

## **WELCOME TO THE ENCLAVE!**

I am excited to be the first person to WELCOME you to THE ENCLAVE in Savannah! Whether it is a local move or a long-distance move, I hope that your move here is a smooth one, and I'd appreciate any feedback to help make this possible.

If at any point, you are not getting a response from someone in this process, please email [welcome@enclavehoa.co](mailto:welcome@enclavehoa.co) Leslie Shinn (Welcome Committee Chairperson)

WEBSITE FOR OUR COMMUNITY: [www.enclavehoa.co](http://www.enclavehoa.co)

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### **To Do Items BEFORE CLOSING:**

Go to our community website (<http://enclavehoa.co>) to get the form for the RFID Form (under Resources). Email our board at [enclavehoaga@outlook.com](mailto:enclavehoaga@outlook.com) to get the paperwork for our Security gate and key fobs. You will need your vehicle license plate numbers & the make/model of vehicles

The board will use this information above to set up your account with Atlantic Waste (Garbage Pickup) [atlanticwaste.com](http://atlanticwaste.com) (912) 964-2000

- One trash can is included with your HOA Dues, you may request a second or a recycling bin at your cost by contacting Atlantic Waste.

Homeowner to setup your electric account with Georgia Power

Homeowner to setup your water account with Consolidated Utilities  
<https://consolidatedutilities.com/> (912)233-3254

Options for internet include AT&T and Xfinity (Comcast )and there are some cellular services that may be offering services soon (Verizon, T-Mobile... etc.). Please note that there are some areas that offer one but not the other in our neighborhood, since we are still growing.

### **To Do Items ON CLOSING DAY:**

If your paperwork was done (see above) prior to Closing, you can send your CLOSING STATEMENT to the board ([enclavehoaga@outlook.com](mailto:enclavehoaga@outlook.com)) to receive your 4 digit pin via email. Your RFID tags for your car and Key fobs will be left for you at the gatehouse. They will let you know when to pick them up. AT a minimum, they can give you a FOUR DIGIT TEMPORARY code to get into the gate (see kiosk details below). The gate attendant (when on duty) will be able to program your RFID/Fob if it has not been done at this point. If you come after hours, you might not be able to pickup your fobs/RFID at the gate.

Attempt to use your 4 digit PIN to enter the gate (use keypad just before the Guard Area). Additionally, you should see if your call-in function works (See section about the KIOSK for details). It is best to do this when there is a guard on duty so that you can get assistance if the code does not work.

Instructions for Enclave Community property access

- GATE RFID Tags are to be installed in the UPPER portion of the INSIDE of the windshield on the passenger side. Enter the gate on the RIGHT when you have this RFID TAG.
- Put the tag lower on the windshield IF you have dark tinting near the top.
- KEYFOBS are for entry into the pool/fitness/common areas. If you lose these, please contact the Gatehouse so that someone else cannot enter our common areas.
- Residents may request one My Q App per household by contacting the gate attendants.

### **PRE-OWNED HOMES:**

- IF you received KEY FOBS from the prior owner, **email the board at [enclavehoaga@outlook.com](mailto:enclavehoaga@outlook.com) and let them know you have these. If they are damaged, let him know and he will issue you new key fobs.**

### **To Do Items AFTER CLOSING:**

Join our Facebook group! Even if you're not a Facebook user, we highly suggest you join this group [www.facebook.com/groups/2244510472342429](https://www.facebook.com/groups/2244510472342429) This is only for RESIDENTS, not family/friends.

- You will be asked to list your address and to name a member of the board (You can use any of these names (This is to reduce spammers)).

**President - Stephen G. Guarino**

**1st Vice President – Elizabeth Copic**

**2nd Vice President – Lori Alexander**

**Secretary- Nancy Muenzfeld**

**Treasurer- Fran Middleberg**

- . When you have questions, use the SEARCH function to see if the answers are already there before asking. Also, make sure you read this document fully.

Send me an email so that I can drop off a gift and say HELLO! [welcome@enclavehoa.co](mailto:welcome@enclavehoa.co) I don't like to drop in on folks in the middle of a move without knowing they are ok for a visitor! We have a few people in the neighborhood that make homemade treats for the newbies!

Look at our website <http://enclavehoa.co> for instructions on how to pay dues. The website contain a vast amount of information and homeowners should familiarize themselves with it.

Add this contact information to your phone for the FRONT GATE. (suggestion, put it in your emergency list so that it will ring even when you have your phone in sleep mode

912-232-5848 [enclavagatehousesav@gmail.com](mailto:enclavagatehousesav@gmail.com)

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### **Important Information & FAQ**

First, our Facebook group (see above) is a GREAT RESOURCE for things that are happening in our community. I'd join and use the SEARCH bar for any TOPIC where you may need more info. You can search for words like HANDYMAN, and you may find a great handyman that others have used. I'd do this first, before posting a question, but feel free to ask the group!

### **OUR MANAGEMENT COMPANY**

- Mark Schreiber [schreibermanagement@gmail.com](mailto:schreibermanagement@gmail.com) (912) 661-6879
- Maintenance Issues/Emergency Only: Gary Rowden [garyrowden2@gmail.com](mailto:garyrowden2@gmail.com) (912) 509-6597
- Homeowner accounts are available through the Door Loop App. You must request an invitation from Mark Schreiber and create an account.

### **THE GATE**

- Manned Gate Hours (subject to change, always have a backup plan!)

- Sunday: 10AM-6PM
- Mon-Friday: 7AM to 7PM
- Saturday: 9AM-to 7PM
- The Kiosk works 24/7/365
  - You should have set up a PIN to enter the gate via the Kiosk (on the left before the guard shack). Only use this for FAMILY and TRUSTED friends. I would try this out to make sure your code is working.
  - During unmanned hours, guests can call your phone (name lookup) and you let them in by **pressing 9** (there is a step by step guide posted in the Facebook group, see FILES, or click [here](#))
  - I'd try both of these methods BEFORE you need to use them! If you have a problem, you can ask the GATE ATTENDANT to help add these codes. Our Facebook group has detailed instruction on how to use this system (under "files")
- Visitor Process:
  - Trusted Family can use your PIN to get in the gate.
  - Right now, you need to email or call the front gate to allow visitors in. Put your name and address in the subject line. In the near future, we will be changing these instructions to allow use of a new APP.
    - 912-232-5848
    - [enclavegatehousesav@gmail.com](mailto:enclavegatehousesav@gmail.com)
- MYQ Community App

### **THE CLUBHOUSE/POOL/FITNESS CENTER**

- Key fobs are needed to enter the gate to the pool and to the fitness center.
- If you have children using these services, make sure you walk thru the area with them and identify the rules.
- The most violated items in the gym are not cleaning off equipment and/or not returning weights/equipment to the original spot.
- WIFI CODE: enclave01 (all lowercase) updated 08/2023
- If you lose your key fob, **immediately notify the board at** [enclavehoaga@outlook.com](mailto:enclavehoaga@outlook.com) and the gate attendant.

### **TRASH**

- TRASH pickup is on Thursday. (ATLANTIC WASTE)
  - Atlantic Waste has automatic trucks, and they typically only pick up what is in the bin. Not anything next to it.
  - They will sometimes skip you if the ARROWS are not pointed towards the road. This is also for the automatic trucks.
  - Don't put your bin out directly next to the Mailbox (think automatic truck errors!)
  - Holidays will change these dates, so check the vendors website. Typically, they pick-up on all holidays except for the day of Thanksgiving, Christmas Day, and New Year's Day. On these holidays your trash pick-up will be taken care of the day after your normal pick-up day. The days that are in the same week as the holiday will also be off by one day if they occur after the holiday itself. Your normal schedule will resume the next week.
  - Trash bins are not to be left on the side of your home unless you have a privacy fence (see Homeowner Regulations for details)
- RECYCLE BIN: If you would like a Recycle Bin (Yellow Top), please contact Atlantic Waste at 912-964-2000 after your service is established.
  - Pickup is every OTHER week, starting January 5, 2023
  - There is a \$50/quarter charge for this that is paid by the resident.
- Chatham County Public Waste
  - [Chatham County Public Waste](#) for details. We are considered Westside/Georgetown for the schedule.
  - BULK TRASH pickup is on the first Friday of every month (Put it on your calendar!) Cardboard can be included here (flatten them for easy pickup)
  - LAWN WASTE is picked up each Monday.
    - Use Lawn Debris bags (found at Lowe's/Home Depot/Ace/etc.)
    - <https://publicworks.chathamcountyga.gov/YardWaste/Recycling> for more details on what can be picked up. There are specific size requirements for branches/trees. Read this BEFORE a Hurricane happens!

## **PETS**

- If you have pets, you must pick up the Dog Waste and dispose of it in your own trash bin.
- There are Pet Stations in case you forget your bag. Please be courteous of your neighbors!
- Pets must be kept on a LEASH when walking them. Even if you're out in your front yard, they must be restrained by some method to protect our walking community.

## **ARCHITECTURAL GUIDELINES & APPROVALS**

- If you're interested in putting up a FENCE or making any change to the outside of your home, including landscaping, , you need to get approval for this before starting installation. These forms and instructions are located on our community website at <http://enclavehoa.co>
- The request is sent to the ARC via the email address below, along with the attached application and supporting documents for the improvement you are requesting. Once it is submitted,, you will receive an email or comment saying that your request has been received and will be reviewed. The ARC has 30 days to approve the request, and if it is not approved within that time frame, it will be considered not approved. The ARC is made up of your soon to be neighbors and each section of the community is represented.
- Any questions regarding Architectural Guidelines go to: [enclavearc@outlook.com](mailto:enclavearc@outlook.com)
- PLEASE NOTE: You cannot SUBMIT documents until you CLOSE ON THE HOUSE. All changes to the exterior of your home including landscaping must be approved by the ARC.

## **CONTACT INFO FOR COMMITTEES:**

- Beautification Committee: [beautificationenclave@outlook.com](mailto:beautificationenclave@outlook.com)
- Fitness and Recreation: [fitnessenclave@outlook.com](mailto:fitnessenclave@outlook.com)
- Social Committee: [enclavesocial@outlook.com](mailto:enclavesocial@outlook.com)
- Welcome Committee: [enclavewelcome@outlook.com](mailto:enclavewelcome@outlook.com)
- Architectural Review Committee: [enclavearc@outlook.com](mailto:enclavearc@outlook.com)

## **MISCELLANEOUS**

- Each resident needs to put their house number on their mailbox. When mail/packages come after dark, the delivery person can NOT see the house numbers, and packages are often misdelivered.
- The new email for the BOARD is [EnclaveHOAGA@Outlook.com](mailto:EnclaveHOAGA@Outlook.com). This email will automatically CC all of the board members. Please realize that some issues are with our BOARD and some are with our MANAGEMENT COMPANY
- Make sure all people using the clubhouse/pool/workout area know all of our rules. PLEASE, do not let anyone in the fenced areas unless you KNOW they live here. You would be responsible for anyone you allow inside the gates.

- The speed limit in our community is 25 MPH. Please discuss this with your household.
- No fireworks in the neighborhood. You will get a fine in the mail (if you're wondering).
- The dumpsters at the clubhouse are NOT for personal use.

### **Important Contact Information**

Enclave Website	www.enclavehoa.co
Board Email	Enclavehoaga@outlook.com
Management Company	<a href="mailto:Schreibermangement@gmail.com">Schreibermangement@gmail.com</a> (912) 661-6879
Gatehouse	<a href="mailto:enclavegatehousesav@gmail.com">enclavegatehousesav@gmail.com</a> (912) 232-588
Atlantic Waste	(912) 964-2000
Consolidated Utilities (Water)	(912) 233-3254

**WELCOME TO THE ENCLAVE, A GREAT PLACE TO LIVE!**