



September 4, 2019

Dear Member of San Mirage at Bonita Springs,

On behalf of the Board of Directors of San Mirage at Bonita Springs Condominium Association, we would like to present you with our Community Welcome Package. In this package, you will find information to help you understand how our community works, what resources are available to you, and what services and amenities San Mirage provides. We trust you will find it informative.

Please feel free to make suggestions, advise us of anything we may have left out, or any other additions you'd like to see included in this document. As information changes, we can amend this document on a timely basis. You can find the most up to date version of this file on the San Mirage website at <https://sanmirage.org/>. From there, you can download it to your desktop or mobile device.

Regards,
San Mirage Board of Directors

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CONTACTS

Advanced Disposal.....	239-334-1224
Bonita Springs City Hall.....	239-949-6262
Bonita Springs Community Development.....	239-444-6150
Bonita Springs Fire Department Station 23.....	239-949-6200
Bonita Springs Neighborhood Services.....	239-949-6257
Bonita Springs Parks & Recreation.....	239-992-2556
Bonita Springs Utilities.....	239-992-0711
CenturyLink.....	888-805-0302
Comcast.....	800-934-6489
Florida Power and Light.....	239-262-1322
Lee County Property Appraiser.....	239-533-6100
Lee County Sherriff NON-Emergency Line.....	239-477-1820
Lee County Tax Collector.....	239-533-6000
Phoenix Group.....	239-732-1440
Post Office.....	800-275-8777
Library.....	239-533-4860

CALL 911 FOR EMERGENCIES

San Mirage at Bonita Springs Condominium Association, Inc. (the “Association”) is comprised of nine residential buildings and several amenities.

CONDOMINIUM ASSOCIATION

The Association is responsible for maintaining and insuring all the common elements of San Mirage. The Association’s maintenance responsibilities include, but are not limited to, all roads, landscaping, trees, lawns, irrigation, fountains, roofs, exterior paint, pool and hot tub, chaise lounges, fitness center, clubhouse, tennis courts, grills, fences, gates, and life safety systems. The Association is also responsible for providing garbage and recycling collection, water and sewer utilities, and cable television.

The Association is governed by its Board of Directors. Board members are elected by the unit owners at the Annual Members Meeting. The Board elects their Officers (President, Vice president, Treasurer, Secretary) at the Annual Organizational Meeting, which takes place following the Annual Members Meeting.

The duties of the Board encompass every aspect of the Association’s governance model. They are the people making all of the major decisions and establishing policies for the Association. On a regular basis, Board members must:

- Attend board meetings
- Appoint committees
- Investigate inquiries regarding violations, maintenance and other pertinent issues
- Enforce penalties for violations
- Maintain corporate records
- Grant waivers, if applicable
- Enforce the governing documents
- Make decisions regarding litigation
- Hire and monitor management
- Establish sound fiscal policies

MANAGEMENT

The San Mirage Board has elected to hire the Phoenix Group of Naples, LLC, a licensed community association management firm, to handle daily tasks, review prospective owners and tenants and to oversee administrative functions. The Phoenix Group is answerable to the Board.

As an owner, you will pay quarterly maintenance assessments to the Association, due the first day of each quarter (January 1, April 1, July 1, October 1). Billing statements are mailed thirty (30) days before the due date. Maintenance assessments are determined by the budget, which is adopted by the Board annually at the Budget Adoption Board Meeting in November.

AND YOU... THE UNIT OWNER

The other partner in San Mirage is you. Individual residential unit owners (along with their

tenants) are responsible for the interiors of the residential units. All unit owners are encouraged to attend the open meetings of the San Mirage Board of Directors. These open meetings take place in the clubhouse. Meeting notices and agendas are posted on the official bulletin board near the north pool deck gate.

THE OFFICE

The Phoenix Group's office is located at 1415 Panther Lane, Suite 426, Naples, Florida 34108.
Phoenix Website: <https://phoenixgroupnaples.com/>

The Phoenix Group holds on-site office hours in the San Mirage clubhouse every Wednesday from 8:00 am – 12:00 pm.

San Mirage Website: <https://sanmirage.org/>

STAFF

Community Manager

Ms. Michele Boose is the Association's assigned community association manager.

Telephone: 239-732-1440 (24/7)

Email: michele@phoenixgroupnaples.com

Maintenance

Mr. Jose Araujo is the Association's on-site maintenance supervisor. Jose works under the direction of the Board of Directors.

The Association, through its community association management firm, oversees maintenance and janitorial services for the common areas, along with scheduling of contractors and vendors. If you notice any issues in the common areas, including breezeways, stairs, common interior and exterior elements, please call the Phoenix Group.

ACCESS CONTROL

PROXIMITY CARDS

There are two controlled vehicular gates and three controlled pedestrian gates on the property. Controlled gates are locked 24/7 and a proximity card is required to unlock these gates. Proximity cards are available to owners and their tenants. They can be obtained in person during office hours at the Association's clubhouse or by contacting the Phoenix Group.

TELEPHONE ENTRY SYSTEM

When your guest calls you using the telephone entry system, it will call the phone number you designate with the Association's access control business partner. You may use a land line or cell phones number for the telephone entry system.

Guests calling from the east telephone entry system may be granted access by dialing 6 after answering their call. Guests calling from the west telephone entry system may be granted access by dialing 9 after answering their call.

VEHICLE PARKING DECALS

All vehicles within San Mirage must be properly identified with a San Mirage parking decal located on the driver side windshield. Parking decals may be obtained in person during office hours at the Association's clubhouse or by contacting the Phoenix Group.

RECYCLING AND TRASH COMPACTORS

Normal household garbage should be bagged and brought to one of the community's trash compactors. The following items are not permitted to be thrown into the trash compactors: recyclables, oversized items, hazardous materials or chemicals. Glass, metal, plastic, paper and cardboard should all be disposed of in their respective recycling bins. [See the rules and regulations for more information on trash and recycling handling.](#)

CAR WASH

The San Mirage car wash is located at the southeast corner of the property. Bring your own soap and rags.

WATER HEATERS

Water or heat shutdowns are sometimes required due to plumbing emergencies or construction in the high or mid-rise apartments. This can require a costly and inconvenient building wide shut down, which includes draining the entire water or heating system. In order to minimize occurrences of these shutdowns, Management has implemented a water and heat shutdown schedule. On a rotating basis, buildings are offered free water or heat shutdowns. Several times a year, an updated schedule is published with the dates for each building shutdown. Each building will receive approximately four free shutdowns per year. Management must be notified two business days prior to needing this free shutdown.

If you need a water or heat shutdown at any other time, there will be a \$200 fee incurred. With the exception of emergency situations, Management must be notified two business days prior to needing this shutdown.

OUR AMENITIES

FITNESS CENTER, POOLS AND MORE

San Mirage members enjoy a fitness center, swimming pool, hot tub, tennis court, clubhouse and kitchen.

FITNESS CENTER

Located next to the pool deck, the fitness center is a full-service fitness with a wide variety of strength training and cardiovascular exercise machines.

SWIMMING POOL

The swimming pool and hot tub are located in the center of the community next to the clubhouse. The pool and hot tub are open seven days a week from 8:00 am until dusk.

TENNIS COURT

The tennis court is located on the north side of the property and is open seven days a week.

UTILITIES

ELECTRICITY

Florida Power and Light (FPL) is the primary electricity provider for San Mirage. Residents should call 239-262-1322 to set up their accounts.

CABLE TELEVISION

All units are pre-wired for Comcast cable. Basic cable television services are paid for by the Association through a bulk agreement. Residents may contact Comcast by calling 800-934-6489.

Federal regulations allow for the installation of satellite television dishes within condominium associations. Prior to arranging for satellite television service, you must contact the Phoenix Group to obtain approval from the San Mirage Board of Directors for the installation of satellite dishes within the community.

WATER AND SEWER SERVICES

Water and sewer services are provided by Bonita Springs Utilities. Water and sewer services are paid for by the Association. Residents may contact Bonita Springs Utilities by calling 239-992-0711.

PURCHASING, SELLING, REFINANCING OR LEASING A UNIT

MORTGAGE QUESTIONNAIRES & CONDOMINIUM FEES VERIFICATION

Mortgage Questionnaires & Account Verification requests should be purchased through the Phoenix Group by calling or emailing them at 239-732-1440 or accounting@phoenixgroupnaples.com.

NEW OWNER REQUIREMENTS

New owners must be approved by the San Mirage Board of Directors before purchasing a unit. To apply for approval, prospective owners must submit the following to the Phoenix Group no later than twenty (20) days before closing:

- Completed Application to Purchase
- Completed Background Screening Request Form
- Executed Purchase Agreement
- \$100.00 Application Fee Payable to San Mirage
- Copy of valid Driver's License or Photo ID for each person over eighteen (18) years of age.

Moving companies must provide the office with a certificate of insurance prior to the move date.

NEW TENANT REQUIREMENTS

Lessees must be approved by the San Mirage Board of Directors before occupying a unit. To apply for approval, prospective tenants must submit the following to the Phoenix Group no later than twenty (20) days before the lease start date:

- Completed Rental Application
- Completed Background Screening Request Form
- Executed Lease Agreement
- \$100.00 Application Fee
- Copy of valid Driver's License or Photo ID for each person over 18

INSURANCE – LANDLORDS & TENANTS

Landlords are responsible for damages to tenant's valuables if the damages were due to negligence of the landlord. It is recommended that landlords maintain landlord insurance. All landlords must carry HO6 homeowner insurance on the unit.

Tenants are responsible for damages and losses associated with valuables within unit and also damages to interior of the unit.

WHERE AND HOW TO PAY CONDOMINIUM MAINTENANCE ASSESSMENTS

The maintenance assessments are paid quarterly and are due on the first day of each quarter (January 1, April 1, July 1, October 1).

OPTION 1 - CHECK

Write your San Mirage account number on your check, include payment coupon and mail payment to:

San Mirage at Bonita Springs
PO Box 9673
Naples, FL 34101

Checks with accurate account numbers are deposited and posted the same day they are received at the lockbox. The approximate USPS mailing time is 3-7 business days. Please be sure to take holidays and weekends into consideration when mailing your payment.

Note: Main reasons for delays are missing or incorrect account number on a check and/or no coupon included.

OPTION 2 - DIRECT DEBIT (ACH)

To enroll go online to <https://sanmirage.org> to locate the Electronic Payment Authorization Form. Complete the form and return it to San Mirage c/o the Phoenix Group, 1415 Panther Lane, Suite 426, Naples, FL 34109. Once set up, your account will be debited between the 1st and the 5th day of each month.

OPTION 3 - ONLINE BANKING

Supply your bank with the same address as listed for the mail payment, the appropriate account number from your coupon book and 239-732-1440 if your bank requires a contact phone number.

Depending upon your banking institution, your online banking is processed either by the bank withdrawing the funds and mailing an actual check to the lockbox mailing address, or by withdrawing the funds and sending an electronic payment to the lockbox.

Note: The date a homeowner designates or instructs their bank to issue payment (and the date their statement shows as having monies removed) is not the date the payment is received by the lockbox. With physical checks there will be a 3-7 day delay for bank processing and mailing. With electronic payments there is a two-day hold time to verify funds (per NACHA guidelines), then the payment is posted to the homeowner's account on the third business day. Please be sure to account for weekends and holidays when managing your online banking.

Please ensure you supply the correct 9-digit zip code and correct account numbers without dashes or spaces, as these are the most common causes of payments not being properly processed.

OPTION 4 - PAYLEASE

This option is offered by a third-party service provider. Options provided are as follows:

- Phone payments. Please call 866-729-5327 to pay by credit card or e-check.
- Online payments. Please visit <https://sanmirage.org> and click on the "Make a Payment" tab to pay by credit card or ACH (e-check). You will have the option to make a one-time payment or set up recurring payments.

Note: There are service fees imposed by the vendor for using the PayLease options listed above. Standard payment processing time, per PayLease, is 2-3 business days.

CONDO ASSOCIATION INSURANCE

San Mirage's insurance broker, Brown and Brown Insurance, is responsible for handling all insurance related queries. All such queries should, therefore, be directed to the following:

Brown and Brown Insurance
1421 Pine Ridge Road #200
Naples, FL 34109
239-261-3000

KEYS

All owners must provide the Association with a working key for their unit(s) for annual fire alarm system inspections and emergency access.

RESPONSIBILITIES

San Mirage is not responsible for repairs within a unit. This includes, but is not limited to, plumbing, heating, ventilation and cooling systems, floors, interior walls, ceilings, lighting fixtures, telephone and cable wiring, all electrical wiring and other utility lines serving the unit water and sewer plumbing systems serving the unit, interior and exterior doors, interior fixtures, wall and floor coverings, electrical equipment such as outlets, switches, breaker boxes and fireplaces. The unit owner is also responsible for patio tiles and the A/C compressors and other equipment and machinery which may be located on concrete pads on the common elements, as well as the pad itself.

LANDSCAPING, LAWN AREAS AND FENCES

All maintenance of trees and landscaping shall be performed by the Association. Trees, shrubs and seasonal plantings may not be placed in any lawn area. Seasonal flowers may be placed in the bush/shrub area. No permanent lawn ornaments (statues) are allowed in front of any unit. Pinwheels, ducks, deer, wooden figurines, ceramic and clay figurines, etc., are not permitted in the front of any unit. Winter Holiday (Christmas, Chanukah, etc.) decorations and lights shall be removed by January 31st.