

# STONECREEK



## NEW RESIDENT WELCOME PACKET

Presented by:



**Dear New Resident,**

**GL Homes and GRS Management welcome you to your new home at STONECREEK!**

**The following pages will provide you with the basics of the community's operation and answer questions you may have about the community's amenities, gate access, design review requests and other topics. We hope this information will help you adapt to your new home and serve as a useful reference in your future as a resident. You are now a member of the STONECREEK Property Owners Association, Inc., which is under the management of GRS. Representatives of GL Homes and GRS Management welcome your questions and are eager to assist in resolving them.**

**Sincerely,**

**GL Homes and GRS Management**

## **GRS Management MANAGES:**

1. All of the closed homes in the community
2. Common area maintenance and upkeep
3. The Clubhouse and Amenity Center
4. Design review requests through the Design Review Committee
5. On-site staff and vendors

## **Contact:**

### **Vikki Fritz, Property Manager, the Club at StoneCreek**

Email: [VFritz@grsmgt.com](mailto:VFritz@grsmgt.com)

Office: 239-351-1820 after Hours Emergency 239-561-9160

Office Hours: Monday-Friday, 9:30 a.m. – 5:30 p.m.

### **Valery Higgins, Office Administration, the Club at StoneCreek**

Email: [VHiggins@grsmgt.com](mailto:VHiggins@grsmgt.com)

Office: 239-351-1820

Office Hours: Monday-Friday, 9:30 a.m. – 5:30 p.m.

### **Jenna Damiano, Lifestyle Director, the Club at StoneCreek**

Email: [JDamiano@grsmgt.com](mailto:JDamiano@grsmgt.com)

Office: 239-351-1951

Office Hours: Monday-Friday, 9:30 a.m. - 5:30 p.m.

(Depending on events and activities)

Our Association website link is <https://www.stonecreekatnaples.com> please go online and register to access the following:

1. Community Documents
2. Access and update your personal information
3. Pay HOA Due
4. Keep up to date with events and community activities, register for events
5. Send maintenance requests
6. Reserve Pickle ball Courts, Tennis Courts and Indoor Sports Complex

## **GL Homes – Developer**

Please contact GL Homes for any warranty items inside the home, mailbox keys, trees are under warranty for 1 year and general landscaping for 90 days. Please contact GL Homes *24-HOUR HOTLINE* 1-866-979-2424 or follow the link online at

<https://www.glhomes.com/home-warranty>

## STONECREEK Quarterly Dues

Homeowners Association (HOA) dues are due on the **first of each quarter** and checks are to be made payable to StoneCreek POA. Please forward the checks to the following address:

**STONECREEK POA  
C/o GRS Management  
P.O Box 165109  
Miami, FL 33116**

Now available through the website <https://grs.cincwebaxis.com> is a very convenient Auto pay whereby your maintenance is automatically taken directly from your checking account. Should you have any questions pertaining to the above, please feel free to contact the GRS Management Services at 239-561-9160.

### Late Fee

Regular Assessments are due and must be received by the Association by the first day of each quarter. Association Dues not received in full within 15 days of the applicable Due Date is considered delinquent. A Delinquent Owner will be charged \$25.00 late fee as provided in the Governing Documents.

## 2018 Homeowners Association (HOA) Dues

Neighborhood Dues per quarter and include the following:

- Design Review Guidelines for modifications to your home.
- Common Area Maintenance including Landscaping, Roadways, and Streetlights.
- Lake and wetland management.
- Lawn irrigation
- Lawn pest control and fertilization
- Home Landscape Maintenance
- Gated Entry Operations
- StoneCreek amenities and facilities.
- Security Alarm monitoring for your home.
- Property Management and Administrative Services

Questions on maintenance issues are welcome and should be directed to the Property Manager.

## **DESIGN REVIEW REQUEST PROCEDURE**

All exterior modifications **MUST** go through the design review process:

Step 1: Obtain a design review request form from the management office at the Clubhouse or on our website at <https://www.stonecreekatnaples.com>

Step 2: Complete and submit the request form to your property management company with any additional plans, pictures and details regarding your modification. There is a \$50.00 non-refundable fee payable to GRS Management for processing a design modification. Additional refundable deposits may apply.

Step 3: Property management will submit to the Design Control Committee for review.

## **KEY FOB ACCESS**

New construction homeowners will receive (2) FOBS upon closing which allows access to StoneCreek amenities. Each home may purchase two additional for residents residing in the home. This will allow a total of 4 per home. (\$25 each, check payable to StoneCreek POA)

## **ID Badges**

All residents that are listed as living in the home must have an ID badge to have access to the amenities at StoneCreek. This includes all residents 14 years of age or older. If you are 13 and younger please remember you must be with an adult at least 18 years of age or older to use the amenities. This will assure all of our amenity guest are residents or with a resident of StoneCreek.

In Addition, we will be monitoring the number of guest that will be accessing our amenity center. Our guest limit is 4 per home.

Each StoneCreek homeowner will receive their initial ID badge at no charge. Any additional replacement badges will be \$25 each. Renters will incur a cost of \$25 for each resident that is on the lease. Remember that owners leasing their homes do not have access while tenants are provided access. Stonecreek owners should make their tenants aware of this information.

ID Badge required documents:

1. Valid driver's license/ passport
2. Student ID & birth certificate or passport
3. Completed rules acknowledgement form by every resident

## GATE ACCESS

StoneCreek uses a barcode system that allows residents to enter the community without stopping at the gatehouse. Each initial home is eligible for (2) complimentary barcodes that should be attached to the passenger side-nonmoving window of your vehicle. Additional barcodes are available for \$25 each payable by checks only. To get your barcode, please call Property Manager, Vikki Fritz at 239-351-1820.

You will be asked to provide:

- Vehicle registration
- Driver license
- Proof of insurance
- Vehicle make, model, year and color
- License plate number

Tenants that have a current lease on file may purchase barcodes for \$25 each. Check payable to StoneCreek POA. Contact the property manager to purchase. If you are staying on past your lease termination date, please produce your new lease at least 14 days prior, as your bar code will be deactivated on the current lease expiration date. StoneCreek owners should make their tenants aware of this information.



To get started, go to [www.GateAccess.net](http://www.GateAccess.net) and enter the following credentials:

Community Code: **SC**

Username: **\*\*\*\*\***

Password: **\*\*\*\***

## Visitor Entry Lane

The Visitor Entry Lane is the left-hand entry lane closest to the Gatehouse. This lane is primarily used for visitors only.

## Operating Instructions for Visitor Phone Entry Unit

### How To use the Call Authorization Voice Message

1. **VOICE MESSAGE (Dial: 239.631.1905)**
  - a. Enter your Security Code (PIN) if asked
  - b. Follow the prompts. These options are **different** than our prior system. **DO NOT** hang up until told to do so or your authorization will not be recorded. You can authorize a guest for:
    - Today (press 1)
    - Tomorrow (press 2)
    - Today **and** tomorrow (press 3)
2. **Any** beginning and ending date you want (press 4)

## MAIL

Mail is delivered to the kiosk located in the Clubhouse parking. You will receive your mailbox assignment and keys from GL Homes.

For change of address forms, please go online to [www.moversguide.usps.com](http://www.moversguide.usps.com)

## UTILITIES

The following utility providers serve StoneCreek:

### Telephone, Internet & Cable:

Century Link to Order New Services	877-862-9343
Comcast	800-266-2278
DIRECT TV	888-777-2454

### Electricity:

Florida Power & Light Company/FPL	239-262-1322
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### Water, Sewer and Trash collection:

Collier County Utility Billing for water and ordering trash cans Utilitybill@colliergov.net Email Warranty Deed & HUD	239-252-2380
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**Trash & Recycling** is collected on Tuesdays and Trash only on Fridays. Recycling, yard waste (including Christmas trees) and bulky items are picked up on Tuesday. To order trash bins or bulky item pickup please call: **239-252-2380**.

For disposal of toxic and flammable materials, please call 239-252-8489.

Trash must be placed only in authorized Waste Management receptacles, which should be placed curbside after 5 p.m. on the day before collection.

## WIRELESS ACCESS

Residents may access the wireless Internet connection at the Clubhouse and Pool Deck. Look for the StoneCreek open networks. This is not a secure Network.

## **LEASING/RENTING YOUR HOME**

**Step1:** Contact the Property Manager for the required rental approval forms and the application fee amount.

**Step 2:** Complete the forms and submit to the Property Manager with the application fee, who will then submit to the Board to sign and approve.

**Step 3:** The Property Manager will then submit the approved rental forms for review and approve. The Board will forward the approved rental forms to the Property Manager. The approval process must be completed before the renters arrive.

**Step 4:** Renters must register with StoneCreek to attain rental packet. The renter will be required to pay a \$100 administrative transfer fee payable to GRS Management.

## **AMENITIES**

GL Homes is providing a full range of amenities for residents of Stonecreek:

The StoneCreek Club, is open **7am to 9pm 7 days a week**, we have 13,000 square feet of clubhouse including a social room equipped with a large-screen TV & fire place, game room with two large-screen TV's, card room, yoga/craft room and indoor sports club. Our fitness center is open from 5am to 11pm and has a separate entrance on the side of the clubhouse. Our pool deck is open from dawn to dusk and includes a resort style pool, lap pool, spa and our splash zone for children aged 12 and under. Additional club amenities include an outdoor basketball court, volleyball court, pickle ball courts and a 12 and under children's playground. Our pavilion is equipped with bathrooms and is ideal for children's parties, tennis mixers, etc.

### **Room Rentals:**

Social Hall and Catering Kitchen

Maximum # of Guests: 40

Use Fee for up to 4 hours

\$300.00

Security Deposit

\$350.00

Picnic Pavilion

Includes Field, Tot Lot and Youth Splash Area

Maximum # of guests: 30

Use fee for 1-4 hours

\$100.00

Security Deposit

\$250.00

**Please contact our lifestyle director for information on reserving the social room with kitchen or the picnic pavilion (By the children's playground). No other areas are available to rent. Fees apply and a deposit is taken in case of damage. Availability is on a first-come, first-serve basis.**

**Please do not let anyone in that does not have a FOB or that lives in StoneCreek. Every resident must use his or her own FOB to enter.**

**If you move the patio furniture around, please put it back in its proper place.**

## **Rules for Amenities**

As a reminder, there are posted rules for each area of the amenity center. These rules are in place for the safety of all residences and the HOA. Please follow all posted rules, any questions should be directed to the property manager. Below are a few highlighted guidelines to consider.

If you move any furniture, please move them back when finished with them.

All open umbrellas should be closed after use.

No floats are permitted in any of the pools.

Please do not allow access to the amenity center to non-StoneCreek residents.

Please shower before entering any of our pools.

Water play area is designated for children 12 & under years of age.

Playground area is designated for children 12 & under years of age.

Please restore all equipment and weights to original location after use.

All Fitness equipment should be wiped down after use.

No black sole shoes are permitted in the indoor sports complex.

You can exit to the pool deck from the social hall & card room but no re-entry is allowed.

## Hours of Operation

<b>Clubhouse Hours</b>	7am – 9pm
<b>Fitness Center</b>	5am – 11pm
<b>Indoor Basketball</b>	5am – 9pm
<b>All Pools/Spa</b>	Dawn - Dusk
<b>Tennis Courts</b>	7am – 10pm
<b>Pickle ball Courts</b>	7am – 8pm
<b>Volleyball</b>	
<b>Outdoor Basketball</b>	7am - Dusk
<b>Playground</b>	Dawn - Dusk



**Amenity Area**



**Social Room**



**Game Room**



**Spa – Hot Tub**



**Lap Pool**



**Wading Pool, Water Play Area & Water Slide**



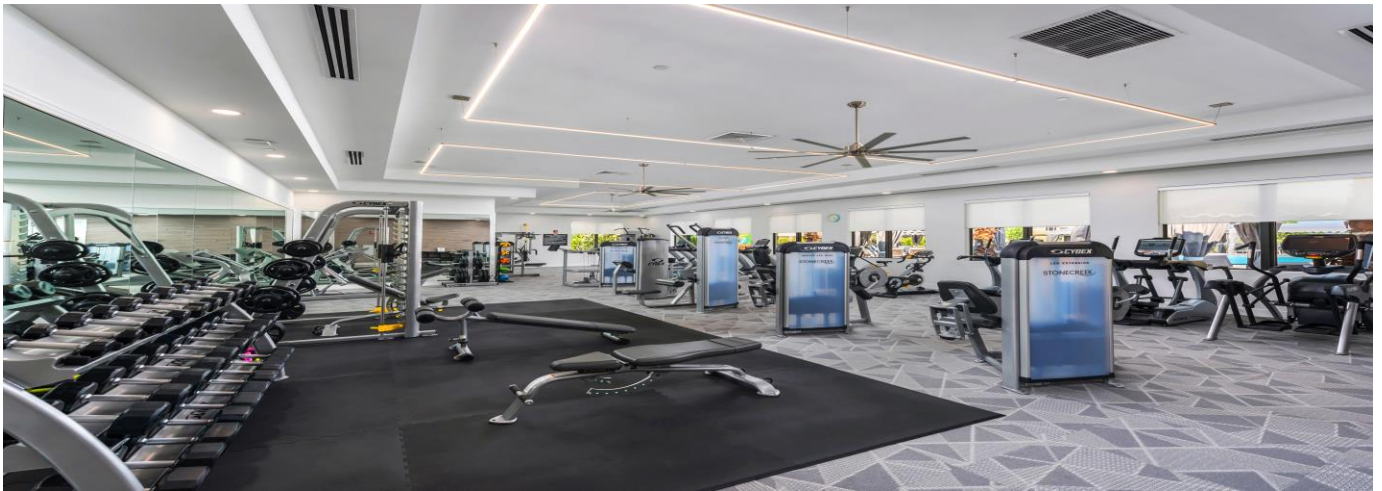
**Play ground**



**Yoga – Craft Room**



**Indoor Basketball Court**



**Fitness Room**



**Pool Deck bathrooms and the doors directly to  
The left are the only entrance into the Clubhouse.**

**Tiki Bar – Seating is first come first serve.**



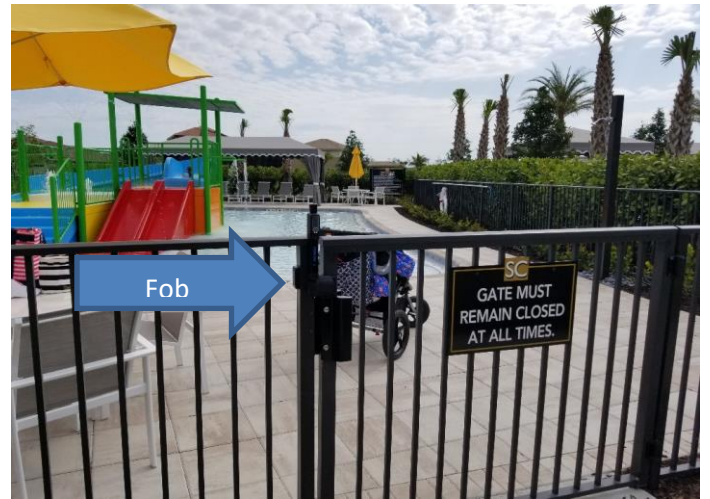
**Front door to the Clubhouse – Fob & Door Bell**



**Pool deck entrance next to the volleyball court**



**Pool deck entrance near splash zone**



**Splash Zone Entrance – Exit**



**Pool deck exit – must push button on pole**



**Pool deck exit Splash Zone**



**Bus stop – PARK IN PARKING SPOTS ONLY**



**Mail Kiosk**

## **TELEPHONE LISTING**

<b>Clubhouse Management Office</b>	<b>239-351-1820</b>
<b>Activities Director</b>	<b>239-351-1951</b>
<b>After Hours, Help</b>	<b>239-561-9160</b>
<b>Teco Gas Emergency Gas</b>	<b>1-877-832-6747</b>
<b>GL Homes Sales Office</b>	<b>239-592-6000</b>
<b>Collier County Clerk of Courts</b>	<b>239-732-2646</b>
<b>Collier County Driver’s License</b>	<b>239-434-4600</b>
<b>Collier County Domestic Animal Services</b>	<b>239-252-7387</b>
<b>Collier County Sheriff’s Policy Non-Emergency Line</b>	<b>239-252-9300</b>
<b>City of Naples Police Non-Emergency Line</b>	<b>239-213-4844</b>
<b>Greater Naples Chamber of Commerce</b>	<b>239-262-6376</b>
<b>Greater Naples Fire Rescue-Station #21</b>	<b>239-213-4900</b>

<b>NCH Downtown</b>	<b>239-552-7000</b>
<b>Physicians Regional- Pineridge</b>	<b>239-348-4000</b>
<b>Social Security Office</b>	<b>1-800-772-1213</b>
<b>Naples Humane Society-Main Shelter</b>	<b>239-643-1555</b>
<b>US Post Office</b>	<b>239-352-3010</b>
<b>Wildlife Trapper</b>	<b>239-207-2084</b>