

## **WELLINGTON SHORES ASSOCIATION, INC.**

Welcome to Wellington Shores! Please see summary of frequently asked questions below. Refer to the Association Documents (Declaration of Covenants and Restrictions, Articles of Incorporation, Bylaws and other Policies, Guidelines, and Procedures) for additional information.

**AT&T Internet and DirecTV** are paid by the Association. Additional services and add-ons are the homeowner's responsibility.

### **Internet:**

#### **AT&T Bulk Service Call Center: 866-299-6824**

Wellington Shores has a bulk service agreement with AT&T that provides each home with internet service at speeds of up to 1 Gig at no cost to the homeowner. This service is included as part of your community benefits.

To activate your internet service, homeowners must contact AT&T directly at the designated customer service phone number. This number should be used for all matters related to your service, including:

- Establishing your internet account
- Billing inquiries
- Technical support and service issues

Please note that while the standard internet service is provided at no cost, homeowners also have the option to purchase additional upgrades or enhanced services directly through AT&T using the same contact number.

### **DirecTV: 866-258-8766**

If you have any questions regarding your account activation or self-installing your DIRECTV Gemini device(s), please contact DIRECTV Support at 866-258-8766 or visit their website at <https://linktr.ee/mdupropertyexperience> for additional tips and resources.

### **HOME SECURITY SYSTEM**

A security system (door and window contacts, keypad, motion detectors, and control panel) was installed in each house during construction. Security system monitoring for each house is provided by Alpha Alarms and covered in your association monthly maintenance assessment. You are responsible for all connection, maintenance, repairs, and upgrades to your house system. Contact Alpha Alarms at 561-798-6666.

## **MONTHLY ASSOCIATION MEETINGS**

The Board of Directors of the Wellington Shores Association Inc. meets on the 3rd Tuesday of every month at 5:30 p.m. in the Social Room of the Clubhouse. All homeowners are welcome to attend.

## **FINES**

In accordance with Florida State law, notices for violations of our HOA's Declaration of Covenants and Restrictions are issued by the Property Manager. If the violation is not corrected within the timeframe specified in the notice, the Board of Directors may impose a fine.

All fines are reviewed by the Association's Fining Committee during a scheduled hearing. Homeowners will be given the opportunity to attend the hearing and dispute the violation or fine. Following the hearing, the Fining Committee will determine whether to uphold or vacate the fine. Please be advised that unpaid fines may result in additional consequences, including:

- The fine being recorded as a lien against your property
- Suspension of access to the clubhouse
- Suspension of access to the resident entrance gate lane

Additionally, unpaid fines will appear on your account ledger and will incur a monthly late fee until resolved. It is important that all homeowners address and resolve violations and any associated fines promptly to avoid further action.

## **MODIFICATIONS/IMPROVEMENTS**

Any alterations or changes to the exterior of your property must receive prior approval from the Architectural Review Committee (ARC). This requirement applies to all exterior modifications, including but not limited to landscaping changes, exterior painting, roof replacements, pool installations, lighting fixtures, and any other visible improvements.

Before beginning any work, homeowners must submit a written request using the Wellington Shores Architectural Review Committee Request for Modification form. This form is available online at [www.grsmgt.com](http://www.grsmgt.com) under "Find My Community" and then selecting Wellington Shores Association.

Please ensure that you receive official approval from the ARC before commencing any project. Unauthorized modifications may result in violation notices and possible fines.

## **WATER/SEWER**

Water and sewer service is provided by the Village of Wellington. Contact them at 561-791-4000 to set up your account.

## **COMMUNITY POOL AND CLUBHOUSE FACILITIES**

- Pool hours are from dawn to dusk.
- There is no lifeguard on duty at any time. All residents and guests swim at their own risk.
- Children under the age of 14 must be accompanied by an adult at all times while in the pool area.

Access to the clubhouse and fitness room requires a key fob. Key fobs are available through the GRS Community Management office for a \$25.00 nonrefundable fee. Office hours: Monday-Friday, 9am-5pm.

All posted pool rules must be observed at all times to ensure a safe and enjoyable environment for everyone. Additionally, each time you open a door connecting the clubhouse to the pool deck, you are required to press the “Pool Alarm” button.

## **TRASH**

- Trash collection is provided by the Village of Wellington every Wednesday and Saturday.
- Recycling is collected on Wednesdays.
- Yard waste and bulky items are collected on Saturdays.

Yard waste and bulk items may be placed near the curb beginning on Fridays only. Please do not place these items out before Friday.

All household trash must be placed in City-issued garbage cans and set out at the curb the evening prior to the scheduled pickup day. Garbage cans should be placed separately from recycling bins and yard waste to allow easy access for collection trucks.

At all other times, garbage cans, recycling bins, and yard waste containers must be stored inside your garage or in an area that is not visible from the street.

For any issues related to garbage collection, including missed pickups or damaged containers, please contact the Village of Wellington directly at 561-791-4000.

## **HOUSE MAINTENANCE**

Each property owner is responsible for the maintenance and upkeep of their home's exterior and surrounding property.

This responsibility includes, but is not limited to:

- Roof maintenance and repairs
- Exterior painting and general upkeep
- Pressure cleaning of surfaces as needed
- Maintenance and repair of mailboxes
- Any other exterior elements necessary to maintain the property in good condition

All homes are expected to be maintained in a clean, safe, and well-kept manner in accordance with the Association's standards and governing documents.

Failure to properly maintain the exterior of your property may result in a violation notice and further action as permitted under the Association's rules.

## **LAWN IRRIGATION**

Each property owner is responsible for the maintenance and proper operation of their irrigation system. This includes all components located on your property, such as pumps, piping, sprinkler heads, valves, controllers, and time clocks.

For homes that back up to a lake, irrigation water is drawn directly from the lake using the property's private irrigation pump. For all other homes, irrigation water (lake water) is supplied by the Association through central irrigation pumps and main distribution lines.

Please note that the Village of Wellington regulates allowable irrigation days and times. These schedules may change periodically based on weather conditions and water conservation requirements. To confirm current irrigation restrictions and permitted watering times, please contact the Village of Wellington at 561-791-4000.

## **LAWN MAINTENANCE**

Each resident is responsible for maintaining the landscaping on their property. Homeowners are expected to properly care for all landscaping elements, including but not limited to grass, flowers, shrubs, trees, and mulch. Maintenance responsibilities include mowing, edging, trimming, fertilizing, weed control, pest control, pruning, and replacing plant materials as needed.

All properties must be kept in a neat, clean, and well-maintained condition to preserve the overall appearance and standards of the community. Failure to maintain landscaping may result in a violation notice in accordance with the Association's governing documents.

### **COMMUNITY ACCESS GATES**

The community access gates are controlled by the Envera Virtual Guard system. All residents must contact GRS Community Management to register in the gate access system.

Residents have the option to purchase windshield stickers that allow automatic entry through the resident lane. The cost is \$25.00 per windshield sticker or \$50.00 for metal vehicle tags (for motorcycles or similar vehicles).

Guests must enter through the Visitor Gate and check in at the Visitors Kiosk located in the entrance landscape island. The Envera Virtual Guard system operates similarly to a staffed gatehouse. Visitors will be required to identify themselves and the resident they are visiting.

Access will only be granted once the resident approves the visitor. Approval can be provided in one of the following ways:

- By maintaining a preapproved guest or vendor list (such as landscaping companies) for automatic entry
- By receiving a call from the virtual guard and granting approval at the time of the visit

If the resident cannot be reached or does not approve the visitor, access will be denied. Residents may manage their guest lists, including adding or removing approved visitors, through the myenvera.com app.

Please note that an upgraded guest gate system is planned for implementation in 2026.

### **TENNIS/PICKLEBALL COURTS**

The same key fob used for access to the clubhouse also provides entry to the tennis court gates. Key fobs are available through the GRS Community Management office for a non-refundable fee of \$25 each.

To ensure the safety and proper maintenance of the tennis courts, the following items are not permitted on the courts:

- Skateboards
- Roller skates
- Scooters
- Bicycles

### **DESTRUCTION OF COMMON PROPERTY**

The common areas are provided for the use and enjoyment of all property owners and their guests. However, this use must be exercised responsibly and may not be abused. Any damage to common areas resulting from misuse or abuse will be the responsibility of the individual(s) involved. In addition, property owners are responsible for any damage caused by their guests while on Association property.

We ask all residents to be mindful and respectful of shared community spaces to ensure they remain in good condition for everyone.

### **MONTHLY MAINTENANCE ASSESMENT PAYMENTS**

For assistance with coupon books, mailing address updates, or electronic payment setup, please contact GRS Community Management at [residentservices@grsmgt.com](mailto:residentservices@grsmgt.com) or 561-641-8554.

Monthly maintenance assessments are due on the 1st of each month. Payments received after the 10th of the month will be considered late. Late payments are subject to a \$25.00 late fee, in addition to any applicable reminder notice and demand letter fees.

Please also be advised that residents who are not current on their accounts may have certain privileges suspended, including access to the clubhouse and the resident gate entrance lane.

We encourage all homeowners to ensure payments are made on time to avoid additional fees and service interruptions.

### **CLUBHOUSE**

The Clubhouse remains locked at all times; however, residents may access the facility using their assigned key fob during the following hours:

- Sunday through Thursday: 5:00 a.m. to 11:00 p.m.
- Friday and Saturday: 5:00 a.m. to 12:00 midnight

Additional or replacement key fobs are available through GRS Community Management for a fee of \$25.00 each. Office hours Monday-Friday, 9am-5pm.

The Social Room within the Clubhouse is available for private events and functions. To request a reservation, please complete and submit the Social Room rental form available at [www.grsmgt.com](http://www.grsmgt.com) under “Find My Community” and select Wellington Shores.

### **PETS**

Domestic pets, including cats and dogs (excluding Pit Bulls), are permitted within the community. When outside the home, pets must be kept on a leash or contained within a fenced area at all times.

Pets must not become an unreasonable nuisance or disturbance to other residents. In addition, all pet owners are responsible for the immediate removal and proper disposal of their pet’s solid waste. This requirement applies to all areas of the community, including private residential lots and Association-owned common property.

### **VEHICLES**

Private passenger vehicles, including cars, motorcycles, vans (with applicable restrictions), and pickup trucks (with applicable restrictions as outlined in the Declaration of Covenants & Restrictions), are permitted to be parked overnight in residential driveways, provided they do not obstruct sidewalks.

Commercial vehicles, with the exception of vehicles owned by governmental law enforcement agencies, must be parked overnight inside the owner’s enclosed garage.

Overnight parking is strictly prohibited on streets, lawns, and sidewalks for all types of vehicles.

The Clubhouse parking lot is designated for residents and their guests only while using the clubhouse and/or pool facilities. Overnight parking in the Clubhouse parking lot, as well as parking at any time not associated with clubhouse or pool use, is not permitted.

### **SUSPICIOUS ACTIVITY**

All suspicious activity should be reported directly by the resident who observes it to the Palm Beach County Sheriff’s Office (PBSO).

For emergencies, dial **911 immediately**.

For non-emergency situations or to request a deputy response, you may contact:

- PBSO District 8 (Wellington): 561-688-5447
- PBSO Dispatch (Non-Emergency): 561-688-3400

If there is any uncertainty regarding the situation, residents are encouraged to make the call so that law enforcement can assess and respond appropriately.

### **PROPERTY MANAGEMENT COMPANY**

GRS Community Management  
3900 Woodlake Blvd. Suite 309  
Lake Worth, FL 33463  
residentservices@grsmgt.com  
561-641-8554

We encourage all residents to utilize the homeowner portal to stay informed and manage their association account.

By logging into your portal account at [www.grsmgt.com](http://www.grsmgt.com), you may:

- Monitor your account status
- Review payment history and current charges
- Access community forms and documents
- View Board meeting minutes and other important community information

Regular use of the portal is the most efficient way to stay up to date with your account.

If you experience difficulty accessing your account or need assistance with login credentials, please contact GRS Community Management at [residentservices@grsmgt.com](mailto:residentservices@grsmgt.com) or 561-641-8554.

For all inquiries and/or concerns:

Contact GRS Resident Services Department at 561-641-8554 or email at [residentservices@grsmgt.com](mailto:residentservices@grsmgt.com). For after hour emergencies, please call 561-641-8554 and follow the prompts.