



*CONDOMINIUM ASSOCIATION, Inc.*

# RESIDENT'S GUIDE



## Policies & Procedures Manual

Please Retain in Unit for Use by Guests  
&  
Renters

Revised February 2016

# Solana Lake Residents Guide

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## “Welcome to Solana Lake”

This handbook is designed to provide basic information about our community and the operation of the Solana Lake Condominium Association. It is intended to supplement the much more detailed information contained in the “Declaration of Condominium” and in the “By-laws of Solana Lake”. Both of these documents have been provided to owners at closing and are available on the Solana Lake website. Information on accessing the website is contained in Chapter 8 of this handbook. Please also refer to the website calendar and the social committee bulletins boards for additional information concerning our numerous community activities.

While this handbook is only a summary, we hope you will find it helpful and that the information provided contributes to your enjoyment of our beautiful property.

Please feel free to contact our management company if you have any questions.

Solana Lake Association Board

## Community Organization

The Solana Lake Condominium Association is managed by a Board of Directors elected annually by the owners. The organization operates pursuant to its' founding documents and the provisions of the Florida Condominium Act. The Board has hired Keys Property Management to assist in administration and implementation of matters affecting the community. The manager serves as the main point of contact between residents and the association. The Board meets monthly and residents are encouraged to attend. Agendas are posted in each lobby prior to the meetings. There are two general meetings of the Association annually. These are the Budget meeting in November and the Annual meeting in March.

While due consideration is always given to the rights, privileges, and enjoyment by individual residents, the Association endeavors to operate in a manner which serves the best interest of the entire community. Our goal is to enhance the value and attractiveness of the property by maintaining the physical plant in the most cost effective manner and by providing a safe and secure environment for our residents.

To achieve these goals, the Association has adopted certain rules and standards to maintain the beauty and high quality of life we enjoy at Solana Lake. We believe that, when all owners, guests and tenants know and abide by these common sense rules, we will all benefit.

## Entering and Securing the Property

The Board is committed to insuring that Solana Lake will always be a safe environment for our residents. In order to enhance the security of the property, we have adopted a telephone entry system (T.E.S) and installed security cameras in the building lobbies. A detailed explanation on the operation of the system can be found on the Association website. A security guard is available on the property from 10:00PM to 4:00AM daily. To assist in maintaining security, residents are encouraged to lock all building, garage doors and gates when entering or leaving the property. Individual unit doors should normally be locked.

The Association has adopted various parking procedures which are outlined on the website. We would like to emphasize several of these:

- Backing into parking spaces is prohibited.
- Parking of watercraft, motor homes, campers, recreational or commercial vehicles is prohibited on the property.
- All vehicles must have current registration.
- Non-operating vehicles of any kind are not permitted on the property.
- “Handicap Parking” is by permit only.
- Temporary overnight parking of trailers, vans, or commercial vehicles must be authorized in writing by the Management Company prior to arrival.
- Owners must inform the association of new vehicles and license plate information so our database will be current.

Finally, for everyone’s safety, please adhere to the posted 10 mph speed limit.

## Enjoying Your Unit

While enjoying your unit, please respect the rights and privacy of your neighbors. When you have guests, please insure they are aware of the Solana Lake policies and respect the rights of others residing or visiting our community and using the facilities. To maintain the appearance of the property, do not hang any rugs, towels, swim suits or other personal property from windows, balconies, or any other common area of the building. Smoking material must not be discarded off the balconies or in any of the common areas of the property. All smoking material must be placed in ashtrays provided in each building. A designated smoking section is available on the pool deck.

When cleaning balconies, be aware of the units below yours. Any hosing down of balconies should be coordinated with all residents in your stack. Antennas and satellite dishes may only be installed with the prior approval of the Board. The Association has sole discretion in determining the location of the antenna or satellite dish.

When leaving your unit for an extended period of time, the unit water supply valves located in the washer/dryer closet must be shut off. Air conditioners should be left on when the unit is unoccupied in order to reduce the possibility of mold. Also, the Association provides a pest control service should that be necessary. Contact the management company for assistance.

## Enjoying the Property

Residents are encouraged to use the pool, spa, tennis courts, horseshoe pitch and exercise room while abiding by the posted rules at each facility. A limited amount of equipment for tennis, pickleball, horseshoes and corn-hole is available in the clubhouse. The social committee hosts numerous parties and activities throughout the year. Information on events is posted on the bulletin boards at the garage entrance. The committee also maintains a book exchange in the clubhouse.

Catch and release fishing is allowed from the lake shoreline. Swimming and motorized boating on the lake is prohibited.

We love our pets but they must be kept on a leash in the common area. Pets should be walked across from the front of the buildings and not on the lake side. Per the documents, a maximum of two pets is permitted per unit. Each pet is limited to a maximum weight of no more than thirty five pounds. Pet owners or the person walking the animal must clean up after their pets in all common areas. Animal waste should be bagged and deposited in the trash room dumpsters and not in the building trash containers.

Trash must be deposited in the trash chutes provided on each floor of every building or in the trash dumpster located on the ground floor of every building. All trash must be securely sealed in a plastic bag before disposal. Please recycle properly using the plastic containers in the dumpster room. All cardboard boxes should be broken down for recycling.

Because the electricity in the garages is a common expense, there is a restriction on the use of certain electrical appliances in the garages. Residents should refer to the posted notices for approved appliances and applicable fees. A detailed policy on electric cars and golf carts has been implemented. Owners of rechargeable vehicles should review the policy and procedures with the management company.

Any changes to the common areas must be approved by the association. This includes, but is not limited to, the lobbies and the grounds. The only exceptions not requiring association approval are tasteful seasonal lobby decorations.

## Modifying Your Unit

To protect the property, no structural additions or alterations can be made to a unit without the prior written consent of the Association. The necessary forms are available on the website and from the management company. This process will also insure that your contractors are properly insured and licensed. No hard flooring (tile, wood, laminate, etc.) in lieu of carpeting can be installed without prior approval. Such proposals must include a cork base or other approved material to dampen the sound.

No changes may be made to the exterior of the buildings or the lobbies. Drilling through exterior walls is prohibited. This also includes painting, decorations, installing awnings, electrical wiring, air conditioning units, or other things which might protrude through or be attached to the walls of the building.

The Association has developed standards for window and sliding door replacement as well as hurricane shutters and balcony screens. Where applicable, the specifications include a requirement to have the completed installation inspected by a structural engineer. This will insure that the integrity of the balcony is maintained. There is also an approved front screen door to maintain a uniform appearance. Details are on the website.

Carpeting of any type is prohibited on any balconies or common walk-ups. New installations of tile on the balconies are no longer being approved.

Any questions concerning the modification of units should be referred to the management company.



## Leasing and Renting Your Unit

Renters are an important and active part of the Solana Lake community. The Association has developed a detailed procedure for the processing of lease requests. Instructions are contained on the website. The process begins with the owner or his agent filing a signed copy of the lease and completing a "Notice of Intent to Lease" form. This form provides detailed information about the terms of the lease and the responsibilities of all parties. The form may be accessed on the Association website. Major points emphasized on the form include:

- The minimum rental period is thirty (30) days.
- Occupancy is limited to one lessee and members of his/her family and guests.
- No sub-leasing or time sharing
- The tenant shall have all the use rights on the Association property. Owners leasing their units can only use the facilities as guests of other residents.
- Leases will be subject to all the provisions of the governing documents.
- The unit owner is responsible for any maintenance, repair, or replacement expenses incurred as a result of the rental.
- The lessee, his family and guests must abide by the rules of the Association.

Prior to arriving the renter must also fill out the "Gate and Door Access Form" and pay a refundable deposit for the access cards. The cards are activated by the Association allowing access to the front gates and building doors. These cards expire at the end of the lease and should be returned to the management company. The deposit will be returned and the cards reprogrammed for future use by the Association.

## Our Management Company and the Website

The Association Board employs a professional management organization to assist in the administration of the property. Our manager is:

Scott Headrick, CAM, CMCA, AMS  
Vice President  
Florida Licensed Sales Associate  
Keys Property Management Enterprise, Inc.  
5505 N Atlantic Ave #207  
Cocoa Beach, FL 32931  
(321)784-8011 XT. 212  
(321)784-8350 Fax  
E-mail: [scott@keysenterprise.com](mailto:scott@keysenterprise.com)

Our management company provides all administrative, financial, compliance and reporting services for the Association and serves as the contact point for all resident interaction with the Board.

The manager also coordinates the Solana Lake website. The website is:

[http://www.keysenterprise.com/solanalake/outside\\_home.asp](http://www.keysenterprise.com/solanalake/outside_home.asp)

Residents can visit the sight, view the public side, and apply for access to the resident side. The resident section of the site has detailed information about community activities, personal account information, address book, instructions, photo albums, and various legal and action forms. The site also contains more detailed information on the topics covered in this handbook. Using the website will answer most of your frequently asked questions.

# Problem Resolution

The Association has developed several computer based forms on the website to record problems and to initiate corrective action. The e-forms are electronically distributed to service personnel and board members. This allows management to monitor the progress in resolving the problem. The following e-forms are available:

- Gate and Door Access Help Form – report any change in your access information or to report any problems.
- Cleaning Request – report any area requiring addition or special attention by our cleaning contractor.
- Clubhouse Reservation – reserve the clubhouse for a special occasion.
- Maintenance Request – report any problem in your building or on the common grounds.
- Preferred Method of Communication – let the association know how to contact you in the best way.
- Service Request – report any item that requires the attention of management which does not require maintenance action.
- Address The Board – present any matter directly to the Board for consideration.
- Report a Violation – report any violation of the rules anonymously.
- Requests/Questions – make any suggestion or comment for consideration.
- Certificate of Insurance request form - this form is often requested by financial institutions.
- Web Site Suggestions – ideas to improve the site.
- Homeowner Information Update – use this form to update any personal information such as address changes, (continued)

emergency contacts, vehicle changes, phone numbers etc. This form is especially important in keeping the Association records current.

## More Detailed Information

More detailed information on any of the topics covered can be found at the following:

- The Florida Condominium Act – Section 718  
<http://www.myfloridalicense.com/dbpr/lsc/condominiums.html>
- Florida Condo Law Blog  
<http://www.floridacondohoalawblog.com/>
- Solana Lake Declaration of Condominium (DOCS) – in Documents section of website
- Solana Lake By-Laws – in Documents section of website
- Solana Lake Articles of Incorporation- in Documents section of website
- Audits, Budgets, Financial Statements, Inspection Reports, Board Workshop and Meeting Minutes, contracts, and lots of other material – in the “category area” of the Documents section of website

Books containing information about Condominium Living and Procedures

- New Neighborhoods – A Consumer’s Guide to Condominium Living ---  
-- by Gary and Ryan Polliakoff
- Condominium Concept 14<sup>th</sup> Addition – A guide for Board Officers, etc.  
by Peter M. Dunbar, Esq.