**WELCOME TO THE ISLES** (Rev. 11/11/19)

As a new owner in The Isles you automatically become a Member of The Isles Homeowners Association, Inc. We want to welcome you to our community and to give you some basic information that will help you as you settle in and join us.

At the time you closed on your home in The Isles, you should have received a copy of our Declaration of Covenants, Articles of Incorporation, and By Laws. If you did not receive these, please contact our management company to receive a copy upon payment of copying costs or visit The Isles Web Site. It is essential that you have these documents because they set forth the responsibilities of the Association and the responsibilities of our homeowners. These are the documents which govern the operation of our community and which you have agreed to follow when you purchased a home here.

This document will provide you with some additional information that will be useful to you while you live here

**The Board**

Our community is governed by a Board of 5 people elected by the residents, with each Board member serving a two-year term. The Board generally meets the fourth Thursday of every month at 7 PM at the clubhouse. All residents are welcome to attend these meetings. Occasionally additional meetings are scheduled if there is a need to meet between regular Board meetings. A schedule of Board meetings is posted on the bulletin board next to the mailroom, the fitness center and on The Isles Web Site.

**Property Management and Work Orders**

Our property management company is Capital Realty Advisors, Inc. This company provides our on-site property manager, Donna Tagg. It also performs accounting and billing work for us. A schedule of the hours and days when our property manager will be on site is posted on the door to the office. The office will be closed on certain holidays. The property manager uses the office next door to the fitness center in the clubhouse.

Any work orders for landscaping & irrigation must be called in by telephone to Capital at 561-624-5888. Because we need to keep track of work orders and get them entered into the computer system, work orders cannot be placed with the property manager in person. If you have an issue for the property management company that does not involve a work order, call the property manager or e-mail her at dtagg@cra.email.

If you are calling in a work order, please try to be specific about the nature of the problem you think needs to be addressed. For example, if it is an irrigation problem, indicate the specific location of the problem, does it affect just your property or a larger area, does it appear to be a lack of water pressure or a total lack of water, etc.

If you have a complaint or problem regarding one of our vendors, such as the landscaping company, please notify the property manager by submission of a written complaint. Do not attempt to personally deal with one of the landscape workers or irrigation repair people to criticize them or give them special requests because this interferes with the work being done. These workers only take orders from the Property Manager and their supervisors. If you have not submitted a work order or a written complaint we will not have a record of the problem and we cannot help correct any problems identified.

**Our Website**

[www.theislespbgfl.com](http://www.theislespbgfl.com) … use your address bar; not your search bar - Upper right-hand corner click “Log In” – the Sign Up page will appear – For initial setup, click on “Sign up with Email” – Complete Info – Allow 24 hours for administrator to give you access. You will receive an email. After initial registration – click on “Log In” on home page upper right corner and then next to Already a Member? On Sign Up page.

**Our Committees**

We have a number of standing committees with specific functions. Each of them contributes to the proper functioning of our community. We also have other committees that are established from time to time to deal with special issues. The standing committees are as follows:

Landscape

Architectural Control

By-Laws and Covenants

Rules

Property and Facilities

Capital Contribution

Pool Committee

Tennis Courts

Fitness Center

Technology and Website

Covenants (Hearing)

Nominating

Budget and Finance

Social

If you are interested in serving on any of these committees, please indicate this to the property manager and your name will be referred to the appropriate committee chair for consideration as a member. Committee appointments are made by the Board President under our governing documents. Committee membership is a great way to meet other residents and generally does not require a lot of your time to participate.

If you have an issue that needs to be brought to the attention of one of the committees, give this information to the property manager who will relay your issue to the appropriate committee chairperson. You may also attend any committee meeting in person to speak directly to the committee.

**Social Club and Other Resident Groups**

The Social Club is a volunteer group of residents who periodically organize events such as monthly coffees at the clubhouse, movie nights, and various outings and trips. The Social Club has a bulletin board outside the mailroom where it posts notices of upcoming events.

**Clubhouse**

Our clubhouse has a fitness center, a multi-purpose room, a catering kitchen, a great room and a property manager’s office. Outside we have a community swimming pool and 4 tennis courts, one court has an overlay for pickleball. The multi-purpose room can be used for groups who play cards or other functions or discussion groups. The great room can also be used for card playing or other activities. (Hours and availability may vary due to Covid-19 at this time)

The fitness center is open from 5 AM to 10 PM.

The clubhouse is open from 8AM to 10 PM.

The tennis courts are open from 8 AM to 10 PM.

The pool is open from dawn to dusk. No one may use the pool or pool deck area after dusk without Board approval as part of a scheduled event.

A copy of the Clubhouse Rules which govern the use of all areas in and around the clubhouse is attached.

You should have received a key fob to the swimming pool area and for entry into the clubhouse plus a Medeco key for the tennis courts. Lost or damaged key fobs or keys may be replaced by contacting the property manager and paying the applicable fee.

**Kitchen Access**

The catering kitchen at the Clubhouse is open and available for use when the Clubhouse is open. This allows residents to refrigerate food or drink in the refrigerator and to use the microwave. The following limitations on its use have been adopted:

A. No one may keep anything in the refrigerator unless they are physically present in the Clubhouse. Anything left in the refrigerator will be discarded each morning.

B. No one may leave anything in the kitchen cupboards or drawers without the permission of the Board. Anyone who obtains Board permission to leave supplies or other goods or appliances in the kitchen must arrange to keep it in a locked cupboard and must assume all liability for any damage or loss.

C. No one may go through the Clubhouse in a wet bathing suit to have access to the kitchen.

**Room Reservation and Rental**

Any resident or group of residents that want to use either the Multi-Purpose Room or the Great Room in the Clubhouse for a function or event must fill out a “Rental and Reservation Agreement”. If the majority of those at the event will be residents, there is no deposit or rental fee required. If the majority of those at the event will not be residents of The Isles, a deposit and rental fee is required. See the property manager for more details.

**Bulletin Boards**

Due to the limited space available on our community Bulletin Boards the following policy was adopted by the Board.

The two locked Bulletin Boards outside the mailroom and in the fitness center at the Clubhouse are primarily for use by The Isles Board of Directors to communicate with homeowners regarding Board and committee meeting notices, rule changes and other similar official announcements. Please check these boards on a regular basis so that you see any important notices and announcements from the Board.

Additionally, residents may post advertisements and announcements on the Bulletin Boards located in the mailroom and fitness center providing the postings conform to the following requirements:

1. Be no larger than 5” x 7”
2. Reflect a service provided in the community by a resident or the lease or sale of property (located in The Isles) owned by a resident of The Isles
3. Community and social event announcements are permitted consistent with the other conditions described in this Policy
4. Be clear and easy to read
5. Include the resident’s name, phone number, date of the offering and date of posting except for postings of real estate prepared by brokers
6. Be approved in advance by the property manager as conforming to this policy
7. Be updated as needed
8. Services of residents performed outside the community may be posted by a business card in an area so designated.

All material posted on the community bulletin boards must be approved by the property manager, dated and include the name and telephone number of the resident who posted it. Non-residents may not post anything on the bulletin boards. The bulletin boards will be cleaned up at the first of every month and any posting without the required identification of a resident will be removed immediately.

**Our Lakes and Water System and Irrigation**

Our lake and drainage systems are all designed to protect our community from flooding events that have happened in this area before The Isles was built. All of our lakes are interconnected via a gravity fed pipe system between the lakes. This keeps all of the lakes at the same level, even though it may not look like that at times. Our lakes are refilled by the rise of the water table and by rainfall. Water from the irrigation system and rain water returns to the lakes via the storm drains in our streets.

There are two large pipes that connect our lake system to the canals on the east and south sides of The Isles. These canals also connect to the developments on the north and south sides of The Isles. This means that the level of the lakes in Evergreen is at the same level as our lakes. As a result, adding water to our lakes does not increase just the level of our lakes because the water will be shared with any other development attached to our canal system.

The north-south canal is connected by flood gates that allow water to flow from the canal through Frenchmans Creek and out to the Intracoastal Waterway. The flood gate is controlled by the South Florida Water Management District which monitors the water level at the flood gate, which reflects the level of the water in all of the connecting lakes. This gate will be opened during flooding situations or prior to a hurricane to drop water levels to a safe height based on the forecasted rainfall amount.

Because the natural flow of water from the wetlands to the west were cut off from our property to avoid flooding situations, it was recognized that our lakes would not support the proposed irrigation system for The Isles. Therefore 200,000 gallons a day of non-potable (Irrigation Quality or “IQ”) water needed to be purchased from Sea Coast Utilities. We cannot drill a well to add more water because it would impact the wetlands, lower the water table and is prohibited by our contract with Sea Coast for providing IQ water. Besides, any additional water would not just benefit The Isles because it would be leveled out among the connecting lake systems and not remain in The Isles.

We experience variations in the water level during the year based on how much rainfall we receive, the level of the water table, etc. There is nothing we can do to change it and we have to expect the levels to go up during heavy rain periods and go down during a drought. Water is a precious commodity in Florida, and its use is heavily regulated. On the other hand, the water system has been designed to protect us from flooding, so we have to take the bad with the good.

Our irrigation system really consists of 7 separate irrigation systems, each of which is supplied by an individual pump station to provide water for our landscaping. Water is supplied by our lakes through pump stations 1 and 2 and reclaimed IQ water from Seacoast Utilities is used by pump stations 3, 4, 5, 6, and 7. The pumps using the IQ water act as booster pumps to increase the pressure of the Seacoast IQ supply line. At each pump station there is a control panel that contains sensing and control instruments which help maintain the operation of the individual pump stations.

Our water use is limited by the terms of the permit issued to us by the South Florida Water Management District. As a result, we must monitor and report on our water usage. We are currently restricted to using no more than 300,000 gallons per day.

Residents are not allowed to change or operate any part of the irrigation system, including manually operating valves, or adding sprinkler heads. If you have an irrigation problem, you must call in a work order.

We do have problems with the originally-installed sprinkler heads sticking in the upright position which causes them to be broken when the lawn is mowed. If you see a head sticking up, gently push it down with your foot. Do not park or allow guests, vendors or visitors to park or drive on any part of the grass because this causes damage to our irrigation system. Also, do not allow any of your vendors to drive any equipment across the grass to do work at your property. You will be responsible for the costs of any required repairs if our irrigation equipment or landscaping is damaged.

**Real Estate Open House Signs**

Because our governing documents prohibit signs in the community without the consent of the Board, various owners and real estate agents asked that the Board consider allowing signs indicating real estate open houses in The Isles. The Board adopted the following policy:

* Open house signs are permitted subject to the following conditions. One open house sign may be placed on the lawn of the house at which an open house is being held. It must be white in color with black printing stating ”Open House” and may also contain the realtor’s name, company affiliation and telephone number. It may not exceed 24 by 24 inches in size. A directional arrow with red and white or black and white colors may be placed on the corner of the nearest intersection to where the open house is being held. The address of the open house(s) may be listed on the arrow sign. If more than one open house is being held on the same street, only one sign may be placed at the corner of the nearest intersection. A directional sign may not exceed 12 by 24 inches. Signs may only be used between noon and 4 PM on Sunday when an open house is being held. No signs may be placed at the entrance to The Isles, on any traffic circle, or on the property of any house other than the one where the open house is being held.
* No Balloons, banners, streamers or other decoration may be used.
* Any sign must comply with Palm Beach Gardens temporary sign requirements under Section 78-290 of the Palm Beach Garden Code.

**Trash Pick Up**

Household trash is picked up on Wednesdays and Saturdays by the Solid Waste Authority. Paper, plastic and bottle recycling materials and yard clippings are only picked up on Wednesdays. If you need recycling containers, contact the Solid Waste Authority. Please make sure that you do not put the trash out before 6 PM the night before pick up and that you put all trash in containers if you leave it out overnight so that our local “critters” do not picnic on your trash and make a mess. Also, remember to put your trash bin and recycling bins away in your garage on the same day that trash is picked up.

Note that the Solid Waste Authority has a recycling center where you may dispose of hazardous and other waste materials that is located on the west side of Military Trail, just north of Donald Ross.

**Architectural Control Requirements**

Please review the governing documents for the specific requirements concerning what residents may do on the exterior of their units and what type of changes require approval of the Architectural Control Committee (ACC). In general, you may not place or change anything on the outside your unit, in the lawn or landscaping without ACC approval. ACC approval is required for installation of awnings, screen enclosures, pools, fences, lights, edging, birdbaths, decorations, etc. Birdbaths and bird feeders are not allowed because they attract rodents. Basketball hoops require prior approval and may not be left outside overnight. The process for having a change approved is simple and starts with filing an application form obtained from the website and copies are available in the mailroom and fitness center... The ACC meets regularly so that there is no long delay in getting a decision on a proposal and there is no fee for making an application.

If you undertake a change to your property without ACC approval, you may be asked to remove the change and may be required to pay a fine for failure to comply with the association’s requirements to obtain prior approval.

**Landscaping**

The Association currently maintains and replaces all of the developer installed landscaping on the property, including landscaping on individual lots. Any change in landscaping requires prior approval, and in some instances, a condition of approval may require that resident maintain the modified landscaping. No trees may be added, removed or trimmed by a resident without prior approval. Palm Beach Gardens has very strict requirements concerning landscaping and we are governed by a development order approved when the plans for The Isles were approved for construction. In addition, Palm Beach Gardens has ordinances relating to landscape maintenance with which we must comply. If a resident removes or damages a tree (for example by cutting out the center branch to limit growth of a tree), the resident will be financially responsible for replacement of the tree.

Planting of flowering annuals within existing beds is allowed without ACC approval. Changing the beds does require ACC approval. Also, certain types of plants and trees are not allowed in our development. Examples are ficus trees, fruit trees, Norfolk pine trees, and invasive vines. We also do not allow other fruit or vegetable plantings because these also attract rodents to our property.

Our contract with the landscape company requires a specified number of lawn mowings per year. Mowing is done more frequently during the summer months than in the winter.

You may add mulch at any time, but it must be brown mulch to maintain uniformity. Mulch provides nutrients to the soil, helps maintain moisture, and reduces weed growth.

**Parking**

Our governing documents do not allow on street parking overnight. If your driveway and garage space do not accommodate all of the cars you will have at your property, you will have to make arrangements with a neighbor to use his or her driveway or make arrangements to park the extra vehicles elsewhere off the property. For short term situations, such as when you have overnight guests, arrange with the property manager for a permit to park overnight in one of the lots by the clubhouse. No cars may be parked there overnight without a permit.

Also note that we have size restrictions on vehicles that may be parked in your driveway. Basically, if it doesn’t fit in your garage, it may not be left in the driveway. No trucks are allowed to be parked in the driveways overnight. Parking is not allowed on the grass at any time. Also, please do not park in a way that blocks use of the sidewalk because this can create a safety issue. No trucks, motor homes, campers, boats, trailers or similar vehicles may be parked overnight anywhere on the property.

**Police**

Palm Beach Gardens has their own police force. In case of an Emergency call “911” or in a Non-Emergency call 561-799-4445.

**Driving in The Isles**

**The speed limit in The Isles is 20 mph**. Please observe this speed limit and ask that your visitors and contractors follow our requirements as well. Do not drive the wrong way around the round-a-bouts, and make sure that you yield when entering the round-a-bouts. When exiting the community allow for 2 lanes, stay to the left, if you are making a left hand turn or going straight. Keep the right lane for those vehicles turning right only.

**Hurricane Shutters**

Some houses have the metal panel shutters provided by the developer. Other houses have received ACC approval to replace the developer provided shutters with accordion or other types of shutters or impact windows. Under our governing documents, shutters may not be closed except when there is an imminent storm approaching. Once the threat of a storm is past, the shutters must be removed or opened, unless the ACC has given approval, for example in the case where another storm has a possibility of approaching in the near future. This means that no resident may put up or close shutters and leave them up outside these periods, for example, when a seasonal owner leaves for the season or a resident goes on vacation during storm season. Each resident must arrange for a responsible person or company to put up or close, and remove or open, the storm shutters if the resident is not able to do so personally. Shutters that are left closed will result in a violation being issued and fines being imposed.

**Responsible Pet Ownership**

Dogs and cats are allowed in our community, but each resident must act responsibly and with courtesy to their neighbors. Cats should not be allowed to roam outside because they often climb up on the cars of other residents causing damage. Dogs must be on leash and owners must pick up their dog’s waste. Failure to pick up after your pet can result in a violation being issued and a fine being imposed.

**Pest Control**

While our landscape company treats the landscaping for various pests, pest control in and around the homes are the owner’s responsibility.

**Important Phone Numbers**

Capital Realty Advisors 1-561-624-5888

Comcast Cable 1-800-xfinity (includes internet services)

ADT (Security Alarm) 1-800-878-7806

AT&T 1-877-786-9142

Waste Management 1-561-547-4000

Florida Power & Light 1-561-695-8000

Seacoast Utility (Water Department) 1-561-627-2920

Ace Hardware (Shelving, trim materials) 1-561-624-0377

General Electric (For kitchen appliances) 1-800-432-2737

Overhead Door of The Palm Beaches 1-561-881-9700

Maytag appliances (Paul’s Appliance Service) 1-561-684-2093

\*Monthly monitoring fees with ADT are covered by your HOA fee; service calls are not covered.

**Post Office**

The main post office serving the Isles is located on Fairchild on the south side of PGA. The phone number is 799-4068. There is also a post office branch in the Gardens Mall and another one on the east side of Military Trail to the north of The Isles. Mailbox keys are only available from the Post Office, not through our Association.