

SORRENTO



Resident's WELCOME PACKET

Welcome to Sorrento

You have either purchased, rented or are visiting a home in the Sorrento Community which is a Condominium Association (CA) 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.

Sorrento is made up of 152 individual units contained in 38 four plex carriage homes. Unit owners are responsible for the interior upkeep of their unit, but all 152 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's 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: <https://condo.cincwebaxis.com/sorrento> as well as 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 as well. The homeowner's association is committed to providing services to all members of the community regardless of race, gender, religious preference, etc. and is in compliance with the Fair Housing Act requirements.

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 "Sorrento Declaration" document. The information contained in this packet helps keep 152 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 Sorrento 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 152 families living in harmony.

But please follow the rules.

IMPORTANT PHONE NUMBERS AND INFORMATION

(this is not a recommendation of services)

Police non-emergency number 239-343-1000

Police Fire Ambulance 911

Closest Urgent Medical Clinic

- Redi-Med of Bonita Springs 239-498-9294
9400 Bonita Beach Rd SE # 101, Bonita Springs, FL 34135
- NCH Immediate Care – Bonita 239-624-1050
3302 Bonita Beach Rd SE #170, Bonita Springs, FL 34134
Hours: Mon- Sat 09:00am – 07:00pm, Sun: 12:00pm – 07:00pm

Emergency Department

- NCH Bonita Emergency Room 239-624-6900
24040 S Tamiami Trail, Bonita Springs, FL 34134
- NCH Healthcare Northeast: Emergency Department 239-624-8700
15420 Collier Blvd, Naples, FL 34120

Post office 9071 Bonita Beach Rd SE, Bonita Springs, FL 34135

Library 10560 Reynolds St. Bonita Springs, FL 34135

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

Comcast Xfinity (base TV and internet service included in your CA fees)

- You will need to contact Comcast at 800.934.6489 and/ or visit the Comcast office @ 23181 Village Shops Way Suite 107 Estero FL 33928 (Coconut Point Mall) to activate your Acct and get three cable boxes (1 has voice controls), and Blast Internet service. If you are having trouble with your cell service in the unit, try putting your phone on “WiFi Calling” in Settings. 800-934-6488
- Wi-Fi is available at the pool/clubhouse area –

Gate Access

- Owners will have their names added to the directory at the gate by the management company for cell phone access. Your guests will call your personal 3-digit code from the directory. You dial 9 and the gate opens. Owners will receive up to 2 decals for their car for quick access through gate and a proximity card for access to the amenity center.

Pool/ Amenities secured access

- Owners will receive 2 proxy cards for access to this area.

Waste/Recycle

- Garbage and recycling is handled by Advanced Disposal Services Inc @ 239.334.1224. You do not need to set up an acct. however, you will need a wheeled recycling can that is provided free

from Advanced Disposal. The items that they will recycle is listed on the lid of the can. You will need to purchase your own garbage can with a secure lid. Bags of garbage must be in a can with a tight-fitting lid.

- We ask consideration when possible to place garbage and recyclables outside the morning of the scheduled pick-up. This is to minimize rodents and animals getting into the trash and increased rodent due to a trash source being available overnight.
- Garbage is picked up at the curb Monday. Recycling is Tuesday. Cans can be put out the night before after 6:00 pm and must be brought back inside the garage by end of pick up day.
- For holiday schedules contact the supplier directly.

Management Company

<https://condo.cincwebaxis.com/sorrento> – 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. Note water is paid for through the CA

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 CA Fees. Fines of up to \$100.00 may result if violations are reported.

There is limited pool area clean up service, so we rely on the homeowners to do their part to maintain the pool/clubhouse area.

The pool is available from dusk to dawn and the gym is available from 5am to 11pm 7 days a week.

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

POOL:

1. Follow all posted pool rules.
2. There is no life guard so swimmers use pool at their own risk
3. All persons must shower before using pool
4. Pool hours are from dawn to dusk
5. Return all chairs and tables to their original location & position.
6. All beverages must be in shatter proof containers.
7. Please use towels on chairs when using suntan lotion to reduce stains
8. All litter is to be properly disposed in the appropriate waste or recycling containers.
9. Children under the age of twelve (12) must be accompanied by an adult.
10. No climbing or jumping from the waterfall or diving into pool is permitted.
11. 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.
12. The pool is considered CLOSED in the event of a power failure as the filter and chlorination equipment cannot operate.
13. No pets of any type are allowed within the pool area.
14. No drinks are allowed in the pool or within a four (4) foot splash zone consisting from the edge of the pool outwards – as stipulated by Florida State Law.
15. Do not block the entrance sidewalks or corridor with bicycles, etc.
16. Smoking, e-cigarettes and vaping are not permitted in the pool area, fitness center, or clubhouse.

FITNESS CENTER/CLUBHOUSE:

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. Proper gym attire is required. Wet bathing suits are not allowed in the gym or clubhouse
5. The clubhouse is for tenant and owner use. Private parties are not permitted

Sorrento – Interior Rules

With some exceptions set forth in the governing documents, unit ownership is from the drywall and everything within. Unit ownership does not include the attic. Ownership includes all windows and doors. All areas outside units are Common Elements or Limited Common Elements

1. Cameras are not allowed on the outside of the unit. However, doorbell and door peep hole type cameras will be allowed.
2. Occupants should make every effort not to make noise or sounds of any kind that can be heard outside their unit. Unreasonably loud noises are to be avoided everywhere in Sorrento, especially after 10 pm and before 8 am. Please be considerate of your neighbors.
3. Maintenance or upgrade of existing interior and vendors must be licensed and fully insured. Work must be performed between the hours of 8am and 5pm Monday through Saturday.

Sorrento – 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 unless approval is obtained from the Board. That means no addition or removal of any plant to the existing landscaping. Proposed changes are submitted via an Landscape Change Request found under forms at <https://condo.cincwebaxis.com/sorrento>
2. One potted plant per unit is allowed outside and must fit the décor of the community. Plants must be well maintained and have a maximum height of 30 inches. Potted plants inside your lanai are allowed. Changes or additional requests must be made to the Sorrento Board with an Application Request for Change (ARC) found under forms at sorrentocondo.com
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. The community will continue to adhere to existing camera limitations outlined in the community's declarations. Cameras are not allowed on the outside of the unit. However, doorbell and door peep hole type cameras are allowed.
6. You cannot change the color or exterior appearance of your unit in any way without the approvals of the CA board. This includes installation of exterior art to walls
7. Laundry of any type Including pool towels cannot be hung outside to dry on any exterior hanging device, automobile or landscaping
8. You cannot block or modify the sprinklers heads without permission from the Board. Driving over a sprinkler head will result in payment for repairs
9. 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 nor in the grassy area due to constraints with landscape maintenance. Electrical chords that cross sidewalks or driveways should have a threshold or duct tape due to safety concerns.
10. Any toxic liquid, oil based liquid or chemicals cannot be put into the storm drains as it flows directly into the lake.
11. Moving in and out of a unit may require the use of a portable storage device (POD). Prior to the use of a POD, written approval is required from the Management Company and association. Any damages incurred to a common element in the usage of a POD will be repaired at the direction of the CA and billed to the unit owner.
12. BBQ's can be used, but legally must follow the Sorrento's guidelines which are in-line with Bonita Springs Fire Code pertaining to outdoor grills. (www.bonitafire.org)- 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 1 lbs. Small portable gas BBQ Grills **meeting the criteria below will be allowed** in the Sorrento community.
 - The manufacturer is optional, but the size and type must be similar to:
 - A portable Weber grill series Q1200, Q100, Q2000, or Q2200.
 - Dimensions: Width = 40.87", Depth = 20.5", Height 24.62" and Weight 31LBS.
 - Note: The dimensions are not inclusive of optional portable stands.
 - The propane cylinders must be **no larger than 1lb propane cylinders (a maximum of 2 - 1lb propane cylinders are allowed to be stored per unit garage**. This is a Bonita Springs Fire Protection District requirement, there are no exceptions).
13. Electric grills can be used on the lanai but any damage resulting from their use is the responsibility of the unit owner. ds

Sorrento – 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. Guests must display a registration from the management company for overnight 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 in the pool area. Those spots are for pool, gym and clubhouse attendees.
4. 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.
5. Vehicle owners who continually violate the parking regulations will be towed. Please refer to the Sorrento Towing Policy for further information.
6. Upper unit residents are urged to park their vehicle at least 4 feet from their garage door as this will leave a walkway for lower unit residents and their guests to get to their entrance.
7. Vehicles cannot hang over the curb into the street when parked.
8. Cars cannot be in the resident's driveway or any other parking area with a tarp or other type of covering on them.
9. 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.

Sorrento – Pet Regulations

Pet complaints are very common in CA 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.

1. All Pets must be registered with the management company. **Tenants, guests, and invitees, are not allowed to have pets.**
2. 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.
3. All pets must always be on a leash not longer than six (6) feet.
4. Never leave dog food outside your unit. This attracts bugs and other wildlife
5. Your pet can never be left unattended and tied up outside your unit.
6. Consistently barking dogs will not be tolerated.
7. Pets should not be allowed to urinate or defecate on the common sidewalks between the shared areas for entering units and pet waste whether liquid or solid smells. All efforts should be made to leave the community to take care of business (pet park) or around your immediate building's common area. Respect neighbors who chose not to have pets and their waste.
8. All residences who have pets must have the Sorrento CA named as a payee on their liability insurance. This protects the CA 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) pets one of which may be a dog not to exceed forty (40) pounds and one other conventional household pet with a weight not to exceed forty (40) pounds, 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. 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 Sorrento Rules to the Management Company. But be patient and considerate before reporting a violation. A picture works the best. This can be done by emailing or calling the Management Company directly.

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 and be willing to complete an affidavit of the incident. 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.

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

