These rules are taken very seriously and if you are reported to the management company for not following a rule, you or your unit owner could be fined up to \$100 per violation. Unfortunately this is necessary to ensure the rules are consistently enforced.

All this might sound intimidating but these rules are easy to follow and are basically just common sense regulations to keep good standards and maintain the property values.

Welcome to the Creekside Preserve community! We look forward to your falling in love with this neighborhood as much as we have. We know you'll find our neighborhood a great place to live and we encourage your participation in our activities and functions.

The information contained in this packet helps keep 168 families living in harmony.

But please follow the rules.

IMPORTANT PHONE NUMBERS

Police non-emergency number 239-343-1000

Police Fire Ambulance 911

Closest Urgent Medical Clinic

- Med Express 239-495-3317
19985 S. Tamiami Trail, Estero 33928
Hours: 08:00am – 08:00pm
- Bonita Community Health Center 239-949-1050
3501 Health Center Blvd., Bonita Springs 34135
Hours: Mon- Fri 07:00am – 07:00pm, Sat & Sun: 08:00am – 04:00pm

Emergency Department

- Coconut Point Lee Health 239-481-4111
3501 Health Center Blvd, Bonita Springs FL 33928
- Gulf Coast Medical Center 239-343-1000
13681 Doctors Way, Ft. Myers FL 33912

Post office 20791 Three Oaks Pkwy, Estero FL 33928

Library 21100 Three Oaks Pkwy, Estero, FL 33928

Florida Power and Light (FPL) 800-226-3545

Cable Television Services Available

- Century Link 800-788-3500
- Comcast 800-266-2278

Waste/Recycle

Advanced Disposal – call to request recycle container 239-334-1224

Each home owner must supply their own trash container, 40 gallons or less with lid and two handles. Thursday is collection day. No trash bags allowed on collection day due to wild animals from the preserve.

Holiday schedule see Creekside web site www.creeksidecondo.org

Management Company

www.creeksidecondo.org – Management Company contact information.

Unit water shut off valve ...is located to the left of your garage door for upper units and to the right on lower units. If you turn your water off for a long period of time please remember to turn off your hot water tank breaker located in your electrical panel. This will prevent a possible dry fire in the tank.

Pool/Clubhouse/Fitness Center - Regulations

These areas are available for the use of all residents and their guests. For safety reasons it is extremely important that all rules for this area are strictly followed. It is important to remember that we all pay for these common areas and any vandalism and/or damages from horseplay are paid by us from the HOA Fees. Fines of up to \$100.00 may result if violations are reported.

There is no daily pool service so we rely on the homeowners to do their part to maintain the pool/clubhouse area.

PLEASE NOTE.....This area is under a 24 hour unmanned video surveillance

POOL:

1. Follow all posted pool rules.
2. Return all chairs and tables to their original location & position.
3. All beverages must be in shatter proof containers.
4. Patio umbrellas are to be closed and secured after use.
5. All litter is to be properly disposed in the appropriate waste or recycling containers.
6. Children under the age of thirteen (13) must be accompanied by an adult.
7. No sitting or playing in the fountain areas.
8. All outdoor games are to be returned neatly to the covered area.
9. No jumping the gate if you forget your key. All repair costs will be charged to the individual(s) who are caught jumping the gate.
10. The pool is considered CLOSED in the event of a power failure as the filter and chlorination equipment cannot operate.
11. No pets of any type are allowed within the pool area.
12. No drinks are allowed in the pool or within a three (3) foot splash zone consisting from the edge of the pool outwards – as stipulated by Florida State Law.
13. Do not block the entrance sidewalks or corridor with bicycles, etc..
14. Enter the pool area by the main front central gate. Do not use the side maintenance gate as it creates privacy issues for neighboring residents.

FITNESS CENTER:

1. Equipment must be wiped down after every use.
2. Windows must be closed upon leaving.
3. Place all equipment to the original location/position.
4. Close and ensure that the door is securely latched when leaving
5. Please do not change thermostat setting.

Creekside Preserve – Exterior Rules

There are numerous regulations that are necessary to maintain proper appearance standards in the community and, in turn, this will protect our property values and the well-being of the residents. Violations of these rules could result in a \$100 fine if they are reported.

1. You cannot alter the landscaping that was originally installed by DR Horton unless approval is obtained from the Board. That means no addition or removal of any plant to the existing landscaping.
2. You cannot place any type of vegetation in a plant stand or pots on the exterior of your unit including sidewalks and driveways. Potted plants inside your lanai are allowed.
3. You cannot place banners, garden figurines, additional garden lighting, and lawn ornaments of any type on the exterior of your unit walls, in gardens or on driveways without written permission from the Board.
4. You cannot drill into or attach any item to the exterior of your walls without written permission from the Board.
5. You cannot change the color or exterior appearance of your unit in any way without the approvals of the HOA board. This includes the addition of hurricane shutters.
6. Laundry of any type Including pool towels cannot be hung outside to dry on any exterior hanging device, automobile or landscaping
7. You cannot block or modify the sprinklers heads without permission from the Board.
8. Christmas decorations are allowed and can be put up one week prior to Thanksgiving and be totally removed by January 15th. Decorations cannot be attached by the use of any item that requires drilling or nailing into the exterior structure.
9. Any toxic liquid, oil based liquid or chemicals cannot be put into the storm drains as it flows directly into the lake.
10. Hurricane shutters must be removed within 2 weeks of electricity being restored after the hurricane. Folding or steel bolted hurricane shutters cannot be left closed when leaving your residence for non- storm related reasons.
11. BBQ's can be used, but legally you have to follow the Estero Fire Code pertaining to outdoor grills. (www.esterofire.org/grill-use) Failure to do so could result in fines directly from the fire department and in the event of a fire your personal homeowners insurance could not be valid. Propane and charcoal BBQ's are not allowed to be used at any time on a lanai. They can only be used when they are a minimum of 10 feet from any structure. Propane tanks cannot be larger than 5.4 lbs. Electric grills can be used on the lanai but any damage resulting from their use is the responsibility of the unit owner.

Creekside Preserve – Parking Regulations

Parking regulations are in place to keep guest parking available for visitors, protect your property and prevent damage to landscaped areas.

Violations of these regulations can result in fines of \$100 to the owner of the residence where these vehicles are owned by visitors, tenants or residents.

Violators will be warned in writing from the management company and if the problem continues then fines will be issued.

1. Guest parking is for visitors and not to be used for everyday extra parking for residents. Residents must use their own designated unit for parking.
2. You can only park in the driveway that is designated for your unit. You cannot park in someone else's driveway unless you have their permission.
3. You cannot park overnight on the streets.
4. Street parking is allowed but cannot be for a time period of more than 6 hours.
5. The sprinkler system has spray heads that are positioned along the curb. For this reason you cannot park or drive on the grass at any time. The cost of any sprinkler or landscaping damage done by driving on the grass will be paid for by the unit owner responsible.
6. Vehicle owners who continually violate the parking regulations will be towed. Please refer to the Creekside Towing Policy for further information.
7. Upper unit residents must park their vehicle at least 3 feet from their garage door as this will leave a walkway for lower unit residents and their guests to get to their entrance.
8. Vehicles cannot hang over the curb into the street when parked.
9. Cars cannot be in the resident's driveway or any other parking area with a tarp or other type of covering on them.
10. Commercial vehicles or vehicles with trailers or external mounted signs are not allowed. Example pizza delivery cannot be parked in the driveway for a time period more than the time it takes to make the necessary delivery or service call.

Creekside Preserve – Pet Regulations

Pet complaints are very common in HOA communities. It is important to follow these rules consistently so pet owners can live peacefully with non-pet owners. If violations of non compliance to these regulations are reported to the property management company, the owner of the unit where the pet resides could be fined by the association for up to \$100 if they do not comply after initial warning.

These rules will replace those within section “Section 17.2” of the Creekside Rules.

1. Clean up your pet’s solid waste and dispose of it properly at your residence. It cannot be put in a container that is left outside.
2. All pets must always be on a leash.
3. Never leave dog food outside your unit. This attracts bugs and other wildlife
4. Your pet can never be left unattended and tied up outside your unit.
5. Consistently barking dogs will not be tolerated.
6. Pets should not be allowed to urinate or defecate on the common sidewalks between the
7. shared areas for entering units and pet waste whether liquid or solid smells.
8. All residences who have pets must have the Creekside HOA named as a payee on their liability insurance. This protects the HOA legally in the unfortunate events of a pet related injury.
9. Pets cannot be left unattended on the Lanai
10. Each unit owner may house up to two (2) animals which may only be domestic cat(s) and/or dog(s) with a weight of not more than 60 pounds per animal, unless such animals are of a breed prohibited by County, City or any other ordinance. The association may prohibit other breeds that the Board considers dangerous in its sole discretion. Each unit may house fish and/or two (2) domestic household type birds, as long as the fish and birds are kept indoors and do not become a source of annoyance to other unit owners. No reptiles, wildlife, amphibians, poultry or livestock shall be raised, bred or kept on condominium property. The ability to have and keep a pet is a privilege, not a right and the Board is empowered to order and enforce the removal of any animal or pet which becomes a source of annoyance to other residents of the Condominium or in any way causes any damage to the property. Pets prior to the date of this change in policy will continue to remain until the end of their natural life.
11. Pets are never allowed in the pool area.

How to Report a Repair or Incident

You are encouraged to report violations of the Creekside Rules to the Management Company. But be patient and considerate before reporting a violation. If someone is late one week taking their garbage cans in and that is the first time you see it, then please be a little understanding. If you see repeated violations then please send the address and unit number along with a description of the infraction to the management company. A picture works the best. This can be done by emailing directly to the Management Company or through www.creeksidecondo.org under the "Service Request" process.

When reporting a violation, it is necessary to include the address of the violation or incident. WITHOUT AN ADDRESS, NO ACTION WILL BE TAKEN IN RESPONSE TO YOUR VIOLATION REPORT.

You must also put your name and address on the complaint. NO ACTION WILL BE TAKEN ON ANONYMOUS REPORTS.

Once a violation is reported, the resident will be sent a letter giving them 30 days to correct the problem. Continued violations can result in a \$100 per day fine until rectified.

Report issues with the exterior of your unit such as landscaping, roof, sprinkler heads, sidewalks or driveways or exterior coach lights to the Management Company. The Management Company will issue a work order to the appropriate contractor and you will be provided with an estimated timeline for the completion of the repair.

Please note that air conditioning units inside and out, dryer vent cleaning, windows, TV/internet and doors are your responsibility. Any inside repairs such as electrical or plumbing are also the responsibility of the unit owner and not the Association. Units have a one-year warranty from DR Horton and unit owners are encouraged to contact them directly concerning coverage should the need arise.

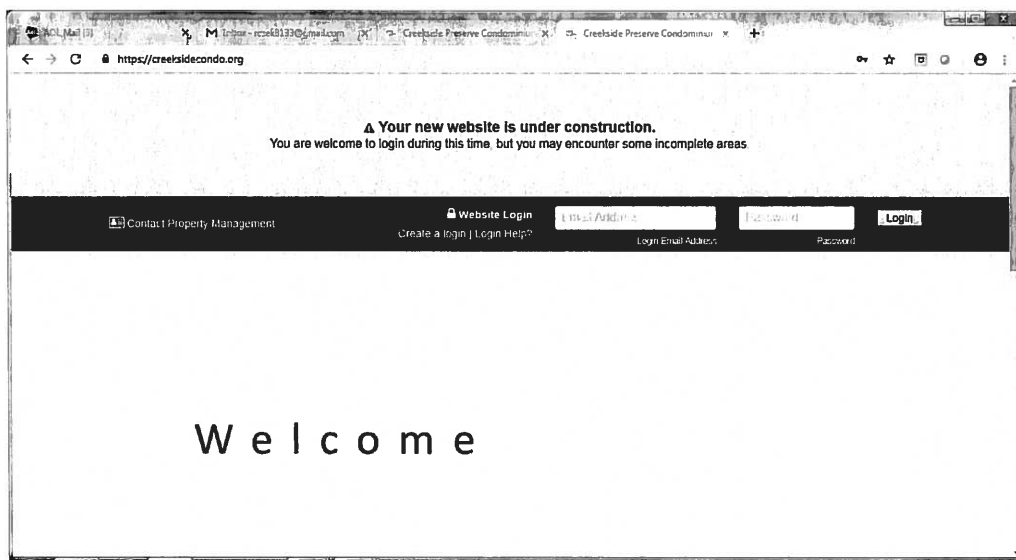
Reading and understanding the condo rules and reporting procedures avoids problems without pitting neighbor against neighbor, resulting in a friendly, pleasant and welcoming community.

Creekside Preserve – Web Site Registration

Creekside Preserve has a website for all residents. The content is specific to the following groups Owners, Renters and Guests. Based on your group you will be able to access community announcements, the social calendar, budgets and other condo documents. There is also a section for pet registration as well as for classified adds. You will also have the ability to submit service requests to our management company.

In order to use www.creeksidecondo.org you need to register yourself. The following instructions will assist you in creating a login and requesting access to the site.

On our website www.creeksidecondo.org you will see the initial logon screen:

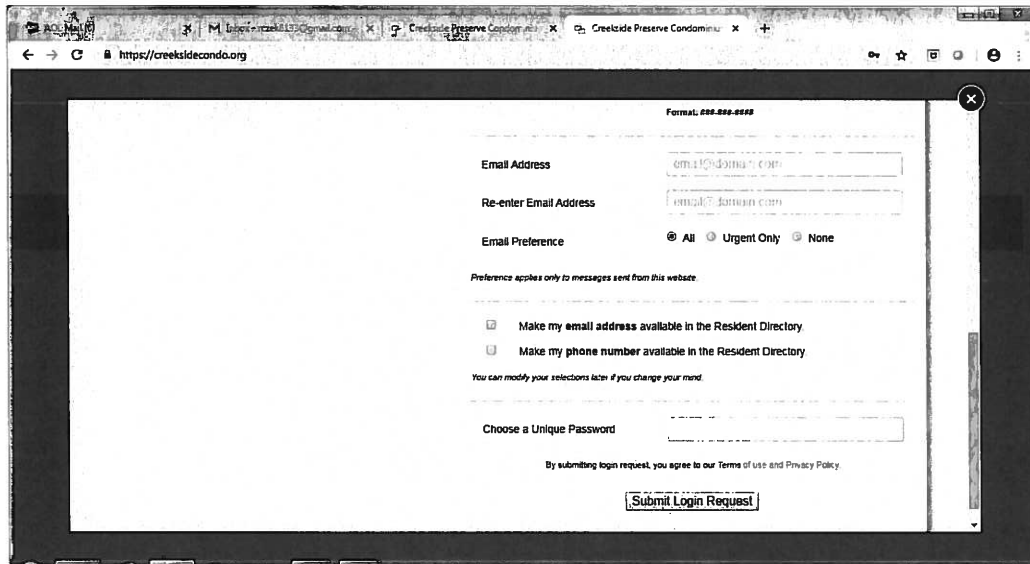


Click on "Create a login"

A screenshot of the "Create your login..." form on the Creekside Preserve website. The form is divided into two main sections. The left section contains instructions: "Use this form to request access to the website", "You will have access to the website once it is approved by a website administrator.", and "If you have previously created a log-in on this site and do not remember your password, login email address, or you are having difficulty get login help." Below this is a security notice: "We are committed to security. Your session is encrypted for added protection." The right section is titled "Create your login..." and contains several input fields: "First Name", "Last Name", "I am a" (with radio buttons for "Owner", "Renter", and "Realtor"), "Street Address and Unit" (with a "Select Street Address" dropdown), and "Phone Number". A small note below the "I am a" section reads: "Including unit and association property managers and staff".

Enter your first and last name and click on "Owner" or "Renter"

Enter your three digit unit number (101, 102, 201 or 202)
Select your Building Address from the drop down.
Enter your phone number, and then scroll down the page,

A screenshot of a web browser displaying the registration page for Creekside Preserve Condominiums. The browser's address bar shows the URL "https://creeksidecondos.org". The page has a dark header with the site name. The main content area is white and contains a registration form. The form includes fields for "Email Address" and "Re-enter Email Address", both containing the text "email@domain.com". Below these is an "Email Preference" section with three radio buttons: "All" (selected), "Urgent Only", and "None". A note states "Preference applies only to messages sent from this website." There are two checkboxes: "Make my email address available in the Resident Directory" (checked) and "Make my phone number available in the Resident Directory" (unchecked). A line of text says "You can modify your selections later if you change your mind." Below this is a "Choose a Unique Password" field. At the bottom, a small line of text reads "By submitting login request, you agree to our Terms of Use and Privacy Policy." and a "Submit Login Request" button is visible. The browser's tab bar shows several open tabs, including "Creekside Preserve Condomin..." and "Creekside Preserve Condomin...".

Enter your email address and select your email preference. The Association recommends "ALL" as the most complete form of official communication especially for non full-time residents.

Select whether or not you want your email and phone number available in the directory. The directory will only be viewable by residents. These will not be shared with any outside entities.

Finally choose a unique password and submit a login request.

Your request will be reviewed for accuracy. Once confirmed, you will receive an email confirmation of your registration and you will then be able to access the site. Please expect the turnaround of the approval process to be 2-3 business days.