

CREEKSIDE PRESERVE



Resident's WELCOME PACKET

Welcome to Creekside Preserve

Welcome! You have either purchased, rented or are visiting a home in the Creekside Preserve Community, a condominium association operated and managed by a hired Property Management Company and a Board of Directors elected by the homeowners. 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 homeowner association is governed by a Board of volunteer directors. The Board of Directors is elected by the homeowners 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>, the 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 homeowner questions. If you don't find the information you need there, the Board of Directors can be contacted through the "Contacting the Creekside Board" 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 CONDOMINIUM ASSOCIATION Board.

There are rules...lots of rules. Most of these are standard and are the same in every condominium association across the country. The rules are intended to maintain harmony among all 168 families at Creekside and all owners, residents and guests are responsible to know and abide by them. The rules can be found in the "Creekside Declaration" and "Rules and Regulations" documents that you received at closing and which are also available on the Creekside website.

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 daunting, 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. 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

USPS - 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

Motor Vehicle Department aka Lee County Tax Collector (239) 533-6000

25987 S. Tamiami Trail, Bonita Springs

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.

Community Resources

Banks

- Wells Fargo - 8700 Corkscrew Rd, Estero, FL, 33928
- Fifth Third Bank - 21321 S Tamiami Trail, Estero, FL 33928
- Chase - 21331 S Tamiami Trail, Estero, FL 33928
- SunTrust - 16965 Alico Mission Way, Fort Myers, FL 33908
- BB&T - 18031 S Tamiami Trail, Fort Myers, FL 33908
- Bank of America - 19017 S Tamiami Trail, Fort Myers, FL 33908

Shopping Malls

- Gulf Coast Town Center - 9903 Gulf Coast Main St, Fort Myers, FL 33913
- Coconut Point Mall - 23106 Fashion Dr, Estero, FL 33928
- Bell Tower Shops - 13499 S Cleveland Ave #161, Fort Myers, FL 33907
- University Village Shops - 19800 Village Center Dr, Fort Myers, FL 33913
- Miromar Outlets - 10801 Corkscrew Rd, Estero, FL 33928

Groceries Stores

- Publix / Grand Bay Plaza - 19100 S Tamiami Trail, Fort Myers, FL 33908-1011
- Sprouts Farmers Market - 19990 S Tamiami Trail, Estero, FL 33928
- Walmart Supercenter - 19975 S Tamiami Trail, Estero, FL 33928
- Aldi - 19951 S Tamiami Trail, Estero, FL 33928

Parks

- Lakes Park - 1400 W Hyde Park Dr, Fort Myers, FL 33912
- Koreshan State Historic Site - 3800 Corkscrew Rd, Estero, FL 33928
- Bonita Springs Dog Park - 11071 E Terry St, Bonita Springs, FL 34135
- Bonita Beach Dog Park - 19 Estero Blvd, Fort Myers Beach, FL 33931
- Estero Community Park Dog Park - 9200 Corkscrew Palms Blvd, Estero, FL 33928

Plays, Shows, Theaters

- Broadway Palm Dinner Theatre - 1380 Colonial Blvd, Fort Myers, FL 33907
- Barbara B. Mann Performing Arts - 13350 FSW Pkwy, Fort Myers, FL 33919
- Florida Repertory Theatre - 2268 Bay St, Fort Myers, FL 33901
- The Laboratory Theater of Florida - 1634 Woodford Ave, Fort Myers, FL 33901

Movie Theaters

- Regal Gulf Coast – Gulf Coast Town Center - 10028 Gulf Center Dr, Fort Myers, FL 33913
- Regal Coconut Point – Coconut Point Mall - 8021 Cinema Way, Estero, FL 33928
- Regal Belltower – Bell Tower Shops - 1 3499 Bell Tower Dr, Fort Myers, FL 33907
- Prado Stadium 12 - 25251 Chamber of Commerce Dr, Bonita Springs, FL 34135

Pool/Clubhouse/Fitness Center

These areas are available for the use of all residents and their guests. Rules and regulations are posted onsite and can also be found online on the Creekside Preserve website in the Rules, Policies and Legal section (Bylaws – Rules and Regulations – Schedule “RR”). 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 the ongoing upkeep and maintenance of these common areas. Additionally, the cost of repair or replacement due to vandalism and/or damages is borne by all of us from our CONDOMINIUM ASSOCIATION 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

CDC Guidelines pertaining to Infectious Diseases

<https://www.cdc.gov/diseasesconditions/index.html>

Creekside Preserve is following the CDC guidelines as well as the direction from the Governor’s Office on the use of Common Areas.

As a reminder:

- Creekside Condominium Association is not equipped nor trained to prevent germs or provide medical care. The Clubhouse/Pool Area is not cleaned on a daily basis and Creekside cannot guarantee a germ-free environment.
- Exercise Social Distancing as defined by the CDC.
- Consult a health care professional before attending any event.
- Use of the Clubhouse/Pool/Fitness Center and the surrounding area is at your own risk. Creekside Condominium Association is not responsible for your actions.

Unit Exterior

There are numerous regulations that are necessary to maintain proper appearance standards in the community and, in turn, protect our property values and the well-being of the residents. The unit exterior rules and regulations can be found online on the Creekside Preserve website in the Rules, Policies and Legal section (Bylaws – Rules and Regulations – Schedule “RR”). Violations of these rules could result in a \$100 fine if they are reported.

Parking

Parking regulations are in place to keep guest parking available for visitors, protect your property and prevent damage to landscaped areas. The parking rules and regulations can be found online on the Creekside Preserve website in the Rules, Policies and Legal section (Bylaws – Rules and Regulations – Schedule “RR”).

Violations of these regulations can result in fines of \$100 to the owner of the residence where these vehicles are owned by visitors, tenants, residents or guests. Vehicles can also be towed at the owner’s expense. So please familiarize yourself with the Creekside Parking Regulations.

All residents (owners and renters) must register their vehicles with the Management Company and display the proper decal on each vehicle. Overnight Guests must display a Creekside Guest Tag from the vehicles rearview mirror.

Pets

Creekside welcomes pets! Unfortunately, pet complaints are very common in most CONDOMINIUM ASSOCIATION communities. Pets are permitted but there are rules that must be followed so that pet owners can live peacefully with non-pet owners. The pet rules and regulations can be found online on the Creekside Preserve website in the Rules, Policies and Legal section (Merger Documents 2019.01.22: Creekside Preserve Proposed Amendments to Declaration (Merger)(12995607_1_(1); Bylaws – Rules and Regulations – Schedule “RR”). 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.

All Dogs must be registered with the Management Company and display a Creekside issued dog tag when outside of their unit.

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 “Maintenance” on the home page and submit a “Work Order Submission”.

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 30 days to correct the problem. Continued violations can result in a \$100 per day fine until rectified.

Report issues on the exterior of your unit, such as landscaping, roof, sprinkler heads, sidewalks/ 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, interior pest control 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, understanding and following the condo rules and reporting procedures avoids problems without pitting neighbor against neighbor, resulting in a friendly, pleasant and welcoming community.

Frequently Asked Questions

Q. How and when may I access the pool, fitness room and clubhouse?

A. Hours for the amenities are posted in their locations. Owners should have received white key cards that allow for entrance to the clubhouse, pool, fitness room and restrooms. If you did not receive these key cards, please contact the management company.

Q. May I reserve the clubhouse for a private event?

A. The clubhouse and/or pavilion area may be reserved by residents for a private event. The rules regarding use can be found on the Creekside website – along with the form needed to reserve the space.

Q. Are pets allowed?

A. Absolutely! Creekside welcomes pets...but, there are some restrictions as to how many, what kind, and weight so please check out the full set of rules and regulations regarding pets. Additionally, pets must be registered with the Management Company. Dogs will be issued a Creekside Preserve Dog Tag which should be worn when the animal is outside of their Unit.

Q. I have guests – where can they park and can they use the pool and fitness room?

A. There are guest parking places located throughout the community. There are a limited number, so please fully utilize your driveway and garage before using the guest spots. Parking is not permitted on the street for more than 6 hours and not overnight. Parking is not allowed on the grass and can be subject to immediate towing. Overnight Guests need to display the Creekside issued “Guest Hangtag” on their rearview mirror.

Guests are permitted to use the pool and fitness center. Again, there are some rules regarding parking, the number of guests and age requirements so please read the Rules and Regulations on the website. Also, note that guests are expected to follow the Community rules and regulations just as residents; residents are responsible for the behavior of their guests.

Q. How do I get in the main entrance gate?

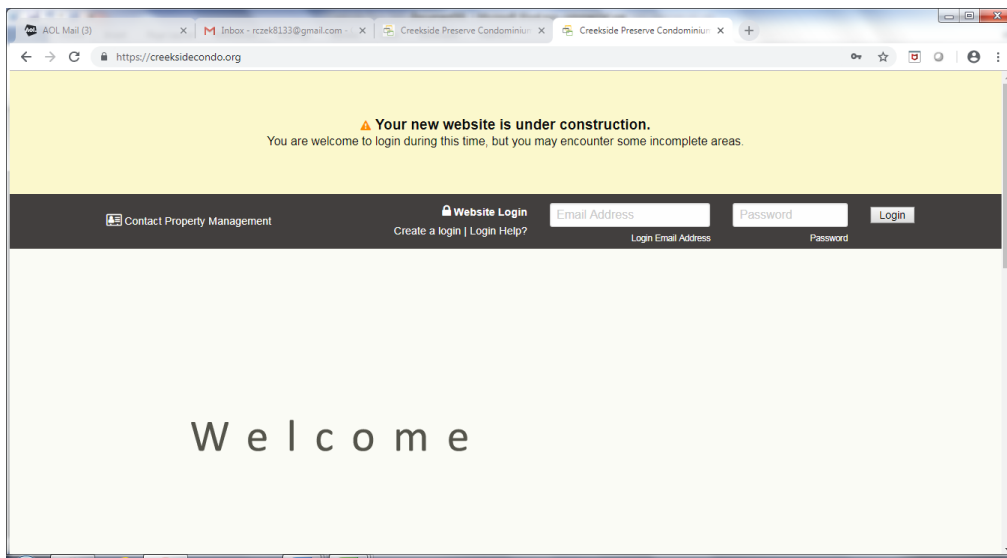
A. Key fobs are provided to owners upon purchase of their unit. These fobs control the main gate. Additionally, there is a control box for guests to lookup and call a resident to request access. Please contact the management company to have your name and cell phone number added to the resident directory at the gate – your phone number won’t be visible. When a guest enters the 3 digit code associated with your name, the system will call your cell phone. You can permit entry by pressing 9 on the number pad on your phone or disregard the call if you don’t know the individual requesting access.

Creekside Preserve – Web Site Registration

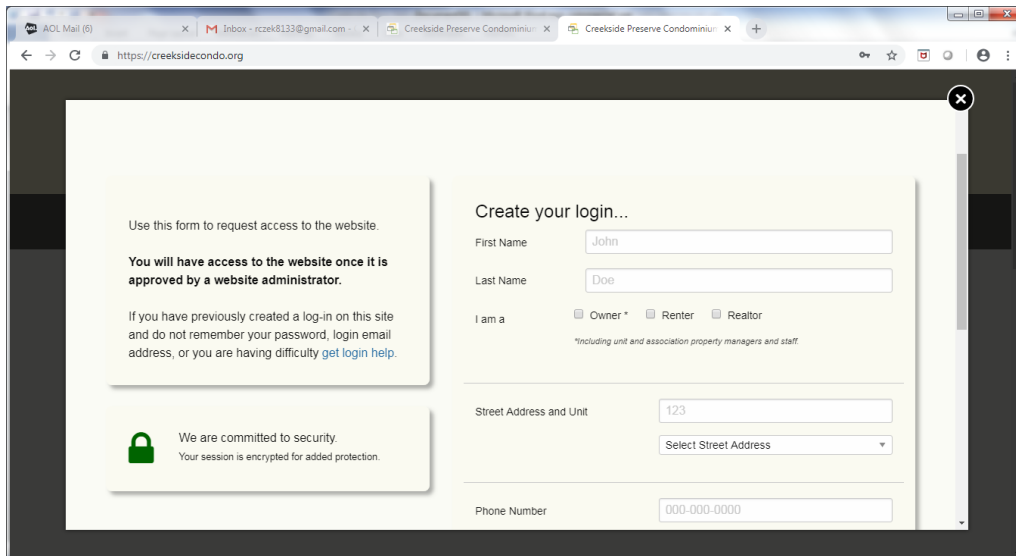
Creekside Preserve has a website for all residents. The content is specific to the following groups Owners, Renters and Guests. Based on your group you will be able to access community announcements, the social calendar, budgets and other condo documents. There is also a section for pet registration 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:

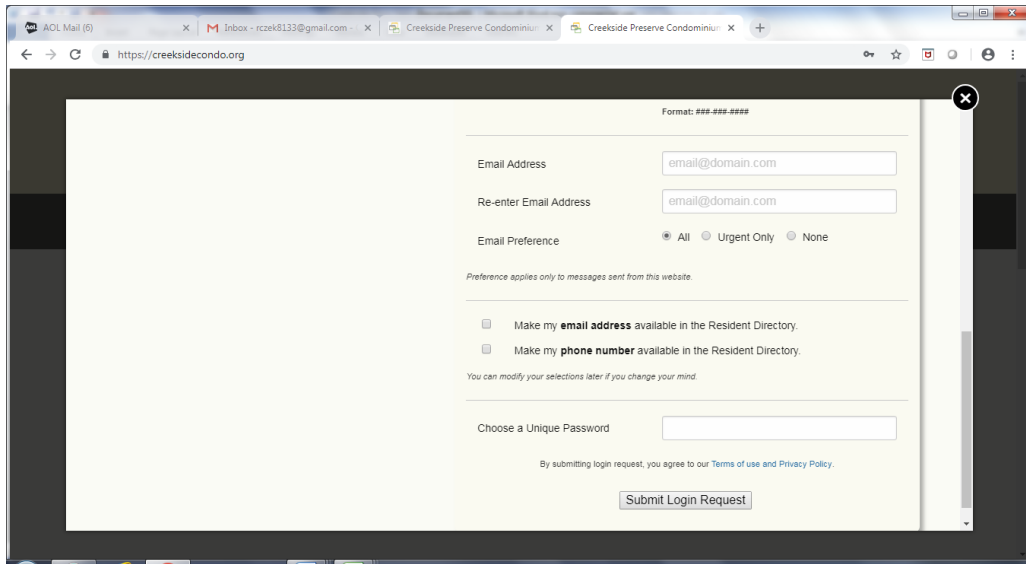


Click on “Create a login”



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 form for Creekside Preserve Condo. The browser's address bar shows 'https://creeksidecondo.org'. The form is titled 'Format: ###-###-####' and includes fields for 'Email Address' and 'Re-enter Email Address', both containing 'email@domain.com'. Below these are radio buttons for 'Email Preference' with options 'All', '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.' and 'Make my phone number available in the Resident Directory.'. A 'Choose a Unique Password' field is also present. At the bottom, there is a 'Submit Login Request' button and a small disclaimer: 'By submitting login request, you agree to our Terms of use and Privacy Policy.'

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.