



# Homeowner's Welcome Packet

http://www.lakewoodnationalgc.com

17605 Lakewood National Pkwy Lakewood Ranch, FL 34211 (941) 900-2424



# Welcome to Lakewood National!

On behalf of the Lakewood National Team, I extend a warm welcome and a kind thanks for belonging to one of the premier residential golf communities in West Florida, Lakewood National Golf Club. It is our sincere wish that your association with this club will bring you immense joy through great experiences.

The ICON Management Services (ICON) Team (your management company) has the experience, knowledge and training necessary to operate and maintain your community to the highest standards. Our personnel are here to help make your experience at Lakewood National as enjoyable as possible while preserving and protecting your investment. Duties of ICON include accounts payable and receivable, maintaining financial records, supervising vendors, assisting in the enforcement of the Governing Documents, general administration, and more.

As General Manager, I oversee all departments within the community. Should you have any questions, comments or concerns, I can be reached by phone at 941-777-7036 or by email at wlee@theiconteam.com.

Again, welcome to Lakewood National. We look forward to meeting you and your family and to making each day here a special one.

Sincerely,

Warren Lee

General Manager

Lakewood National Golf Club, Inc.

wlee@theiconteam.com



#### Who's Who

## <u>Developer</u>

The developer is the company that originally purchased the property and then established the association and created the legal documents by which the association operates. The developer remains in control of the association until it is turned over to the homeowners. Once turnover occurs, a Board of Directors is elected by the homeowners to oversee the management of the association. Turnover normally occurs once a high percentage of homes have been sold.

## Homeowners Association (HOA)

This is you! The homeowners comprise the association, which is represented by a Board of Directors. Membership of the association is mandatory and comes with buying property within the association. You cease to be a member of the HOA when you sell your property. The new owner of the property will then become a member. When you close on your home you become a member of your HOA and agree to abide by its restrictive covenants and pay assessments.

## **Board of Directors**

The initial Board of Directors is appointed by the developer. Once the association turns over from developer control, the Board of Directors will be comprised of homeowners elected by the community. When an owner sends a question or complaint to the management company, or if there is a major violation, the management company presents this information to the Board of Directors. The Board makes all major decisions for the community by holding meetings at their discretion where all homeowners are welcome to attend. Each association holds an annual meeting (to elect Board members) and a budget meeting (where the Board approves the budget).

## Management Company

ICON Management Services, Inc. is your management company. ICON assigns a Community Association Manager to your property—they are supported by a Regional Director and the ICON accounting department.

The management company takes direction from the Board of Directors and does not make major decisions for the community. They assist the Board in the day to day management of the association, providing customer service to the residents when questions or concerns arise. Homeowners should contact the management company with any questions, comments or concerns related to the Association.



# **Department Heads & Contact Information**

WARREN LEE General Manager

941-777-7036 <u>WLee@theiconteam.com</u>

GINA PLOTKIN Assistant General Manager

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ROB COMMISSAR Lifestyle Director

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**AMIRA SAAD** CAM (Estate and Executive Homes)

941-777-7021 <u>ASaad@theiconteam.com</u>

NICK CAMPBELL Director Of Golf

941-777-7034 NCampbell@theiconteam.com

MIKE MCCLELLAN Director of Instruction

941-777-7014 MMcclellan@theiconteam.com

NATE GRIFFIN Racquet Sports Director 941-777-7019 NGriffin@theiconteam.com

SABINA HART Fitness Director

941-777-7020 Szhart@theiconteam.com

**KRISTIN HICKEY** Food & Beverage Director 941-777-7032 KHickey@theiconteam.com

**RADAMES FEBLES** Executive Chef

941-777-7018 (ext. 203) RFebles@theicontem.com

**LENNAR** Customer Care 866-226-4057 www.lennar.com

**ADMIN OFFICE GOLF SHOP TIKI BAR TENNIS PRO SHOP** 941-777-7011 941-900-2424 941-777-7022 941-777-7018

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#### **Member Cards**

For your convenience, Members are able to save a credit card on file and then Member charge at both the Golf Shop and the Tiki Bar. All Member charges will be charged to the credit card on file on the 5th day of every calendar month. If the 5th falls on a weekend or holiday, the debit will be processed on the following business day. Note: only annual rentals are able to link a credit card and Member charge.

#### **Food Minimum**

The association requires each Member to purchase a minimum amount of food from the Association annually. In order for their purchases to count toward this minimum, the sale must be associated with a Member. That means regardless if they are paying cash, credit card or Member charging, their Member number must obtained for the sale. To alleviate errors, the Member card should be presented to the server.

## Renting

Each rental must be processed via a "Transfer of Membership/Lease" form. A copy of the executed lease. The form must be submitted to the administrative office 15 days prior to the lease/transfer date. There is a Non-Refundable transfer membership fee of \$200.00 + \$14.00 tax (to include – membership ID cards and one vehicle transponder. Additional transponders can be purchased for \$25.00. The rental shall not be for less than one month, or 30 days, whichever is less. Membership privileges may only be transferred to one family unit; which per the documents is a husband/wife and significant other and children under 21.

#### **Sub-Associations**

Any owner of a coach home, terrace or veranda building are not just a member of the Master Association, but also a member of a sub-association. Tropical Isle is the management company for the sub-associations. Sub-Associations owners not only pay their Master annual assessments, but are also responsible for their sub-association quarterly assessments. Homeowners should contact the portfolio Property Manager with any questions, comments or concerns related to their sub-association.

#### **Gate Access**

The gatehouse is manned 24/7/365. The community utilizes a visitor management system; residents must administrate their own guest and vendor file. Contact the Property Management office for instructions and credentials.



#### **Single-Family Home Landscape**

Landscape maintenance of the Single-Family homes is included in your membership. All work orders should be submitted directly to ArtisTree via their online work order system. Go to www.artwo.biz and be sure to use community ID "Lake-727".

#### **Amenity Hours**

Access to the secured amenities is available with your Member card. Swimming at all pools is allowed Dawn to Dusk. The Fitness Center and Locker Rooms are available 24/7. All other access points are available 7:00AM to 9:00PM.

#### Website

We manage a community website that contains general information to the public regarding the community and the golf course however it also has a member's only section.

Members are able to view their member charges and statements, find the link to pay your assessment

online, and access community documents such as ARC forms and governing documents as well as find year end financials and community updates. Also, each amenity of the community has a section that offers information pertinent to their department.

Instructions on how to login onto the member side of the website:

-Go to: www.LakewoodNationalGC.com

• Click Member Login

- Username: Your Email Address

- Password: Lakewood17

Click Login

For golfers, this is where you book member tee times and submit lottery requests. With the lottery system now in place, it is important that each member that golfs have an account set up.

We are constantly updating the website and you are encouraged to check it regularly. If you have any questions, please contact the management office.