

Trevi at the Gardens FAQ for Residents

March 2017

With Revisions: October 2017

Q: What do HOA fees cover with respect to landscaping on individual lots?

A: HOA fees cover maintenance of landscaping (lawn, trees, shrubs/plants) but not replacement of those items if needed. Maintenance includes:

- Weekly mowing in summer, and bi-weekly or as needed, in dormant season
- String trimming around permanent fixtures each mowing visit
- Hard edging sidewalks, driveways and roadways each mowing visit
- Soft edging plant beds, tree rings, etc. every other visit
- Blowing clean all surfaces following each mowing visit
- Pruning shrubs and hedges monthly and as needed, including hard cut-back in Spring
- Trimming trees for appearance, health, and to clear pathways
- Weed control for shrub & tree beds, sidewalks, driveways and porches
- Clean-up at each visit to remove debris
- Fertilizing turf and shrubs four times a year, with weed & feed for turf weeds in Fall
- Fertilizing palms and trees two times a year
- Mulching once a year
- Turf and ornamental pest control as needed
- Monthly inspection of irrigation system

Q: Who determined that fees would cover maintenance but not replacement and have we considered changing to cover both?

A: The builder introduced the parameters which in turn, determined the community's initial HOA fees. Communities may change parameters going forward, which increases the budget. Trevi changed one element of homeowners' direct costs (added tall tree trimming and included private lots) but providing replacement is not financially feasible.

Additionally, since Trevi has some lawns that would require continuous replacement due to insufficient sun, this would be a repetitive cost. Many homeowners with this situation expanded patio areas and, in some cases, installed artificial turf.

Q: What do HOA fees cover with respect to repair and replacement needs?

A: HOA fees cover common use structures (pool, workout room, fountains, etc.). Homeowners are responsible for repair and maintenance of exterior and interior items on individual residences (for instance, garage doors, residence doors, windows, screening, driveways, entrance walks, fencing/gates, patio decks including screening, light fixtures, gutters, downspouts, interior party walls, mechanicals, etc.).

The more significant expense of roof repair/replacement and exterior painting (for common use structures as well as homes) will, in time, impact homeowner cost. Note that roof repair on homes relates to repair that may be needed over time, not unexpected leaks, or damage due to fires, storms or other casualties, negligence, etc.

With respect to roofs and painting, The Association will plan for and manage the work, and costs will need to be covered by reserves and/or special assessments. Each year, we will evaluate the level of homeowner contribution needed for the reserves and adjust as necessary. At the appropriate time, we will create a plan for carrying out the work, ideally on a rotating basis throughout the community to minimize disruption and spread out expenses.

Q: I would like to install gutters on my home. What is the first step?

A: Contact the property management company to file an application for the proposed work. This is available on their website, grsmgt.com. Please note that color and design guidelines apply.

Q: I have trimming preferences for some of the trees or shrubs on my lot. Is this possible?

A: For aesthetic continuity as well as service feasibility, trees and shrubs are trimmed uniformly throughout the community. Individual requests for variations are not possible.

Homeowners should not trim trees or shrubs on their own, as the City has pruning restrictions for certain species and/or for certain locations. Even an inadvertent violation can result in a hefty fine, plus the cost of replacement if the City deems it necessary. The HOA has no sway in a City violation so any related expenses rest with the homeowner.

Q: I have a few potted plants and/or outdoor décor items that I wish to have in my yard or garden area. Is this permitted?

A: Yes. The only caution to bear in mind is landscape maintenance around some items is not always feasible – or even possible. To avoid damage, it is best to have these items only on your **covered** patio area. If damage does occur to items in yards, on walkways, etc., it is not the responsibility of the landscaper or the HOA.

Q: If I need to replace or wish to change any element of my landscaping, what is the first step?

A: Contact the Property Management Company to file an application for the changes you wish to make. In addition to ensuring aesthetic continuity, this safeguards against inadvertently choosing a planting that may not be suited for the physical space available.

Q: Who handles landscape clean-up after a storm? What about palm frond **or other large vegetation debris**?

A: In the event of a **major** storm, the landscaping crew is on site within 24 hours to clear all access ways; general clean-up is completed within three days. The City provides curbside and entry road vegetation pick up **as soon as resources permit after a storm, or** once a week **during normal operations** (palm fronds, branches, etc.)

Q: When the landscapers are here, they don't work in the preserve or around the lake. Why is that?

A: A separate vendor is assigned to those two areas. Palm Beach County has specific requirements for wetland areas which are typically handled by specialized service providers.

Q: What other service providers should I expect to see on the property?

A: Trevi currently works with the following vendors on a regular basis:

- Horizon Landscape Management (landscaping & irrigation management)
- Allstate Resource Management (for the lake and preserve, and lake fountains)
- Perfectly Pure Pools (pool and ground fountain maintenance)
- Inter Kleen (waste receptacle pick-up, pool area cleaning)
- Comet Electric
- Illuminations LED Lighting
- Floridian Gateworks (the entry gate)
- Vulcan Pest Control
- Beach Environmental

Other service providers are engaged as needed.

Q: I see small, square brown boxes around the property. What are these for?

A: These are rat bait traps. We have 40 on the property that are serviced monthly by Beach Environmental. Trevi experienced an infestation mid-2016 and these traps contained the problem. We have kept the service to manage the few that continue to surface but also urge residents to do their part. ALWAYS use a covered garbage bin for bagged refuse. Bags left curbside not in a covered bin are not only a violation, they help rats thrive.

Q: What other pest control measures are in place at Trevi?

A: Vulcan Pest Control provides bi-monthly service for turf, shrubs and ornamentals community wide, and bi-monthly service for the perimeter of structures within common areas (not homes). They also provide white-fly treatment twice a year (if needed) for certain species of trees within the community and evaluate the need for treating other landscaping pests as needed.

Q: I don't have one of the large brown garbage bins that I see at other homes, or the blue and yellow bins for recycling. I've heard these are provided for free by the City?

A: The large brown bins were given to all original homeowners by the builder. If your seller didn't leave the bin, you will need to purchase a replacement. Some municipalities provide these for free (e.g., West Palm Beach), but Palm Beach Gardens requires residents provide their own. PBG does, however, provide 18-gallon recycling containers at no cost. Call Solid Waste Management at (561) 697-2700 for details. **Please note too, bins should be out only during actual pick up days, not ahead of time - and otherwise stored in garages.**

Q: What measures are in place for managing dog waste?

A: Trevi has three doggie waste bag stations, four waste receptacles and twice weekly pick up service. Dog owners may also use their own garbage bin for bagged waste but in NO event, another homeowner's bin. The majority of pet owners at Trevi are responsible and courteous, however, the actions of a few are not. Any resident witnessing non-compliance is urged to report the perpetrator's house number (in confidence) to either the Property Manager or a Board member for follow-up.

Absent this information, there is no way to identify the responsible party. DNA testing has been explored (at 100% cost to all dog owners) but to date, not implemented. DNA programs are not an automatic fix. Testing of unscooped dog waste is not consistently accurate and has led to legal actions within communities. Two separate committees of resident volunteers are required to manage the program - one to confirm that the sample was secured correctly, and another to handle the fining process. Committee volunteers may not be Board members or related to Board members. Even without a DNA program, a fining committee is required for monetary penalty. We have solicited for volunteers in the past, but with no success.

A reasonable solution is simple resident involvement. Confidentially report the homeowner's house number and the Association will address the homeowner.

Q: Does Trevi have pet restrictions?

A: Residents may have a total of two household pets (e.g., dogs, cats) provided they do not make objectionable noise, constitute a nuisance or inconvenience, or endanger the health of other homeowners. Dogs MUST be leashed when outside a home for the well-being of all concerned – AND to ensure against unseen dog waste. As noted above, any resident who witnesses non-compliance with the leash requirement is urged to confidentially report the owner's house number for remedial action. Bear in mind that City regulations for unleashed pets do not apply to HOA gated communities, which makes resident involvement all the more important for our community.

Q: What parking arrangements exist?

A: Residents and their guests may park in their garages, driveways, or common area parking spaces on a first-come basis (when using your driveway, please do not block the sidewalk.) On-street parking (outside of designated parking areas) is not permitted. Commercial vehicles, campers, mobile homes, motor homes, boats, house trailers, boat trailers or any other kind of trailers are only permitted within enclosed garages.

Q: What are the hours for the pool? Is there anything important to know?

A: The pool is open from dawn to dusk. Pool rules are posted at the entrance and also on the pool fence. All of the regulations are important but those to especially note: no glass containers, no pets, no unsupervised children under 12 years old, and no smoking. Two other important cautions as well – please close table umbrellas when leaving to avoid damage on a windy day, and ALWAYS keep the pool gate locked (safety before convenience, as liability affects us all.)

Q: What are the hours for the workout room? Is there anything important to know?

A: You are welcome to use the workout room at your convenience. Manuals for the equipment are available in a 3-ring binder for easy reference, there is a TV, plus bulletin board space for community postings. The most important element of use is turning off the A/C, overhead fan and lights, and locking up when you leave. While it's great to crank up the air conditioning during a workout, it's not so good when it runs all night – and even worse, when the door is left ajar. Everyone may not use the workout room, but we all pay the utility bill. If you're in the area and see it isn't occupied, poke your head in to see if everything is off. The A/C remote and the power switches are immediately inside.

Q: How often does the community have HOA meetings? What are the specifics?

A: There is an annual budget meeting and an annual homeowners' meeting in December. Notice is provided no less than 10 days prior to each meeting if held individually or 14 days if held as one meeting. Board members are elected at this time.

The Board holds other meetings as needed throughout the year (which so far, has worked out to quarterly.) Notice is generally provided one week in advance and in no event later than 48 hours prior, except in an emergency.

Notices are posted on the bulletin board near the pool entrance. Residents may attend all meetings except any that are between the Board and an attorney. Resident input is invited once the Board has reviewed all scheduled business items.

Once finalized and approved, formal minutes are available from the property management company upon request. However, to simplify communication, we send out and post informal discussion highlights.

Q: I may have other questions. Who do I contact?

A: GRS Management is Trevi's property management company and is the point of contact for resident questions, comments or concerns. GRS addresses the matter and follows up with the resident, consulting with the Board to the extent required by the circumstances.

More detailed information about the community is provided in the Declaration of Restrictions and Protective Covenants, which homeowners receive upon purchasing their property. Alternatively, if you have questions about specific topics; e.g., land use, structural changes, etc., GRS will gladly assist you.

ADDED OCTOBER 2017

Q: I would like to lease my home. What are the requirements for this?

A: Owners may lease their home for no less than a six-month term with prior HOA approval. Short term rentals (e.g., Airbnb, VRBO, Home Away, etc.) are not permitted. For each new (or renewed) lease, homeowners must submit a lease application to GRS for review and approval prior to the lease taking effect.

Q: Is Trevi's lake stocked for fishing?

A: There may a fish or two that made its way in through the waterway system, but no, our lake is not intended for fishing. It serves as a retention pond only.

Q: I am concerned about projectiles during major storms or hurricanes. What should I know?

A: Every resident should relocate their outdoor furniture, grills, potted plants and yard décor during tentative situations. If you are not in residence at the time of the storm, it is important to have plans in place for someone to do this on your behalf. Safety for all is important and each resident is urged to do their part.

THIS IS NOT AN ALL-INCLUSIVE DOCUMENT NOR DOES IT REPLACE THE DECLARATIONS DOCUMENT. IT IS OFFERED TO HELP WITH THE MOST FREQUENTLY ASKED QUESTIONS WITHIN THE COMMUNITY AND WILL BE UPDATED PERIODICALLY.