



**REFLECTION
LAKES**

— *Naples* —

Welcome Packet



Owner's Manual

14020 Mirror Drive, Naples, FL 34114
(239) 692-9379

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RE: Welcome to Reflection Lakes

Dear New Homeowner,

As a member of the Reflection Lakes Family, we would like to welcome you to your new home! You will be living in a treasured property, surrounded by beautiful, majestic waters, and designed to provide you with ease and convenience in your daily lifestyle.

You are a member of **REFLECTION LAKES AT NAPLES MASTER ASSOCIATION, INC.** (The Master Association). Allied Property Group professionally manages your Master Association, while under the direction of the Board of Directors.

We are enclosing an Owner's Manual prepared just for you. This manual is designed to acquaint you with all aspects of association living. It can be of major assistance in helping you settle into your new home and offer helpful tips for making the move as trouble-free as possible.

The enclosed manual briefly summarizes some of the information contained in the Master Association Documents (given to each unit owner at the time of purchase). Since the Master Association Documents are the actual governing documents, we strongly suggest that you review them carefully for a full understanding of how the Master Association operates.

If you are a new condo owner, know that the condo association has written rules and regulations and a welcome packet for your reference.

We are very pleased you have chosen REFLECTION LAKES as your new home!

If you have any questions, please contact your Community Association Manager, Di Severns, by phone (239) 692-9379 or by email at manager@reflectionlakesatnaples.com. We are all here to serve you even before you move in.

Congratulations! The Board of Directors welcomes you!



The Association retained **Allied Property Group** to oversee the day-to-day operations of our community. The following will help give you a brief outline of some of the services provided.

- The duties of Allied Property Group include the responsibility for accounts payable, accounts receivable, maintaining the financial records, supervising subcontractors that work for the Association and assisting in the enforcement of the provisions of the documents and the general overall administration of the policies established by your Board of Directors. Allied Property Group additionally staffs your property with a Licensed Community Association Manager.
- Your Association also hires outside contractors to service and maintain the Master Association's common property. Guided by contracts, the operating budget and your Board of Directors, Allied Property Group gives these contractors direction and supervision.
- Your Community Association Manager, Di Severns, can be reached by calling the onsite office at (239) 692-9379 or email manager@Reflectionlakesatnaples.com
- If you have any questions pertaining to your maintenance fee account, please contact the onsite Manager first for assistance. Onsite office hours are Monday through Friday 9:00AM to 5:00PM. You can also call Allied Property Group at (239) 241-6499. Office hours for Allied Property Group are Monday through Friday from 9:00AM to 5:00PM, closed for lunch between 12:30PM – 1:30PM. They take emergency after-hours calls as well. Direct all other concerns to the Community Association Manager.
- The Association also has a useful website for new owners. The website address is www.reflectionlakesatnaples.com. We encourage that you use this tool to your advantage. On the website you can review the Community Documents, check out the Community Calendar for events, and much, much more!
- Allied Property Group utilizes Enumerate Engage, which is a portal for owners to use to review their account information, make payments for assessments, and be informed with what goes on in the community. After visiting the Management Office, you will receive a "Welcome" email to get started making an account.

REFLECTION LAKES HOMEOWNERS' ASSOCIATION, INC.
OCCUPANT INFORMATION UPDATE SHEET

The information requested is needed to update the current information on file with the Association and to authenticate entry into the community. This information is confidential and will only be made available to the Association, and Allied Property Group.

Please return via email, mail, or drop off at the Clubhouse all forms to:

Di Severns, Manager: manager@reflectionlakesatnaples.com or

Kiara Chesser: assistantmanager@reflectionlakesatnaples.com

RLN ADDRESS: _____

MAILING ADDRESS: _____

(If different than address above)

HOMEOWNER(S) INFORMATION:

NAME: _____ CELL #: _____

EMAIL: _____ HOME #: _____

NAME: _____ CELL #: _____

EMAIL: _____ HOME #: _____

OTHER FAMILY MEMBERS LIVING IN THE UNIT:

NAME: _____ AGE: _____ RELATIONSHIP: _____

NAME: _____ AGE: _____ RELATIONSHIP: _____

NAME: _____ AGE: _____ RELATIONSHIP: _____

VEHICLES:

YEAR: _____ MAKE: _____ MODEL: _____

PLATE: _____ STATE: _____ COLOR: _____ BARCODE: _____

YEAR: _____ MAKE: _____ MODEL: _____

PLATE: _____ STATE: _____ COLOR: _____ BARCODE: _____

YEAR: _____ MAKE: _____ MODEL: _____

PLATE: _____ STATE: _____ COLOR: _____ BARCODE: _____

IN CASE OF FLOOD, FIRE OR POLICE EMERGENCY, WHOM SHOULD WE CALL?

(PREFERABLY SOMEONE WITH A KEY)

NAME: _____ RELATIONSHIP: _____

CELL #: _____

SIGNATURE: _____

MAINTENANCE ASSESSMENTS

Maintenance Assessments are due on **the first of each month** and checks are to be made payable to ***Reflection Lakes at Naples Master Association***.

The monthly maintenance assessment fee for your address is \$ _____

Please be advised, for your convenience, courtesy coupons will be mailed to you. If you do not receive coupons, please contact the Management Office. Non-receipt does not relieve the unit owner of timely payment responsibilities.

Allied Property Group offers the following options to make your Payment Assessments:

E-CHECK with Click Pay

You may submit your payments electronically via e-check. This is a self-initiated, one time or recurring debit from your checking or savings account that you control. To make an electronic payment by e-check, **you will need to create an account with Allied Property Groups third-party vendor, Click Pay**. Please visit <https://login.clickpay.com/apg/> to begin creating your account.

CREDIT CARD with Click Pay: This is a self-initiated, one time or recurring debit from your credit card that you control. Pay-Lease accepts the following: **Visa, Discover, MasterCard, American Express, JCB, and UnionPay**. Please be aware there is a convenience fee charged for paying by credit card, this fee is set by the regular assessment amount for your Association.

ONLINE BILL PAY or CHECKING ACCOUNT

If you use online bill pay through your bank, make sure to make payments payable to your Association, include your Property Account Number and mail to the following address:

Reflection Lakes at Naples Master Association, Inc.
c/o Allied Property Group
P.O. Box 30464
Tampa, FL 33630

MAIL a CHECK to Click Pay's LOCKBOX

Our statements and coupons contain information specific to your account number in the scan line. You mail the perforated portion of the statement or coupon and your check directly to Click Pay's Lockbox. Here is the mailing address for checks:

Reflection Lakes at Naples Master Association, Inc.
c/o Allied Property Group
P.O. Box 30464
Tampa, FL 33630



BILLING & PAYMENT OPTIONS

Dear Homeowner,

We are happy to announce that you may now register for Online Payments through the Owner Portal or by following the instructions below. Once you are logged in to the Owner Portal click on Payment Method and Registering is easy, just follow the instructions on the attached step-by-step guide.

ONLINE PAYMENTS

Through our payment portal, you can conveniently make one-time or scheduled payments online. Payments can be made by major credit and debit card or by e-check (ACH) from a bank account. **Recurring ACH carries a one-time set up fee of \$2.50, but it is free thereafter**, but the other options carry a convenience fee each time a payment is made. As the *preferred way* of accepting payments, we invite you to get started by creating your account below.

login.clickpay.com/apg

- ① Click **Register** and then create your online profile with **ClickPay**
- ② **Connect Your Unit** using the requested information
- ③ Set up scheduled payments or make one-time payments



For help with your account, visit **ClickPay's** support center at www.ClickPay.com/Help for access to FAQ's, step-by-step walkthroughs, email and phone support, and live chat. You can also call **ClickPay** at 1-800-533-7901 or email them at support@clickpay.com.

MAILING ADDRESS FOR PAYMENTS

If you choose to submit your payments by paper check, money order, or through your bank's Online Bill Pay feature, please send your payments to the address listed below:

**P.O. Box 30464
Tampa, FL 33630**

Checks should be made payable to **Reflection Lakes at Naples Master Association, Inc.** Make sure to include your account number or property address in the notes section of your check or your Online Bill Pay settings.

Thank you for your attention to this matter,
Allied Property Group

General Information

VEHICLE ACCESS:

All vehicles must be registered and display a car code. Registering your vehicle helps to ensure that your automobiles are identifiable during your absence and if they remain at Reflection Lakes. Please contact the Management Office for further information (239) 692-9379

ASSOCIATION DOCUMENTS:

For more comprehensive information concerning the Master Association's composition, structure, and powers, refer to the Association Documents given to you at the time of purchase. The documents are also on the Association's website: www.reflectionlakesatnaples.com

EMERGENCY NUMBERS:

For any real emergency, please dial 9-1-1. If there is an emergency pertaining to the Master Association, please call Allied Property Group at (305) 232-1579. Collier County Sheriff's Office Non-Emergency number is (239) 252-9300

INSURANCE INFORMATION:

The association policy covers all common property including the Clubhouse and amenities. It also provides liability in case injuries occur on association property. The insurance purchased by the Association only covers property owned by the Association and does not cover claims against an owner due to accidents occurring within your home nor does it cover casualty, theft, loss, or flood damage to the contents of a home.

An individual homeowner policy protects your home, personal property, fixtures, and improvements. It provides liability coverage in case of injury resulting from the owner's negligence. When purchasing an individual policy, owners and/or related competent agent should examine what the association policy covers. The association provides no insurance coverage on your dwelling. No significant risk should remain uncovered, and owners should make sure they know the property coverage for which they are responsible.

YOUR MASTER ASSOCIATION STAFF:

It is the Manager's job to make you and your guests feel as comfortable and secure as possible. Please note that no Employee of the Association may do personal errands for Unit Owners or Occupants. Here is a brief listing and description of each position:

Community Association Manager: Di Severns, LCAM
Community Association Assistant: Kiara Chesser, LCAM

The Property Management Company, under the direction of the Board of Directors, is responsible for managing and directing all day-to-day activities that affect building operation and services. The Manager inspects roofs, parking, driveways, and other community concerns while ensuring owner compliance. To provide efficient service to our residents, all suggestions, concerns, complaints, and inquiries should go through the on-site manager at the Clubhouse Association Office. 14020 Mirror Drive, Naples FL 34114. Phone: (239) 692-9379

General Information (cont.)

TELEVISION/ INTERNET:

Reflection Lakes is equipped with a local cable system accessed in each unit by direct cable hookup with Summit Broadband. Contact Summit via telephone number is (239)-444-0040. Basic cable and internet are included in your maintenance fees, but any extra service will be at your own expense. Please be advised that you will be responsible for any additional services requested and billed directly by Summit. Be sure to check our community channels (CCTV) 102,103, and 104 for important Association information. RL Facebook Group is monitored for compliance.

SATELLITE DISHES:

For installation of Satellite Dishes, please refer to ARB (Architectural Review Board) Design Guidelines or email: ARB@reflectionlakesatnaples.com

UTILITIES:

- Summit Broadband – (239) 444-0400
- Florida Power & Light – (239) 262-1322
- Water and Sewer – (239) 252-6245
- Collier County Utilities – (239) 252-2380

THE ABOVE SERVICES SHOULD BE SET UP IMMEDIATELY AFTER CLOSING

PARKING:

Street parking is prohibited in Reflection Lakes, other than contractor-owned commercial vehicles doing business in the community. All resident-owned vehicles must be parked in a garage or driveway. Vehicles should not encroach over any part of a sidewalk. Vehicles parked in a neighbor's driveway must have prior approval from the owner.

WASTE MANAGEMENT:

Waste is collected twice a week in Reflection Lakes by Waste Management. These days are Monday and Thursday. Place household waste in the solid green top cart. You may use heavy-duty plastic bags for excess household waste. Carts may be placed curbside, after 5:00PM, the day before collection. Carts and materials must be placed at least three feet from mailboxes and other obstacles.

Recycled waste is collected once a week, on Thursdays. Place recyclables clean, dry, and loose inside your yellow top container. Do not bag recyclables. Carts may be placed curbside, after 5:00PM, the day before collection.

Carts are to be kept/stored inside the garage. Carts must be brought back in the garage within 12 hours of collection.

The holiday schedule for Waste Management is available at:

<https://www.wm.com/us/en/holiday-schedule>

General Information (cont.)

LANDSCAPING:

HOA common area, single family and villa grass, trees, shrubs, and community wide irrigation are maintained by the HOA landscape contractor. The grass is mowed weekly, as required, during the rainy season and every other week during the dry season. Rainy season is June through November; However, the landscape contractor will advise the BOD (Board of Directors) when the maintenance changes. Maintenance also includes grass edging/ trimming along driveways, sidewalks, and mulch beds. Maintenance also includes shrub and tree trimming.

Brightview Landscape Services is the currently hired landscape contractor for the Master Association. Owners may set up an account with their online portal to submit service requests regarding landscaping. The link to create an account with Brightview Connect is:

<https://connect-register.brightview.com/?propertyGuid=0015A00002BgLPTQA3>

Instructions will be provided on the next page.

Introducing the All New BrightView Connect



BrightView Connect is a new online service request portal with a specific site created for Reflection Lakes. It will allow you to create work requests for landscaping and allow BrightView to receive them in real time. Each ticket will be tracked within the system under the resident's user dashboard to keep you updated on the progress.

New User Registration

Registering for the system is easy. Just follow the unique URL provided to you from property management or BrightView. Cut and paste that link into your internet browser. It works from your desktop or mobile device.

<https://connect-register.brightview.com/?propertyGuid=0015A00002BgLPTQA3>

Once you enter your email address you will be sent a verification code to that email. Enter that code and you will be attached to your community and then asked to enter your information.

Important

After you enter your information you will be given a **Temporary Password** to sign into the system. It is important to keep track of this password by copying it on your computer or writing it down. You will need it **two** more time in order to sign in and choose a new password.

Once signed in you will be taken to your property's home page and be able to check schedules, read announcements and submit service requests through the system.

From that point forward you can go to <https://connect.brightview.com> and sign in as you would on any other website.

IMPORTANT WEBSITES AND EMAIL INFORMATION

WEBSITES:

https://reflectionlakesatnaples.com/	PRIMARY SOURCE OF RLN INFORMATION
https://reflectionlakescondo1.com/	PRIMARY SOURCE OF CONDO 1 INFO
https://alliedpropertygroup.net/	MASTER ASSOCIATION PROPERTY MANAG.
https://guardianpropertymanagement.net/	CONDO 1 ASSOCIATION PROPERTY MANAG.
https://engage.goenumerate.com/	MASTER ASSOCIATION PORTAL
https://login.clickpay.com/apg/	MASTER ASSOCIATION ONLINE PAYMENTS
https://connect.brightview.com/	MASTER ASSOCIATION LANDSCAPE PORTAL

EMAILS:

manager@reflectionlakesatnaples.com (for issues with Master Association property)	Community Manager, Di Severns
assistantmanager@reflectionlakesatnaples.com	Manager's Assistant, Kiara Chesser
bod@reflectionlakesatnaples.com (for Board related policies for Master Association)	Board of Directors
social@reflectionlakesatnaples.com (for information and suggestions regarding social functions)	Social Committee
arb@reflectionlakesatnaples.com (for questions regarding homeowner property modifications)	Architectural Review Board
finance@reflectionlakesatnaples.com (for questions on budgets or financial data for Master Association)	Finance Committee
bldgsandgrounds@reflectionlakesatnaples.com (for questions or concerns regarding clubhouse and community area enhancements)	Building and Grounds Committee
tandc@reflectionlakesatnaples.com (for suggestions for increasing communications with Master Association)	Technology and Communications Committee
lc@reflectionlakesatnaples.com (for questions regarding homeowner landscape concerns)	Landscape Committee

FACILITIES AND AMENITIES

Reflection Lakes provides beautiful views and natural amenities for your enjoyment. To enable you to enjoy your new home to the fullest, Reflection Lakes has the following fine facilities for your use.

Fitness Center: Located in the Clubhouse, residents have the opportunity to share the best exercise equipment to keep you fit and trim. The general fitness equipment will be available to assist you in cardiovascular and weight training. To use the Exercise Center, children under the age of 16, must be with an adult. The fitness center and clubhouse are open during the same hours (5:00AM – 10:00PM daily).

Pool Deck: The pool is located outside at the rear of the Clubhouse. Whether you are in the mood for an invigorating plunge or a relaxing sunbath, the design of the pool deck allows for unlimited use by all Reflection Lakes Master Association residents. It is yours to enjoy! Please make sure you follow the rules posted on the pool deck. Pool hours are from dawn to dusk.

Swimming is at your own risk. There is also a wading pool for little ones to enjoy that has a water feature as well. If you have a child in diapers, please use “Swim Diapers” when taking them into the pool. Please pick up after yourself as we take pride in our facilities.

Billiard Room: Located inside the Clubhouse, the room has two pool tables to play on, so you can have a few games going on at once. Stocked with everything you need to play, the room has cu sticks, rack, pool balls, etc. There is also a TV in the room so you can watch the news, or anything you would like, while playing. We just ask that you straighten up the room when done playing.

Card Room: Also located inside the Clubhouse, is a large room with tables for playing everything from poker to chess. There is a closet containing games and accessories inside the room, donated by owners. Refer to online calendars or schedules at the Clubhouse.

Ball Room: There is a beautiful and spacious Ball Room located in the center of the Clubhouse. It is usually unlocked only when the manager is on site or there is some type of function taking place. It is rentable for private events and parties, but not for business or religious purposes. Owners can rent it for functions with a one-time non-refundable fee and a refundable damage deposit.

Outside Amenity Area: Outside near the Clubhouse is an outdoor pavilion, BBQ area, Bocce Court, and Horseshoe Pit that you are welcome to use. Residents may use the Pavilion for parties as well at no cost. Check with management for availability.

Library: Open to everyone, please borrow or donate books to our residents’ library.

REFLECTION LAKES AT NAPLES

SUMMARY OF COMMON RULES & REGULATIONS

Please share this partial summary with your guests and tenants. Additional rules and regulations are on our website at www.reflectionlakesatnaples.com. This website contains our Declaration, Bylaws, and Articles for your review. Every owner receives a copy of our homeowner association documents after their property settlement.

Clubhouse and General Use and Safety

The clubhouse facilities include two pools, a pavilion area with picnic tables, barbeques, bocce ball court and horseshoe pit. The clubhouse contains a ballroom, library, fitness room, card room, kitchen, and billiards room. There are two automated external defibrillators onsite. The clubhouse is open from 05:00AM until 10:00PM daily for your convenience.

All those using the clubhouse facilities and grounds do so at their own risk.

Access to and from the clubhouse with your access card/ Fob, is via the front door or the exterior restroom doors. Permitted access is 5:00AM to 10:00PM only. Access between 10PM and 5AM will trigger a security alarm automatically activating the Fire Department. False alarms caused by after- hours access result in you being liable for the fees incurred.

Owners and approved tenants are responsible for reviewing the rules for using the clubhouse and our facilities. For courtesy and safety, clubhouse use requires dry clothing, shirts, and shoes. Owners responsible for the actions of their children and guests are required to be in attendance when using the Clubhouse and pool facilities.

The board prohibits clubhouse use for commercial business, church, soliciting and for-profit activities. Non-profit activities are at the board's discretion.

We prohibit smoking, vaping, and electronic cigarettes in the clubhouse. Please avoid loud music and noise, preventing a possible nuisance to others.

Advertising and solicitation materials may not be distributed anywhere in the community without prior association consent.

The clubhouse only permits service/support animals, no other animals.

The clubhouse portico provides 15-minute parking for vehicle loading and un-loading.

While visiting the clubhouse, please utilize our short-term parking lot.

We permit overnight parking using "Hang Tags"/permit. Please do not wash cars, do car repairs, or illegally park on this lot.

Ballroom

We use this room for community-wide events and Association business. Owners may rent this room for a fee, a security deposit and meeting the Ballroom Rental Agreement requirements.

At the conclusion of any rental, renters clean the ballroom prior to post-event inspection by the Property Manager or a director.

REFLECTION LAKES AT NAPLES

SUMMARY OF COMMON RULES & REGULATIONS (cont.)

Card Room

Reserved 48 hours in advance, on a first-come first-served basis, this room may have more than one group playing cards or games on any given day.

Fitness Room

Open at the same hours as the clubhouse, this room requires proper athletic footwear and exercise apparel. For your safety, please have a knowledgeable and responsible person explain equipment use. Limit your time on each piece of equipment when others are waiting. Please wipe down equipment with disinfectant wipes after use. As a courtesy to others, clean up before leaving this area and turn off the lights and fans. Check with your physician and sign the required association waiver before starting your exercise program.

Outdoor Recreation Area

Open from sunrise to sunset 7 days per week; the pavilion, bocce ball, horseshoe pit, BBQ grill and picnic area are here for your use. The card room closet stores the bocce ball equipment. When others are waiting, please limit game time to 30 minutes. This area is available to Owners, approved tenants, and their guests.

Our charcoal grills are available on a first come basis; please reserve in advance with the property manager. Please clean the grills after use and properly dispose of waste.

The Association is not responsible for personal items left in the outdoor recreation areas. Please check with office personnel regarding lost and found items.

Clubhouse Pool: Main and Kiddie Pool

Residents, approved tenants, and guests are welcome to use the pool. Responsible and competent swimmers must accompany all non-swimmers since we have no lifeguards. For safety, we prohibit diving and jumping in both pools. Please shower before entering the pool. Access the restrooms via the locker rooms from the pool deck.

Please avoid using glass of any kind near the pool and deck areas. Please use the tables in the patio area for food and beverages. As a courtesy to others, please use earphones when listening to portable music. Feel free to use water noodles and arm floaters. We prohibit snorkels, flippers, balls, rafts, water guns and intrusive pool floats (used on a limited basis with supervision in the kiddie pool). Lower pool umbrellas after use.

Pets

Please register your pet with the management office. Collier County requires animal licensing. Owners must always be with their leashed pets and must clean up after them. Owners may have two approved pets per household. You may not raise or keep reptiles, wildlife, livestock, or any poultry of any kind.

REFLECTION LAKES AT NAPLES

SUMMARY OF COMMON RULES & REGULATIONS (cont.)

Holiday Decorations

Please refer to our Architectural Review Board's Design Guidelines for more detailed explanation. Decorate for the Christmas and Hanukkah holidays up to thirty days before and remove décor within fourteen days after the holiday. For other general holidays, we decorate fourteen days before and remove decorations within 7 days after the holiday.

Garbage and Recycling

Please place authorized waste and recycling containers curbside within the driveway's skirt. Do not place containers near mailboxes or on top of grassy areas. Place containers outside after 5:00PM the evening before pickup and retrieve empty containers within 12 hours after collection. Call Public Utilities at (239)-252-2380 if you have questions.

Vehicles and Parking

Please obtain parking permits and access cards from management. Although there is no street parking in Reflection Lakes, commercial vendors may street-park temporarily. Park personal vehicles in your garage or driveway; avoid blocking any part of the sidewalk. Obtain prior approval to park any vehicle in any neighbor's driveway. Do not park commercial vehicles in the driveway; please park in your garage. Please avoid major vehicle repairs anywhere within the property. Please obtain a parking hangtag for needed parking at the Clubhouse lot.

All boats, trailers, recreational vehicles such as golf carts, motorhomes, campers, and travel trailers must be stored in your garage. All the above must be operational and licensed as well. Golf carts exceeding 20 MPH require license, registration tag and insurance (Florida Statute for LSV/Low-speed vehicle). We require motorcycles, scooters, mopeds, and other two-wheeled motorized vehicles to be registered, have a license and properly muffled.

Please wash vehicles in your driveway only. Please obtain a permit from management to park portable storage containers in your driveway for a limited three-day period.

Towing any vehicle in violation of parking restrictions is at the owner's expense. A vehicle must be in violation for a 24-hour period from the time of an issued notice or if there is a repetitive parking offense, for towing to occur.

Garage doors must remain closed from sundown to sunup unless entering or exiting.

Driveway and roof maintenance: Removal of accumulating mold and staining requires periodic pressure washing. Owners are responsible for their maintenance. Our manager does inspect both to ensure a cleaner community.

REFLECTION LAKES AT NAPLES

SUMMARY OF COMMON RULES & REGULATIONS (cont.)

Street Safety

The speed limit is 20 mph throughout the community. Pedestrians get the right of way from bicycles using the sidewalks. Please avoid playing in the streets. **Other street safety tips:** We do not permit skateboards, scooters and non-licensed motorized vehicles in the streets or common areas. Novice riders require supervision by a responsible and competent person. Non-licensed motor vehicles used by the Association's officers, directors, employees, agents, and contractors are acceptable (golf carts).

Vehicle Control Gates

Our main gate (front) is on Naples Boulevard, while our owners' gate (back) is on Tamiami Trail (41). This back gate is only for residents and approved tenants using a vehicle barcode to open the gates via a scanner. The front gates have a separate resident and visitor entry, whereby visitors use a tele-entry system. Residents use their vehicle bar code or the proximity card reader at each gate to gain entry.

Owners purchase barcodes for every vehicle and new vehicles from the management office. Please notify management when you no longer use the barcode as in the selling of your vehicle. This information assists our access team in maintaining an updated gate-coding list.

Programed with resident names and assigned a scroll code number, our tele-entry system assists residents in giving visitors entry. Visitors find the resident's name and enter the code number for that resident which automatically phones the resident. The resident answers the phone, dials "9" on their phone keypad and hangs up the phone so the gates open.

Nuisance Concerns

Offensive and unlawful behaviors are a nuisance and annoyance to residents. Please refrain from loud or offensive behavior on any part of this property including the streets, sidewalks, clubhouse, or other common property.

Overall Enforcement

The Association manager issues citations to identify and inform owners with violations. The manager issues fines for non-compliance with citations.

ARCHITECTURAL REVIEW BOARD (ARB)

The mission of the Architectural Review Board (ARB) is to ensure that all changes to the resident and common properties conform, enhance, consolidate, and are compatible with the entire Reflection Lakes community. It is to prevent harsh concepts in landscape and residences, bring harmony and additional value to the properties, while making the community attractive to existing and future homeowners.

Design Standards (2023): Available copies are available at the clubhouse or online on www.reflectionlakesatnaples.com

Approved Paint Colors: Available to review on www.reflectionlakesatnaples.com or residents may check-out paint color books at the clubhouse with the management office.

VOLUNTEER OPPORTUNITIES

Please see the RLN Information page for each committees' email address.

Architectural Review Board:

The ARB exists by virtue of the Reflection Lakes at Naples Covenants and By-Laws established during the original development. It is an independent Board and operates within those guidelines.

Building and Grounds Committee:

We volunteer our time to maintain and improve common elements of our community for the comfort of our residents.

Technology & Communications Committee:

We volunteer our time to support Reflection Lakes at Naples by providing multiple communication strategies necessary for a well-informed and exemplary community.

Finance Committee:

Our mission is to analyze and understand the Association's financial reports and operations, so we effectively protect membership funds and advise the board of directors.

Landscape Committee:

We volunteer for designing and planning landscaping to enhance our community's appearance.

Social Committee:

We volunteer to provide organized activities designed to enhance the lives of the Reflection Lakes community. Our activities are enjoyable, educational, and diverse in nature.

Sign Number: _____(assigned by the ARB when the application is approved)

Reflection Lakes at Naples Master Association, Inc.

ARB Project Application

Owner Name: _____ Single Family Villa

Who is going to perform the work: Homeowner Contractor

RLN Address: _____

Landline: _____ Cell: _____

Email: _____ Preferred contact method: _____

If a project is not completed in accordance with an approved ARB application, the owner must either return the property to the original condition or modify the work to comply with the approved application. The Master Board may impose ongoing fines and/or take other action, including legal action, to achieve compliance.

A \$25.00 Application Fee is due with all ARB Applications. Make checks payable to Reflection Lakes at Naples. Applications are not complete until the \$25 check is received. Incomplete applications will not be processed.

Please read, understand & follow the following instructions and sign the Homeowner Affidavit. If you have any questions regarding this form, please contact the Management office at 239-692-9379. Incomplete applications will not be processed.

Enter below, or attach, a brief description of the alteration, improvement, addition or change to the exterior of your home or landscape. Include the project scope such as dimensions, materials, colors, design and location of the aforementioned items. For landscape changes, please provide a drawing and pictures of current landscape and details regarding landscape changes such as new plant types and locations.

The ARB's goal is to adhere to the design standards established for our community and to process applications in a timely manner. **Due to the volume of ARB applications submitted each month, the ARB will not process incomplete applications. An incomplete application is one that does not include all required documentation and a \$25 check.**

Please review the Reflection Lakes "Design Standards" document to learn about what is and what is not allowed in our community. The DS can be found on the Reflection Lakes website. The following list provides information and the required documentation for some specific projects. Check the following items that are applicable to your project and attach one (1) copy of each with this application. If you fail to include a required item in your application, we will not have the necessary information to process your application.

House Color Changes

___ Provide paint samples of the new color - the color must match a color on the ARB paint palette.

Landscaping Modifications - modifications must be entirely on an owner's lot - the ARB can not approve modifications to HOA property.

___ If removing plants or trees, include a landscape plan or a detailed sketch showing the location of the plant(s) or tree(s) to be removed. Be aware that tree removal may require the addition of a canopy tree, per Collier County regulations. If a tree removal requires the addition of a canopy tree, your application must specify the type, size & location of the new canopy tree - reference Design Standards Exhibit C.

___ If adding plants or trees, provide information on the type and size of the new addition(s) and a landscape plan or detailed sketch showing the location of the addition(s). New plantings must conform with Collier County regulations - reference Design Standards Exhibit C.

___ Provide any pictures that may help the ARB in its determination.

___ If heavy equipment is required, provide pictures of the sidewalk where the equipment would access the rear yard. If heavy equipment will cross any part of a neighbor's land you must provide an access authorization form signed by the neighbor. A sample form is included with this application.

___ Provide a copy of your contractor's license, liability Insurance and workers compensation Insurance (or documentation of an exemption from Workers Compensation Insurance).

___ Provide an irrigation plan for any modifications to irrigation.

Lanai or Pool Cage Extensions, Pool Additions/Modifications, Generators - modifications must be entirely on an owner's lot.

___ Provide a certified survey/lot plan showing the location and required setbacks from the property line.

___ Provide plans, elevations and a detailed sketch, including any landscape modifications (see Landscaping Modifications above).

___ If heavy equipment is required, provide pictures of the sidewalk where the equipment would access the rear yard. If heavy equipment will cross any part of a neighbor's land you must provide an access authorization form signed by the neighbor. A sample form is included with this application.

___ Provide a copy of your contractor's license, liability Insurance and workers compensation Insurance (or documentation of an exemption from Workers Compensation Insurance).

___ Provide a copy of the Collier County permit. If " Pending Approval Status" is given without the permit, the permit must be submitted prior to "Final Approval" and before any construction begins or a stop work order will be issued and fines may be levied by the Master Board.

___ Provide an irrigation plan for any modifications to irrigation.

Homeowner Affidavit

I have read and agree to abide by the Declaration of Covenants and Restrictions of the Association and the Design Standards. I understand and agree to be responsible for the following:

1. Any & all losses caused to others, including HOA common areas as a result of this undertaking, whether caused by me or others.
2. Compliance with all state and local building codes.
3. Compliance with the conditions of acceptance, if any, and completion of the project according to the approved plans. If the project/modification is not completed as per the approved plans, the approval can be revoked, and the project/modification must be removed at the owner's expense.
4. Any adverse effect upon drainage. Applicant acknowledges that drainage swales have been designed and established between homes (side yard) to carry storm water away from the home and that the Association shall not be responsible for any effect the project may have on this drainage.
5. Ensuring that access for the project shall be from the owner's property and not from common areas or neighbor's property unless permission for access via the neighbor's property has been provided in writing and submitted with this application. (A sample permission letter is attached)
6. Notifying the ARB upon commencement of the project and upon completion of the project. Applicant understands that the ARB will conduct a final inspection to verify that the project was completed according to the approved application.

Applicant acknowledges: 1) ARB does not do a technical review of any submitted plans, 2) Neither the ARB or HOA assumes any responsibility for the structural adequacy, capacity, or safety features of the proposed construction, alteration, or addition, 3) The applicant is solely responsible for the performance, workmanship & quality of work of any vendors/contractors working on the project and for the adequacy of any mechanical, electrical or other technical design requirements/specifications for the project.

I agree to abide by the decision of the ARB. I understand that the Association may take actions, including legal actions, if my project is not completed as per the approved application or if I commence or complete a project that was not approved by the ARB. I shall be responsible for all reasonable attorneys' fees.

I plan to attend the ARB meeting: Yes ____ No ____

Date: _____ Homeowner Signature _____

DO NOT WRITE BELOW THIS LINE

____ Reviewed by Management

____ Approved by the ARB

____ Approved Subject to Conditions

____ Insufficient Information, correct & resubmit

ACCESS AUTHORIZATION FORM

ARB project at _____
enter RLN address

Project description: _____

My neighbor at the above address is submitting an ARB application for a project that requires access over our property. My signature below hereby grants access over our property for the duration of the project.

I understand that the ARB applicant will be responsible for any of the following that are caused by the applicant, applicant's vendors or the project:

- Damage to our property
- Drainage issues
- Damage to our vegetation
- Damages to HOA property

Neighbor name _____

Neighbor RLN address _____

Neighbor phone number _____

Neighbor email _____

Neighbor signature _____