



## **Welcome Home!**

**Our first Quarter Townhall Meeting was held on February 21, 2018 at 3pm in the Oasis Church Sanctuary located at 5215 Lorraine Road. We would like to thank all who did attend. The meeting went well with Michael Fleming, David Perritt, Tesa Leal and Patty Doll at the helm.**

**For those of you that could not attend, we complied the questions and answers for your review. We do have another list of questions for Lennar that are being reviewed at this time.**

**Q: What safeguards are in place to ensure that owners who are renting their property are complying with the monthly rental requirement? And if an owner is not in compliance, how will that be handled?**

The answer given may be factual but it does not answer the question, which is: how do we insure compliance with the requirements? And what do we do to enforce it?

We can speak to the transfer of membership process as being very efficient for identifying those members. If they are AIRBNB, VRBO, Home-away, etc., we have less control since those leases do not come through us, but we are working with security at the gate to stop any additional traffic. We follow protocol when we do find that an owner is not compliant.

**A: 5.3 Leasing.** The Board of Directors has the right but not the obligation to approve leases for Living Units. If the Board chooses to exercise its right to approve leases, it shall adopt, by Board resolution, the procedure and criteria for approval of all leases, which shall apply to all leases subsequent to the adoption of the resolution. However, in all cases, the requirements of this Section 5.3 shall apply to any lease for a Living Unit in Lakewood National Golf Club. The minimum allowable lease period shall be thirty (30) consecutive days. No Living Unit may be rented or leased more than twelve (12) times per year. No lease may begin sooner than thirty (30) days after the first day of occupancy under the last previous lease.

All leases are subject to the following restrictions and conditions:

(A) The lease must be written, and a fully executed copy must be provided to the Association not less than fifteen (15) days before the beginning of the lease term, together with such other information about the tenants as the Board may reasonably require.

(B) No lease may be for a period of less than thirty (30) consecutive days.

(C) No subleasing or assignment of lease rights is allowed.

(D) No one but the lessee and the lessee's Family as defined in Section 1.12 may occupy the Living Unit during a lease.

All of the provisions of the Governing Documents and the Rules and Regulations of the Association shall be applicable to and enforceable against any person occupying a Living Unit as a lessee or guest, to the same extent as against an owner, and a covenant on the part of each occupant to abide by the rules and regulations of the Association and the provisions of the Governing Documents, designating the Association as the owner's agent, with the authority to terminate any lease and evict the tenant in the event of violations by the tenant of such



covenant, shall be deemed to be included in every lease whether oral or written, and whether specifically expressed in such lease or not. Any lease entered into without notice, or otherwise in violation of the above provisions shall, at the option of the Board, be treated as a nullity, and the Board shall have the power to evict the lessee by summary proceedings without securing consent to such eviction from the owner.

**Q: Is there a dress code policy for Residents, guests, renters? For example, is there a policy requiring people to wear shirts when walking/running/bicycling?**

**A:** The community code of conduct states that Members are required to have dress codes to match the particular area that they are patronizing. Below is the dress code for the golf course and practice facility. The declarants do not specifically state a dress code for walking or jogging on the sidewalk. Anyone not conforming to the dress code outlined will be asked to change before he or she will be allowed to play golf or use the practice facility.

#### **GOLF COURSE AND PRACTICE FACILITY DRESS CODE**

1. Golfers must wear proper golf attire at all times.
2. Men cannot wear jeans, bathing attire, T-shirts, shirts without collars, gym shorts, tank tops, mesh shirts, cut-offs, tennis shorts and shorts that are not more than 17-inches long on the out seam.
3. Ladies cannot wear jeans, bathing attire, T-shirts, gym shorts, tank tops, tube or halter tops, mesh shirts, cut-offs, tennis skirts or shorts that are not 17-inches long on the out seam. Dress shirts without collars are permitted; however, shirts must have a collar if they do not have sleeves.
4. Juniors — normal junior sportswear, which means shirts with a collar, decent length slacks or skirts. No cut-offs or jeans.

**Q: Our concern is the dark entrance on 70 turning into Uhlein Rd. If traveling East, although it's dark, you can see the lit up Lakewood Ranch sign and fountain. When traveling West, it is so dark that most visitors or even we have missed it. Are there any plans to add additional lighting at the entrance?**

**A:** The Board of Directors and the Community Management Team are currently discussing options to help with this situation and are optimistic to have a resolution in the near future. Worth noting is that this area is controlled by the state and county.

**Q: We are concerned about sand bottles on the passenger side of the carts.**

**A:** The Club does not have plans in the immediate future to alter the make-up of the carts. Additionally, these carts are on a four (4) year lease program and cannot be altered.



**Q: We should all have bag tags. We should be signing for beverages and sandwiches**

**A:** All homeowners have been issued Member cards at orientation from the Club's Administrative Team; these cards will be used to identify Members when signing items to their Member accounts.

Additionally, bag tags are available for purchase at cost through the golf shop for \$8.00 each.

**Q: Our concern is about the driving range and the Membership—if it's a private course, where does the money from the driving range go?**

**A:** All revenues from Club related activities go to the association. Lakewood National Golf Club is a not for profit entity and the budget and associated costs are set up in a manner to produce this breakeven point at build out. The dues and all other costs associated with use of the Club facilities are evaluated annually based on Member participation, prior years financials, and zero based budgeting each season.

**Q: We recommend that all Members receive a Lakewood National bag tag, engraved with their name, for their golf bag. Some Members have already have received them from their realtors. This should be a Club standard!**

**A:** Several Members have received engraved bag tags from their sales agents. These were closing gifts provided to them by their agent. The same tags are available in the Golf Shop for a cost of \$8.00. The logic for the associated cost is answered in the question above; and at the current time this is not an included item for all new homeowners.

**Q: As a property owner, I would like to talk to you about the delay in the completion of the amenities and our annual dues that are to include the use of those amenities.**

**A:** There is not a delay in the completion of the amenities; construction on the amenity center is on schedule. The Homeowners Association dues are being collected in compliance with the Declaration of Covenants for the community; the purchase price for units purchased prior to the opening of the amenity center is substantially lower than those which will come on line following the center's completion. Additionally, amenities are on schedule for end of August, beginning of September (pending no permitting issues and weather).

**Q: How widespread is the problem of not receiving emails? How about the fact that only one name per couple appears on the tee sheets?**

**A:** There is a technical glitch in the online booking software that the Club utilizes. The glitch results in the last extension on all memberships appearing as the name booked through the online reservation. This has been identified and will be resolved with a technology update to the provider's software, which will be coming late summer or early fall. Our Team is eager and willing to help with any and all issues regarding email issues. It is our belief that these issues are handled in a timely manner by the professional staff as well as our Administrative Team. We



highly encourage all Residents experiencing these type of issues or any others to cancel us immediately. It is our goal to have no problems arise at any time, but we also realize that this is unrealistic and we must do our best to address them when they are brought to our attention. Additionally, please reach out to David, Oscar and/or Tina, if you have any issues.

**Q: We need more bathrooms on the golf course.**

**A:** There is one comfort station between holes four and five on the outward nine, as well as one comfort station between holes fourteen and fifteen on the inward nine. There are no plans at the current time for additional stations. Additionally, there will be the pool station restrooms located at the nine hole turn.

**Q: Would it help the congestion if the marshal stayed later?**

**A:** The on-course ambassador is scheduled seven days a week till 4:00pm. We continue to monitor pace of play on a daily basis.

**Q: Question/issue remains the same regarding the retaining wall.**

**A:** The Board is currently not planning on making aesthetic changes to the retaining wall in the storm retention pond on the west side of Cessna Run.

**Q: How are you supposed to clean the upstairs lanai without running a hose or pipe throughout the condo?**

**A:** We recommend sweeping/vacuuming and then mopping.

**Q: Can the large trucks for construction be routed on the main roads? Many trucks speed down Cessna Run towards the condominium complex.**

**A:** All construction vehicles are required to follow the rules and guidelines. If you see any vehicles speeding or driving erratically, please immediately notify your Management Team; if you can determine the company logo on the side of the vehicle, it would be helpful.

**Q: Throughout the entire community, including areas of the golf course, there has been serious, what appears to be cold weather damage to a very large number of trees, shrubs, bushes and plantings. This undesirable visual appearance of brown, dead looking plants needs to be addressed. Please explain what the plans are with regards to this issue and who is responsible for the costs associated with bringing everything back to where it was at time of planting.**

**A:** January was an unseasonably cold month and there are stressed plants throughout the common areas of the community. Two palm trees on the main boulevard were replaced this week and all others are monitored. These stressed plants cannot be pruned at this time of the year with the risk of another cold snap causing severe damage. The landscape Team has a plan



for the spring to address these stressed plants. If there need to be replacements, this is a cost that the association is responsible for. There is a budget allowance for plant replacement in the community which addresses these issues.

**Q: We're terribly upset and disappointed that we have to pay to practice on our own driving range. We've been Members of five (5) different golf courses and never once has this cheap approach been taken. During our pre-purchasing due diligence, never once were we informed that there would be a charge for using the driving range or club storage. We were actually only informed of these extra costs after closing when we went over to the golf shop for Club and community orientation. This is very unprofessional and "Mickey Mouse" to say the least. (Actually that would never happen with Disney.) We are of the belief that our Annual Golf Membership should include the following: use of all practice facilities, including the driving range and range balls, club storage, bag name tags (all the same by the way), annual cost of GHIN handicap registration, as well as towels being provided on the carts to all owners.**

**A:** The dues structure of the Club is set up in a fashion where the Club will break even at build out per the requirements of a not for profit association. The relatively affordable nature of the annual dues unfortunately result in other associated costs. These costs are bundled into other Clubs' initiation dues, monthly assessments, or quarterly fees. Lakewood National Golf Club does not mandate other fees at this time which is why these costs do exist. This formula has been created over time and is based on empirical evidence from over thirty other bundled golf communities. As this community grows and the desires of the Residents evolve, the Management Team will continue to evaluate all costs and dues structures. Additionally, your dues will not dramatically go up when the amenities are up and running.

**Q: The on-line booking and golf Members' website is not user friendly, is poorly designed and does not come close to addressing the needs normally associated with a private golf club membership. Mom and pop golf courses out there have better systems! There have been functional and operational issues with this website and its design since we joined, and it has not really gotten any better. This situation is unacceptable and the software program, as well as its provider, should be replaced with a proven, professional system that is capable of providing the entire Membership with the features and functionality that most, if not all, private golf clubs provide for their Membership. When exactly can we expect that this software program will be replaced with a "real," professional system?**

**A:** We are aware of the issues that exist with the online system and some of these items have been addressed in prior questions. The Club utilizes EZSuite systems which is one of the top software systems available on the market. The Management Team also constantly monitors the newest software and offerings in the market and will make any adjustments necessary in the future to improve the experience for Residents.



**Q: Community Aesthetics Questions:**

**A:** All questions related to items in the landscape areas of the home can be located in the architectural design standards of the community. A version of this is available at the administrative desk in the Golf Shop or online on the HOA Website.

**Q: Designated Parking Areas: are the streets considered designated parking areas for routine parking?**

**A:** Streets are not considered designated parking areas.

**Q: For Rent and For Sale signs on the property at water fountains, golf course and lawns.**

**A:** Any signs in the community must meet the following guidelines:

**5.6 Signs.** In order to maintain an attractive community, no sign, banner, advertisement or poster (including "open house", "for sale" or "for rent" signs) shall be exhibited, displayed, inscribed, painted, or affixed, in, on or upon any part of the Properties without prior approval of the ARC, which approval may be withheld for any reason. However notwithstanding the above signs in strict conformance with the signage set forth on attached Exhibit "D" shall be permitted. This provision includes signs inside of Living Unit windows or the windows of motor vehicles. This Section 5.6 shall not apply to signs used by Declarant or its agents to market Living Units owned by Declarant.

**Q: Personal Golf Carts joy riding on the course in the evenings.**

**A:** No personal golf carts are allowed on the Golf Course at any time.

**Q: Are temporary basketball structures allowed to be kept in driveways?**

**A:** ACCESSORY STRUCTURES: Permanent basketball hoops are not allowed. Permanent backyard courts, such as basketball, volleyball, tennis, badminton, shall not be permitted. Playground equipment (swing sets, etc.) shall not be permitted. Trampolines are not allowed. **Portable basketball hoops are permitted as long as they are folded flat and screened from view in owner's garage when not in use (and in no event, later than 9:00 p.m.).** All lawn furnishings including fountains, birdbaths, pole-mounted bird feeders, flag poles, ponds and similar accessories are subject to the approval of the ARC. Fountains and statues are best suited to Walled, garden environments and must be reviewed by the ARC.

**Q: What is the strategy for monitoring matters such as parking, excessive night lighting, and other declaration/guideline compliance requirements during evening/night hours? Could the security team not keep an eye on these types of issues?**

**A:** Currently there is not a roving evening patrol for Lakewood National. Golf employees are at the course daily prior to sunrise and they monitor lighting issues. As compliance issues become known to the Management Team, they are addressed immediately. Additionally, if there is an



emergency or issue that needs immediate assistance, and the golf shop is not open, please contact the Security Gate at 941-210-7147

**Q: Who pays for the entry/exit gates when they are hit/damaged and need to be replaced?**

**A:** The association is responsible for the maintenance of the entry/exit gates. They are monitored by the gate team as well as cameras. If damage occurs, steps will be taken to recoup any costs associated with such damage. The owner of the vehicle damaging the association property is held responsible.

**Q: What is the resolution process/policy for settling non-compliance issues (i.e. warnings, letters, timelines, etc.)?**

**A:** The Management Team will first notify the Residents that are in violation of the Covenants. If corrective action is not taken within the time prescribed, the Management Team will take all additional steps to enforce an infraction as authorized by statute as well as the Governing Documents, including but not limited to mediation and seeking Injunctive Relief from the courts.

**Q: There are Rules and Regulations listed on the website for the condo associations which appear to have suitable content for the Master Document and homes. Can the homes not utilize the applicable portions as regulations for the Estate and Executive homes?**

**A:** As there are several different associations within Lakewood National, each has their own separate and distinct language that is appropriate only for that association.

**Q: Will Residents be allowed to temporarily store, park, and/or reside mobile homes (or vehicles of similar likeness) on the golf course property (parking lot)?**

**A:** No parking or storage overnight will be allowed on the golf course property parking lot.

**Q: Could we utilize the website, newsletter, and e-mails to communicate the type of issues that we are submitting as questions to the Board and share the responses with all Residents?**

**A:** Yes, we always look to better communicate with our Residents. As an example, this Q&A will be published on the website for those not in attendance.

**Q: Lake Maintenance concerns:**

**A:** The community contracts with a pond maintenance company and we are not satisfied with their performance. The Management Team has met with them this week and voiced the concerns of the community. If the performance does not improve, the Management Team will be entertaining new bids. Trash in the lake areas has been addressed with the construction team, and they are actively attempting to improve in this area.