

# WELCOME to STERLING MANOR

Dear New Homeowner,

Welcome to our community! We are so excited to have you as a neighbor.

We know that moving can be stressful, so we wanted to take a moment to welcome you and offer our help in getting settled in. Here are a few things you might find helpful:

- Our homeowner's association (HOA) is a volunteer-run organization that helps to maintain the community and provide amenities for our residents. You can find detailed information about the HOA and our community on our website <https://sterlingmanor.us> along with a PDF copy of this Welcome Letter is located via the "Homeowners" option, then "Welcome Homeowners".
- Our property management company is Greenacre Properties, and their phone number is 813-600-1100. Our property manager is Angela Parker and you can email her at [AParker@greenacre.com](mailto:AParker@greenacre.com) or [info@sterlingmanor.us](mailto:info@sterlingmanor.us). Please feel free to contact Greenacre if you have any questions regarding community care. Any emails via the "info" address will be CCed to the board.
- Our Property Management Company has a "Portal" where you can 1) view community documents, 2) submit architectural requests, 3) pay assessments and 4) view account information. For instructions to access the "Portal" go to [www.sterlingmanor.us](http://www.sterlingmanor.us) website, select the "Homeowners" option, then select "Welcome Homeowners".
- We are located in a great neighborhood, and we are one of the 28 villages within Tampa Palms Owners Association (TPOA). Please visit <https://www.tpoa.net/> to obtain more information about the community. Our village has easy access to schools, parks, shopping, and restaurants. We hope you enjoy living here as much as we do!
- For our residents with school age children, there are several schools and child care facilities in the area. Sterling Manor is located in the Hillsborough County Public School System. To obtain additional information please visit <https://www.hillsboroughschools.org/>.

**The following are some common FAQs (Frequently Asked Questions) from our new residents.**

➤ **How do I get my entrance gate access code?**

Contact our Greenacre property manager.

- **How do I get an extra remote gate opener for the entrance?**  
Contact our Greenacre property manager or email your request to [gates@greenacre.com](mailto:gates@greenacre.com). There is a fee for new remote opener(s).
  
- **What is the code to the Pedestrian sidewalk Gate Keypad?**  
The code is **4131\***
  
- **What are the days for trash pickup?**  
Trash Pickup is on **Monday** and **Thursday**. Recycle Pickup is on **Thursday**.  
Please remember to wheel back your trash and recycle bins from curbside promptly after pickup.
  
- **Who mows my lawn?**  
Lawn care is handled by Green Bandit. Contact Greenacre property manager for any questions regarding lawn care. It is included in our association dues.
  
- **How do I access the utility companies**  
Electric - <https://www.tampaelectric.com/>    Water - <https://www.tampa.gov/water>  
Natural Gas - <https://www.peoplesgas.com/>  
Phone/Internet/Cable - <https://frontier.com/> or <https://www.spectrum.com/>
  
- **What is the Street Parking Policy**  
No overnight parking is allowed on the street.
  
- **Dog owner responsibility**  
We love the dogs in our community, but Sterling Manor is a Poop-Free Zone!  
Please pick up after your pets and keep our community an attractive place to live -- friendly, healthy, and smell-free.  
Dogs must remain leashed at all times when they are outside.
  
- **House Paint Color, Roof Colors and other Exterior Changes**  
Approvals are needed from our HOA and TPOA for exterior changes. Forms are available through the "Portal" and TPOA's website.