

Homeowners Association FAQ

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Question: Who is my contact for HOA questions?

Answer: Vesta Property Services is the contracted property management firm for you community. After you close you should receive a welcome letter from Vesta, introducing your property manager and providing contact information. You can also call the Vesta main phone number with questions: 239-947-4552

Question: There's a dead plant in my yard, who should I contact?

Answer: If it's more than 30 days since you closed, your landscaping is no longer covered by warranty, so you will need to replace any material that may not survive. The HOA contracts for general landscape maintenance (mowing, trimming, fertilizer, etc.) but they don't replace landscape materials—that is up to the homeowner.

Question: I don't think my irrigation is running, who should I contact?

Answer: Contact your property manager and ask them to have the Landscape contractors check the irrigation on your lot. The landscapers do regular "wet-checks" to ensure system function, but if a problem has come up you may not want to wait for them to find it.

Question: How do I get transponder stickers for my car?

Answer: At your home closing, you will receive two (2) stickers and a two (2) fobs for pedestrian gates (if applicable). If you need additional or replacement stickers or fobs, you'll need to contact your property manager, and there may be a fee to cover the HOA's purchase cost.

Question: How do I arrange for a guest to get through the gate?

Answer: If you have an Envera gate system, you need only call the Envera Customer Service number at 877-936-8372 and ask for a name to be added to your list. There are also ways to manage your guest list online and on your phone, and Envera Customer Service can provide guidance for those options.

Question: I want to change my landscape; Do I need approval for the work?

Answer: Yes. You should refer to your Community Guidelines, as they provide information on what plant materials are approved for the community. After you've planned your project, you will need to submit a sketch of your plan, including locations and materials to be used, along with your contractor information (including certificate of insurance and license) to the HOA. You will need to complete the Modification Request Form as a cover page to your submittal. You submit the entire package to your property manager for the Architectural Review Board to review and approve.

Question: Where do I get the Modification Request Form and who does it go to?

Answer: Your property manager can provide you the form. It is also at the back of your Community Guidelines packet. If you have any questions about what should be included with your submittal, contact your property manager. Generally, submittals need to include all information on your proposed work: drawings/sketches, home survey indication location of proposed work, specifications of materials to be used, contractor information (including certificate of insurance and license), and in some cases before pictures. Larger projects, such as pool installations, may require additional documentation.

Question: Can I put mechanical shutters on my home?

Answer: Mechanical shutters can only be installed on lanais, and only with the mechanism mounted behind the tie beam. Nothing can be mounted or installed on the exterior of the home if it causes an alteration in the elevation of the structure. Your property manager can provide more details on what options you may have for storm shutter modifications.

Question: Can I install a generator on my home?

Answer: Yes, but there are specification that need to be considered in order to gain approval for installing a generator. Be sure to review your Community Guidelines for these requirements.

Question: I haven't received a bill for my HOA quarterly assessments, who should I call?

Answer: Contact your property manager and confirm they have the correct mailing address. You should receive by mail all documents necessary to keep up with your quarterly HOA assessments. However, keep in mind, that it is the homeowner's responsibility to make timely payments on HOA assessments, even if you haven't received a bill from property management.

Question: How do I ensure I'm receiving important information about what's happening in the community?

Answer: The best way to stay informed is to sign up for emails from your property manager. Due to email spam laws, you will need to complete the "Opt-In" form provided by Vesta to receive these email communications. If you don't have email, then you'll need to keep an eye on the community message board, which will be located either near your mailboxes, or at the amenity.

Question: Where can I get a copy of my HOA documents and the Community Guidelines?

Answer: Your Sales Representative should have provided you a copy of the Association Documents when you signed your contract, either electronically in printed. If you cannot locate them, you can contact your property manager and they can send you electronic copy of any Association documents (or you can request a printed copy). Documents are also available on the Vesta website—you should receive your login credentials to access the website from Vesta.

NEAL COMMUNITIES

Where You Live Matters

Question: What's included in the "Governing Documents?"

Answer: The governing documents are comprised of three major instruments: the Declaration of Covenants, Conditions and Restrictions, the Articles of Incorporation, and the By Laws. Your Association may have complimenting documents that will play a significant role in daily community governance: Rules & Regulations (if any), and the Community Guidelines.

Question: What exactly is a Homeowners Association?

Answer: Your Neighborhood's Association is a private, non-profit corporation in which all residents of the community are members, and thereby given certain rights and obligations as declared by a recorded set of governing documents and administered by a Board of Directors. Association business expenses are funded through the collection of regular assessments paid by each member.