

Welcome to



14885 Naples Reserve Circle
Naples, FL 34114

Management Office Hours:
Monday thru Friday 9:00am-5:00pm

Phone: 239-231-4188

Email: NaplesReserveAdmin@kwpmc.com

Professionally managed by:

KW Property Management & Consulting, LLC

A GREAT TEAM DELIVERING GREAT SERVICES!



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KW PROPERTY MANAGEMENT & CONSULTING

KW Property Management

Office Staff

Phone: 239-231-4188

Management Office Hours:

Monday thru Friday 9:00am-5:00pm

Located in the Island Club

Julie Concannon - General Manager

jconcannon@kwpmc.com

Tomas J. Hernandez Gonzalez-Assistant General Manager

NaplesReserveAdmin@kwpmc.com

Loree Hendry - Activities Director

lhendry@kwpmc.com

Located in the Outrigger Building



Important Phone Numbers

In case of an emergency, please dial 911

Naples Reserve

Naples Reserve HOA Management Office.....239-231-4188

Naples Reserve Guard House (Visitor Pass Voicemail).....239-732-7548

Latitudes Café.....239-529-6354

KW Property Management After Hours Emergency Line.....1-800-514-5770

Collier County

Collier County Sheriff's Office (Non-Emergency).....239-252-9300

Collier County Utilities (Water & Sewer).....239-252-2380

Post Office (Goodlette-Frank Road).....239-435-2146

Fire Department (East Naples).....239-774-7111

Florida Power & Light (FPL).....239-262-1322

Waste Management (for Trash & Recycling).....239-252-2380

Animal Services

Collier County Domestic Animal Services.....239-252-7387

Naples Humane Society (Main Shelter).....239-643-1555

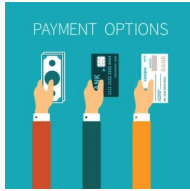
Wildlife Control.....239-430-7287

Cable/Phone/Internet

Xfinity.....1-800-934-6489

Century Link...1-800-261-1691

Website, Maintenance Fees & Payment Options



Please login at NaplesReserveHOA.com to access community documents, pay HOA fees and keep up to date with events and community activities.

Within one weeks after closing on your home, you will receive an email with instructions for logging into the website.

After creating your login and password you can:

- * **Access and update your personal profile**
- * **Print/download community forms (DRC, Lease Applications, etc...)**
- * **Access to community calendars**
- * **Pay Quarterly HOA fees**

Maintenance Fees:

As noted in the association documents, assessments for your property should be remitted on /or before the 1st day of each quarter. (Jan, Apr, Jul & Oct). Payments can be made online via the NaplesReserveHOA.com website or mailed to the following address:

Naples Reserve HOA

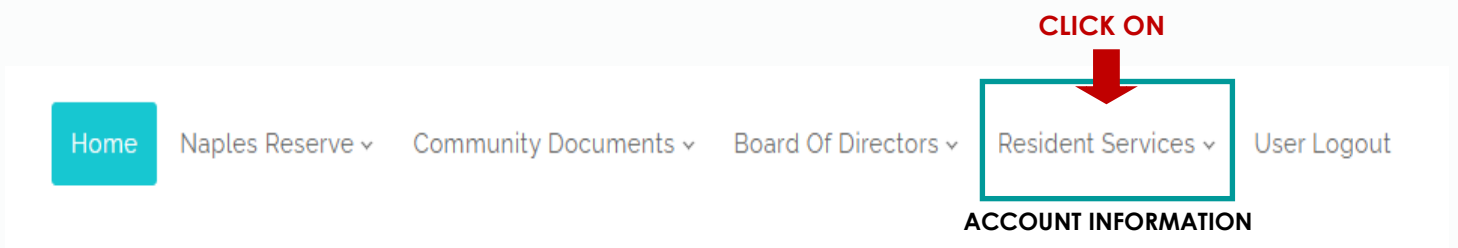
P.O. Box 628207

Orlando, FL 32862-8207

(Please be sure to include your six digit account number on your paper check)

Online Payments:

Payments can be made online via the NaplesReserveHOA.com website using the following payment options: E-Check, Visa, Mastercard, American Express or Discover Card. Please note that all credit card payments are subject to a convenience fee charged by merchant; you will see this fee before submitting your payment. There will be no convenience fee charged for E-check (electronic check) or ACH (automatic withdrawal).



Guard House / Gate Access



Phone Number: 239-732-7548

The gate is staffed 7 days a week from 6am—10pm

Resident Access:

- Car stickers can be purchased for \$25 each at the HOA office located inside of the Island Club.
- The sticker should be affixed to the windshield INSIDE the vehicle on the drivers side in the upper left-hand corner (where the oil change sticker is normally placed). If the windshield has tinting, the sticker should be dropped just below the tinting.
- To test proper placement of the car entrance sticker, we recommend you use a piece of painters tape (Masking tape) and temporarily place the care entrance sticker in the inside of the windshield. Usually a good placement is about 1" to 2" below any blacked out area at the top of the windshield and 1" to 2" to the right side of the windshield.

Guest/ Vendor Access:

- Guests/Vendors entering the community during guard hours (6:00am—10:00pm) will need to check in with the guard. Residents have the ability to call the guard house in advance to notify of an incoming guest. Please note that only registered phone numbers are able to call the guard house directly; two phone numbers are allowed per household.
- Guests/Vendors coming into the community outside of the guard hours will need to use the keypad & code to enter the community.

Gate Access PIN:

- A weekly 4 digit Access Pin will be emailed and texted to all residents every Friday afternoon.
- The PIN can be provided to friends and family members; anyone with a PIN can access the community after hours. Please do not share this pin with outside residents or on social media.

Package Deliveries:

- Any packages delivered by Amazon, USPS, FedEx, UPS, etc., will be allowed into the community by the guard. The guard will not call the resident home as the delivery personnel often have multiple properties to deliver to.
- For any deliveries that arrive after guard hours, the delivery person must use the visitor keypad & code.

Mailboxes, Resale, Leasing & Trash Pick Up

Mailboxes

- Mailbox keys will be provided to the resident after closing.
- The HOA Management Office does not keep spare mailbox keys or make extra copies.
- The resident is responsible to maintain their own mailbox lock & keys. Any issues with mailboxes or mail should be addressed directly with the Post Office.
- USPS will place small packages in the small package boxes located at the mail kiosk. Large packages will be delivered directly to the resident home; the HOA does not accept packages.

Resale

- All resale documents can be located on the NaplesReserveHOA.com website under **Community Documents**.
- Please review the HOA documents for rules regarding real estate signage.

Leasing

- Minimum of 30 days per lease (maximum 12 leases per year).
- Lease application can be located on the NaplesReserveHOA.com website under **Community Documents**.
- All lease applications must be submitted to and approved by the HOA 30 days prior to tenant occupancy.

Trash Pick Up

Waste Management—239-252-2380

REGULAR TRASH PICK UP IS MONDAY & THURSDAY

RECYCLE PICK UP IS THURSDAY ONLY

- Residents are responsible for obtaining their own trash containers from Waste Management.
- All trash containers must be kept inside the garage.
- Trash containers should only be placed by the curb during pick-up days (no earlier than 6pm the evening prior to pick-up).
- Please be mindful of wild animals native to the area. Placing trash containers out too far in advance can attract animals.
- Trash containers must be back in the garage by 6pm on the day of trash pickup.

Landscaping & Irrigation



For landscaping & irrigation questions or concerns, please send an email or work ticket directly to Crawford Landscaping. When calling or emailing, please reference the name of the Project Manager.

Crawford Landscaping

Landscaping Project Manager: Hector Ramirez

Irrigation Manager: Tommy Hugo

Phone: 1-888-581-5151

Email: customerservice@discovercrawford.com

Website: <http://www.discovercrawford.com/request-a-work-order>

After hours irrigation emergency line: 239-438-5945



If you do not receive a response from your vendor within 2 business days from your request, please forward the email or ticket to naplesreserveadmin@kwpmc.com

Amenities

Please visit the NaplesReserveHOA.com website for a full list of rules and regulations for the community.

Amenities

- The Island Club is open from 7am to 10pm seven days a week, has 4,700 square feet of gathering place including a cafe and social area equipped with a large-screen TV, fireplace and welcome center. Its outdoor area includes a veranda, pavilion with an open-air tiki hut, fire pit, resort-style pool, an adjoining junior Olympic lap pool and a splash pool for children. The lakefront beach is also equipped with a sand volleyball court. Additional club amenities include lakefront tennis and pickle ball complex, two dog parks, bocce ball and an event lawn ideal for special events.
- The pool is open 30 minutes after Sunrise to 30 minutes prior to Sunset, seven days a week. This is a Collier County regulation.
- The Island Club's separate 3,400-square-foot fitness center is open 5am to 10pm seven days a week, and offers an aerobics area, free weights and state-of-the-art exercise machines.

Latitudes Café & Tiki Bar

- Pass time at the Tiki Bar and make your way to the tasty Latitudes Cafe for poolside dining or a casual lunch or dinner. Enjoy happy hour specials with a fun drink menu, and scheduled entertainment. This will make the Island Club your home away from home. Latitudes Café is closed on Mondays.

HOA Office

- The management office, located in the Island Club, is open 9am-5pm Monday-Friday.

Outrigger Center

- The rear of the Outrigger is bordered by a dock with a boat. Residents are welcome to use the aquatic equipment and bicycles from 9:30am-5:00pm, seven days a week once a liability waiver is completed. Our Boat Captain is available for boat tutorials Friday, Saturday and Sunday from 9:30am-5:00pm. Homeowners may reserve the Outrigger Center for private events. Please contact the Activity Director for pricing, rules & reservations.

Amenity FOBs

- FOBs can be purchased for \$10 each at the HOA Office located inside of the Island Club.

Pets, Speed Limits & Wildlife



Pets

- Please maintain your pet on a leash at all times.
- Owners are responsible for picking up after their pets.

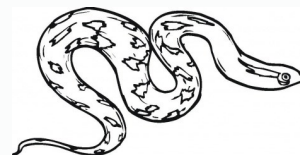
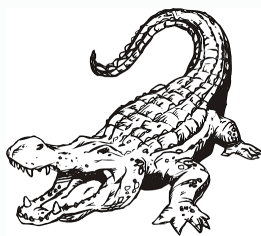
Speed Limits/Driving/Parking:

- The speed limit throughout the community is 25 mph.
- The Collier County Sheriff's Department monitors our roadways and enforces all traffic regulations.
- The speed limit through the front gate is 5 mph.
- Vehicles shall be parked only in the garages or driveways serving the units, or in the appropriate spaces in which parking is allowed; please refer to the Rules and Regulations for parking rules.

Wildlife:

Some of Florida's finest landscapes, which provide us with a peaceful setting and beautiful backdrops, surround our community. The Picayune Strand State Forest and other natural areas around Naples Reserve are home to the Florida black bear, Florida panther and other mammals. The South Florida Water Management District, Florida Forest Service and Florida Fish and Wildlife Conservation Commission have provided helpful brochures to better assist us in sharing these natural areas with its citizens and give us guidance on handling interactions with wildlife and their habitat.

Your Homeowners' Association invites you to join us as good stewards of the environment, helping to preserve the quality of the conservation areas that surround our community. Please review the informational brochures located on our [NaplesReserveHOA.com](https://www.NaplesReserveHOA.com) website; they will provide additional information to help gain appreciation for our environment and our wildlife neighbors.



Design Review Committee (DRC)



One of the most appealing aspects of Naples Reserve is the beautiful blending of architecture and environment. The goal is to protect the beauty and desirability of Naples Reserve via the use of Design guidelines and specific native landscaping requirements. In addition to review of new construction, approval is needed for exterior additions or renovations to existing homes and landscape.

All exterior modifications MUST go through the design review process.

Step 1: Obtain a design review request form from the HOA website at NaplesReserveHOA.com.

Step 2: Complete and submit the request form to your property management company with any additional plans, pictures and details regarding your modification. **There is a \$150.00 non-refundable fee for requesting a design modification.** An additional refundable deposit will also be required (please see the form for more information).

Step 3: Property management will submit to the Design Review Board for review.

Step 4: Once completed, an official letter of approval or denial will be emailed to the homeowner from the management company.

The following are some examples of what needs to be reviewed:

- ◇ Paint Colors
- ◇ Screen Enclosures
- ◇ Screen Doors
- ◇ Decks and Balconies
- ◇ Landscape Renovations/Plant Changes
- ◇ Satellite Dishes
- ◇ Roofing Changes
- ◇ Pools and Spas
- ◇ Fence Additions
- ◇ Accessory/Decorative Structures and Awnings
- ◇ Storm Shutters
- ◇ Exterior Building Modifications (including changes within a lanai)
- ◇ Door Replacement