



Welcome to Dover at Wycliffe Golf and CC

Prepared By: The Dover Board of Directors,
Dover at Wycliffe HOA, Inc.

December 7, 2016

Welcome to Dover at Wycliffe Golf and CC

About Your New Community

If you've recently joined us, your Dover neighbors and the Wycliffe Homeowners Association (HOA) proudly welcome you to your beautiful Dover Community. This information is intended to help make your transition into Dover as comfortable and uncomplicated as possible.

In preparing this booklet, we have attempted to answer many of the typical questions most often asked by new residents. And, we also hope this information will be useful to clarify a few matters that some longer-term residents may have wondered about.

Of course, we realize that all of your questions or concerns cannot possibly be anticipated or addressed in this text. Accordingly, please know that any questions or personal concerns not specifically addressed here should be directed to the Dover Property Manager at our Management Company:

GRS Management Associates, Inc.
Lori Frezer, LCAM
3900 Woodlake Blvd., Suite 309
Lake Worth, FL 33463
lfrezer@grsmgt.com
Phone: 561-578-8143 Fax: 561-641-9448

We respectfully suggest that you also refer to the [Amended 2011 Dover Documents](#) that were distributed in 2011 or provided during your closing. The Document package includes a section entitled "Declaration of Restrictions and Covenants". This part details the policies and procedures your HOA follows to ensure the solvency of the Community, safeguard and maintain the district infrastructure (local roads, storm drains, lake-fed irrigation system, etc.), provide a wide range of scheduled Dover homeowner services and protect the esthetic continuity of your neighborhood.

Should you wish to directly address the HOA Board, you are welcome to do so by submitting a written description of your interest via the Dover Property Manager at GRS Management. This will facilitate your Boards' ability to investigate the issue and return a timely written response or invitation for you to attend a Board Meeting to personally address and discuss your concern.

Again, we welcome you to Dover and hope you will enjoy many happy, healthy and rewarding years in your new community.

Sincerely, the Board of Directors for Dover of Wycliffe HOA, Inc.
With special thanks to the Board of Greenbrier of Wycliffe HOA, Inc.



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Who Serves on the HOA Board?

It is comprised of five of your neighbors who volunteer and are each elected by you and your neighbors to serve a two-year term as a Director of the Board of your Homeowners' Association. The individual terms are "staggered" and, as elections are held once a year, the composition of two or three members of the Board is subject to change every year. The Board elects its own officers. Any Association Member in good standing may be a candidate for election to the HOA Board. The only requirements are that a Board Member must be an owner of a Dover home, attend at least nine scheduled Dover board Meetings per year and has not listed or made known an intention to sell or lease his/her residence in Dover.



How Does My Billing Work?

Your Association Board sets an annual plan and budget for the cost of maintaining and servicing Dover. Each year, you will have an opportunity to review, discuss and/or question the budget; should you decide to do so. On a quarterly basis, the Management Company sends you a bill to cover the costs to run Dover. Due dates for payment are the first day of the first month of the billable quarter (i.e., Jan. 1st, Apr. 1st, Jul. 1st, Oct. 1st). As the community and its contractors and the utilities are on a strict "pay as you go" basis, you are encouraged to attend to your quarterly bill as promptly as possible. Please note that payments received on or after the 15th day of the billable month are subject to late fees, interest charges and legal fees.

What is the WCA?

These initials stand for the "Wycliffe Community Association". This is the title given to an entity sometimes referred to as the Master Association. The WCA is responsible for a wide range of essential services including Wycliffe Security (via Universal Protection Services) and the North and South Entrance gates and guardhouse operations/structures, the main streets excluding those within each District (i.e.; Dover, maintenance of Wycliffe Common grounds including the total perimeter of Wycliffe Golf and, lakes/ponds and the main drainage/storm systems, etc. The WCA also provides bulk cable TV service via Comcast Cable. This basic Cable TV service is provided for every resident and the charge is included in your WCA maintenance assessment.

Each District designates its own delegate to attend meetings of the WCA and those delegates, in turn, elect the officers of that (Master) Association. The WCA has a separate Management Company and administrative facility as well as their own annual budget and operating plan. You are billed on a quarterly basis for these WCA services and, to facilitate collection and for your convenience, the CA assessment is included (and shown as a separate line item) in your quarterly Dover bill. Dover then passes the WCA portion of your payment back to the WCA to credit your account.

Where Does the Country Club Fit In?

The Wycliffe Country Club is another entirely separate and individual corporate entity. It is governed by its own elected Board of Directors (15 Directors who are all Wycliffe residents). It has its own unique set of Documents and is actually guided by a different set of Florida legal statutes than the WCA or your Dover HOA. The Board of the Country Club hires the Club's General Manager and the professional that attends to and directs all services and governs/maintains all Club facilities including the Wycliffe golf, tennis, social and dining venues.

Club Membership is mandatory for every home buyer in Wycliffe. Your Club Membership was, of course, accomplished at the time of your closing. You will receive a separate monthly billing directly from the Club. That billing covers your membership dues/fees (greens fees where applicable), charges for your attendance at special events/functions and your dining and/or bar tab, any purchases made at the Pro Shops, Club House renovation/repair costs, your personal golf cart services, etc. The mandatory minimum in Dining Room Charges is currently \$900/yr. per residence having at least two permanent adult occupants. This one aggregated Minimum Annual Charge covers all designated Members on your Club Account (as well as dining costs incurred/charged to your account by your family members, guests, etc.).

Golf Carts

Effective January 1, 2015, all members using their golf carts on WCA property must have in force a liability insurance policy that provides liability and property damage coverage at a minimum amount of \$100,000 per occurrence. All insurance verification will be done at the Club's Administrative office and issuance of stickers will be done through the Golf Pro shop.

As a reminder, please slow down when approaching pedestrians on shared paths. Golf cart etiquette also means that we should slow down and give way slightly to the grass to allow 2 carts coming in opposite directions to pass each other safely.



What Do The Dover Landscapers Do?

The landscapers serve our community under strict regulation of a contract that is carefully negotiated and subject to renewal annually. Their service is done under the supervision of the Management Company and on-site inspections are carried out regularly by the Property Manager. If you would like to discuss any landscaping matter, please contact the Property Manager for assistance.

Your essential landscaping service includes scheduled lawn mowing, clipping/trimming of bushes, hedges and small/moderate-sized trees and fertilization. The services also include maintenance and repair of your original (builder) irrigation sprinkler system or an adjusted system that has been approved by the Dover

HOA Architectural Review Board. Pest control is sub-contracted

for aphids, grubs, spiral white fly, etc. but NOT for trapping or removal of raccoons, possums or other

wildlife which is the responsibility of the homeowner. You should call the Management Company for advice and assistance in properly removing feral and other animals from your property.

Who Takes Care of My Lawn Sprinklers and Irrigation?

Maintenance of your landscaping sprinkler system and management of the irrigation water supply is done by the landscaping company working in tandem with HOA-contracted irrigation specialists.

The water used for irrigation of your property is not municipal drinking water and you are not billed for it. It is actually sourced and pumped to all homes from the lake (water catchment area) on the Common Property. The lake water is drawn and maintained at significant pressure in a main pipeline running underground along a perimeter around the rear of all Dover homes.

Irrigation time clocks affixed to each residence were installed at Association expense. **Please note that these clocks are the property of the HOA.** The devices are set and coordinated with the main computer at our lake-fed pump station behind the Dover monument. This arrangement provides optimal irrigation service to individual homes on a diverse (zoned) schedule of alternate night-time hours and selected days of the week. The schedule takes into account the maximum pumping capacity of our system. It is specifically designed to minimize costly wear and tear on the main pumps at the lake as well as the pipeline supplying the lake-fed irrigation water to all residences and our Common Areas. Clocks are locked and should not be tampered with.

PARKING ON GRASS IS NOT PERMITTED ANYWHERE IN DOVER. THIS PARKING NEGLIGENCE DAMAGES OR DESTROYS IRRIGATION PIPELINES/SPRINKLERS INSTALLED UNDER THE GRASS. FINES MAY BE IMPOSED AND VEHICLES IN VIOLATION MAY BE TOWED OFF PREMISES AT OWNER EXPENSE.

Who Cleans and Maintains My Mailbox?

Your mailbox is the property of the Dover HOA. It was purchased and installed at Association expense to uniformly replace the Developer's smaller "bread box" fixtures. If you have any problem with your mailbox, please contact the Property Manager (do not try to fix it yourself).





When Is My Trash Collected?

Trash and recycling items are picked up at your residence and the cost for this service is included in your annual real estate taxes. Garbage collection is done on both Wednesday and Saturday. But, please note that **recycling, yard trimmings/waste and bulk items are collected only on Wednesdays.**

NEIGHBORHOOD ESTHETICS: Please try to avoid putting out your garbage container and recycling bins prior to 7PM the evening before collection day. If you do some of your own landscape trimming, be sure to put all clippings in plastic bag(s) for removal by the garbage/recycling collectors on Wednesday do not put this type of waste outside your home before 7PM Tuesday evening. Kindly remember that the landscapers are not paid for garbage

collection; a waste removal or "clean up" charge may be applied to the account of any residence in repeated violation.

Be sure to place all of your garbage in a hardened waste container with a lid on top. Do not place garbage outside in plastic or paper bags as the appearance and scent may attract rodents and other pests into our area. Remember, you are responsible for cleaning up any strewn refuse or litter in front of your home. **If you walk a dog, remember to pick up its leavings and always deposit that waste in your own covered garbage container.**

What's the Rule About Coach Lights?

There is "**no strict rule**" but every District in Wycliffe encourages this type of illumination for safety reasons. Coach lights provide a measure of security and comfort for you and your visitors as well your neighbors and the Wycliffe security patrol. Remember, unlit coach lights leave pitch-black driveways and entryways where unwanted pests, stray/feral animals or other intruders are not visible to your Wycliffe security patrol vehicle or to your neighbors who may be leaving or returning from dinner, dog walking or just taking an evening stroll.

Again, leaving your coach lights on is a voluntary. If you would like to participate with this for your own personal protection and as an important courtesy to your neighbors, we recommend that Dover residents leave their coach lights lit from sunset through 11 PM or later. To facilitate this, we encourage you to utilize a coach light automatic timer to ensure illumination when you're home and during your absences. If you are a seasonal resident, you may want to set your automatic timer to turn on and off even when you are away. As a seasonal resident you may want to attend to this matter prior to your departure; i.e., at the same time you stop/forward your mail and suspend your newspaper delivery. If you need assistance in purchasing, installing or learning how to use an automatic coach light timer, please do not hesitate to call your Property Manager.

How often is the Exterior of My House Painted?

The exterior of each Dover reside is painted at approximately five year intervals. The schedule is primarily based upon the year in which construction of your home was completed; it is NOT based on subsequent conveyance(s) of the unit. Over the years since ground was first broken at Dover, the scheduled painting interval was adjusted from an initial (builder's) six-year frequency through a more protracted period in which a seven-year cycle was followed.

At the time your house is due for painting, your roof will be cleaned and the entire structure will be power-washed in preparation for painting. You will be given ample opportunity to select a paint color from an HOA-approved color selection or you may opt to have the current color-scheme re-applied. A Remedial (or Interim) roof chemical cleaning is also scheduled for your home approximately every two years.

These scheduled **entitlements are delineated in your Amended 2011 Dover HOA Declaration**. Your entitled services are provided for annually in HOA budgeted reserves and are contracted and performed entirely at Association expense. If you would like to know when your house is due for exterior painting or remedial roof cleaning or have any other questions about Dover's programs and policies, please contact the Dover Property Manager at GRS Management Associates, Inc.

What does the Gate House do?

We are a gated community as opposed to a secure community. That means that we have security at entry and a roving patrol car. We are not walled or fenced, so there is no way to secure the entire perimeter. We have partial fencing, partial hedges, canals and golf course, but not all the way around the five and half miles of our perimeter. We are a safe community, but occasionally we still have some minor issues: kids trespassing, outsiders trying to come in to fish our lakes, etc. You can help reduce these situations by calling Security anytime you see someone or something that you feel shouldn't be there. Their number is [561-966-9300](tel:561-966-9300).

We also have a traffic program that helps us to keep speeding to a minimum and encourages us to stop at the stop signs.

How should emergency calls be handled?

In addition to our roving officers, we have a team of EMT professionals who are on site at all times. In a medical emergency, **the first step is to call 911, not the guard house**. Our security is automatically alerted that you made this call and our medical team will be on their way to you.

How do I get my Guests Authorized through the Gates?

It is imperative that residents use the automated system, [561-963-7121](tel:561-963-7121), to authorize entry for your guests, delivery and service people. Calling the gate houses takes time away from our Security. It also ties up their phone lines and causes backups when guest arrive without prior approval. You will need your 4 digit security code to access the system. Another option is to use: gateaccess.com, you will also need your security code and home phone number to access the system. Please review www.wycliffeonline.com for further [instructions](#).



And now about you?

We sincerely appreciate the time you've taken to read this brief booklet about your Dover Community at the Wycliffe Golf and Country Club.

Please take just a few more minutes to fill out the enclosed Dover Resident Information Form and return it in the postage-paid envelope provide with this ensemble. This form is intended to provide your Homeowner's Association, GRS Management Associates, Inc., the Wycliffe Community Association and the gate

officers with a current description of the residents in our Community.

The information you provide in this form is chiefly intended for use in communicating with you, your relatives, next-of-kin or any other contacts you've designated in the event of personal/medical emergencies, property problems or natural disaster. Although your information and that of your neighbors will be respected and maintained in confidence, please be aware that if requested some facts might be shared with "first responders" such as police, fire department, ambulance personnel, etc.

Because your information may have become outdated or unavailable, every Dover homeowner or principal renter is requested to complete this form and mail it back to us as soon as possible. Be advised that, in order to keep this important information current, you will be asked to complete this type of form again every few years. However, should your personal data/circumstances change in the interim, please do not hesitate to contact GRS Management Associates, Inc. to update your form.

Thank you for helping your HOA to offer this proven measure of protection for you, your loved ones and your property at Dover.

Sincerely,

The Board of Directors
Dover at Wycliffe HOA, Inc.

DOVER @ WYCLIFFE INFORMATION FORM

Please RETURN the completed form to GRS Management Associates, Inc.

RESIDENT INFORMATION

Unit Address:		Own Rent (Please circle)
Occupant 1: (Last Name) _____ (First Name): _____		
Occupant 2: (Last Name) _____ (First Name): _____		
Home Phone:	Cell Phone:	Alt Phone:
Email Address 1:		Email Address 2:
Mailing Address (if different than Unit Address):		
City:	State:	ZIP Code:

LIST ALL OCCUPANTS LIVING IN THIS UNIT

Last Name	First Name	Status (owner, child, tenant, etc.)

EMERGENCY CONTACT

Name of a relative not residing with you:		
Address:		Phone:
City:	State:	ZIP Code:
Relationship:		

TENANT CONTACT INFORMATION (ONLY IF UNIT IS RENTED)

Tenant: (Last Name) _____ (First Name): _____		
Contact Phone #:	Email:	Lease Dates: _____ to _____

PET INFORMATION (IF APPLICABLE)

Pet Type:	Weight:	Name:
Pet Type:	Weight:	Name:

VEHICLE INFORMATION

Make	Model	Year	Color	Tag#	State

SIGNATURES

Signature of Resident Completing Form:	Date:
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Please note that any changes to the above information must be made in writing & sent to
GRS Management Associates, Inc.
Thank you.

GRS Management Associates
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