

January 1, 2022

Dear Owner,

On behalf of your neighbors and the Montevilla at Bartram Lakes Association, Inc., (hereinafter the "Association") Board of Directors we would like to welcome you. We hope the following information is useful and that you will let us know if we can be of further help.

As an Owner, you are a member of the Association, which is a non-profit organization along with all of your other neighbors. The Association maintains all of the common areas located within the property boundaries. To help us manage the property FirstService Residential (FSR) has been retained as the Association's property management firm. If you have any common area or amenity concerns you should always contact FSR first.

We encourage residents to contact our property manager at FSR directly. FSR maintains a 24-hour call center that can handle many basic questions. For all problems, reports or questions, a ticket tracking system is used that allows FSR to keep track of the requests and provide the Board of Directors with useful information regarding the number and types of calls.

We ask that you direct all concerns to the 24-hour call center at:

866.378.1099

The Board of Directors oversees all of the activities of our Association. Currently, we have a Owner controlled board. Our annual meeting is held in October of each year and is open to all members. We encourage you to become active in the Association and volunteer for one of the committees that helps keep our property values high.

Trash/Recycle: Homeowners must contact the City of Jacksonville to receive their trash and recycle receptacles, as this is not provided by the Association. Please call the City at 904-630-2489 to request a Trash and Recycle receptacle. Trash pickup is every Monday. Recycle is picked up every other Friday, but is currently suspended due to the COVID-19 Pandemic.

Vehicle Barcodes:

Montevilla residents must register their vehicles with the association in order to receive barcode stickers. Please complete all information on the Owner Access form and return to the Association Management Assistant. A tag number and description of each vehicle is required before we can activate any barcode.

Gate information and Access Devices:

Please note that for security reasons, in order to enter or change information in the gate system, FSR must have a completed Owner Access form on file. The form will ask for a name and phone number. The name is how you would like it to appear in the gate directory, e.g., Mr. Smith or Mrs. Smith. The gate instructions included in the packet explain how to grant or deny access to visitors.

Additional access devices can be purchased by sending a check or money order made payable to Montevilla at Bartram Lakes and request for devices:

- Keycards - \$10.00 each
- Barcode Stickers - \$25.00 each
- Gate remotes - \$35.00 each

Please send your payment and request to:

First Service Residential

C/O Montevilla at Bartram Lakes

6620 Southpoint Dr. South, Suite 610 | Jacksonville, FL 32216

Governing Documents: You should have received a copy of the Declaration of Covenants, Conditions, Restrictions, and Easements, which includes the Bylaws, hereinafter referred to as the “CC&R” at your home closing. It is the responsibility of all residents to become familiar with the rules, regulations, and restrictions regarding Association property — see Article III, *Restrictions on Use* in the CC&R for more details. We rely on our residents to work with the Association to ensure that we maintain high Association standards. If for any reason you do not have a copy of the CC&R, please contact FSR directly or refer to Association’s secure Website hosted by FSR.

Architectural Modifications:

If you would like to make any modifications to the exterior of your home you **MUST** submit an Architectural Control Modification application to be reviewed by the Board. The application **MUST** be approved **PRIOR TO** any work commencing. Notification will be sent to you of your application’s approval or denial. *Any unapproved modification(s) may result in fines and/or enforcement of the modification being removed and having the structure set to its original state. Installation of landscape lighting also requires ACC approval per the ACC Guidelines.

Applications can be found in FSR’s secure website at:

<https://montevillaatbartramlakes.connectresident.com>

Visitor Access: If you choose, visitors may contact you from the visitor phone system located at the front gate. Guests or delivery personnel can select your name on the box then press “Call.” This will dial the number you provided to FSR, so you may grant or deny access into the Association. To admit guests or to facilitate deliveries you can remotely unlock the gates by depressing the “9” key on your phone once you decide to grant access. To deny access, no action is required. Please use caution when admitting entry into the Association and only allow access to persons you have identified.

Pool Cabana, Fireplace, Swimming Pool and Parks: These recreational facilities are available to residents as a benefit of their Association membership. In addition to a beautiful outdoor pool, the Cabana has a large screen television, stereo system with in-ground speakers surrounding the pool and fireplace perimeter, and outdoor table seating for approximately 40 people. We also have an outdoor fireplace and entertainment areas to use for special parties or group functions. All residents have access to use the Cabana for special events at no charge, with a reservation, and some paperwork (refundable deposit may be required). This is to ensure proper cleaning after the

event and to secure against damage. FSR manages the reservations and paperwork. Key Cards for the pool were provided to new owners at your closing. If you did not receive a Key Card, or would like an extra, you can request replacements from FSR for a fee. The Key Cards also allow access to the pedestrian gates at front entrance.

Landscaping: The maintenance of our common areas includes all of the landscaping around the ponds, between buildings, and around the ground-level patios and entry ways. We understand that some residents have a desire to personalize their home. Please submit an Architectural Control Committee form to FSR, with the required documents before making any changes. Additionally, the landscaping company works under the supervision of FSR; individual unit owners should not address landscaping issues directly with the crews when they are onsite at Montevilla. If you have a landscaping concern, please contact FSR and allow our property manager to communicate with the landscape vendor.

Again, welcome to Montevilla at Bartram Lakes. We know this is quite a bit of information so please feel free to reach out to us with any questions or concerns.

Welcome Home!
The Board of Directors