

# Hammock Reserve

# Homeowners

# Association

New Owner Welcome Letter

[www.HammockReserve.org](http://www.HammockReserve.org)



## Dear New Resident:

Hammock Reserve is a community of 273 individual homes. It is a community that prides itself in the friendliness of its residents and its interest in maintaining a clean, well-kept environment. We welcome you to join us in our efforts to support these goals. To help you become familiar with the community, we are offering the following information and tips.

Thank you for joining us and we look forward to having you as our neighbors for a long time to come.

Sincerely,

Hammock Reserve Homeowners Association  
Board of Directors

### **CONTACTING PROPERTY MANAGER**

**Campbell Property Management** has been hired to work with the Board of Directors and manage the Association. Please keep in mind, the Association does not have a full time manager. The property manager is scheduled to be onsite at the clubhouse from 9am -12pm on Tuesdays and Thursdays.

Please visit [HammockReserve.org](http://HammockReserve.org) to view the Association's latest Rules and Regulations, forms, and to sign up for the homeowner portal.

In the new homeowner portal, you will be able to:

- Make payments online and view your account balance *in real time!*
- Check and update your contact information, including mailing address, email, and phone number
- Access community documents
- Submit work orders, architectural requests, general questions, and much more!

Please feel free to contact the property manager if you have questions or comments.

**Property Manager:** Christine Jobe

**Email:** [HammockReservePM@campbellproperty.com](mailto:HammockReservePM@campbellproperty.com)

**Phone:** (561) 510-6070

**After Hours Property Emergencies:** (954) 427-8770

**Office Hours:** 9am – 12pm, Tuesdays and Thursdays, Hammock Reserve Clubhouse

### **LANDSCAPE WORK ORDERS**

The Association has contracted with BrightView to maintain the landscaping. All work orders MUST be submitted directly to BrightView through their website at <https://hoa.brightview.com>.

### **PAYMENTS**

Once Campbell Property Management receives the closing statement and official warranty deed from the Title Company, we will mail you coupon booklets and payment instructions. This usually takes about three weeks. We will also email you instructions to make payments through the homeowner portal at HammockReserve.org.

If you would like to get set up with Automatic Withdrawal payments, please fill out the attached ACH form and email it to [info@campbellproperty.com](mailto:info@campbellproperty.com).

Revised June 2022

## **WEB SITE**

Hammock Reserve Homeowners Association maintains a website where you may find copies of the minutes of Board Meetings, HOA Documents such as the Declaration of Covenants and Restrictions, Architectural Change Forms, and other items of interest. The website is: [www.HammockReserve.org](http://www.HammockReserve.org)

Please be on the lookout for an email with your registration key and account number to access the homeowner portal. If you do not receive an email with 3 weeks of closing, please contact customer service at [info@campbellproperty.com](mailto:info@campbellproperty.com) to assist you.

## **BULLETIN BOARD**

Minutes of board meetings and other information is also posted on the Bulletin Board located in front of the playground next to the community pool.

## **COPY OF RULES AND REGULATIONS**

Attached are a copy of the Rules and Regulations. As you can see, they are not extensive, but we do hope that you comply, as they are designed to help make the community enjoyable for all. The rules and Regulations may change from time to time, so please consult the website for a current version.

## **DECLARATION OF COVENANTS AND RESTRICTIONS**

All owners are entitled to purchase a personal hard copy of the Declaration of Covenants and Restrictions, By-Laws, Rules and Regulation from the Property Manager. It may also be possible to receive a copy from the previous owner. A copy is maintained on the Web Site and can be downloaded at no charge. We suggest that you read these documents, as they are our "constitution".

## **PEDESTRIAN GATE AND POOL GATE KEYS**

**OWNERS** may purchase a key (if not received from previous owner) that will open all of the pedestrian gates located on the sidewalks at the three main entrances and the community swimming pool. The same key operates all of the locks.

## **ENTRANCE AND EXIT GATES:**

Electronically activated gates are installed at all entrances and exits to control access to the community. Use of the gates is controlled through the use of Remote Clickers, Proximity Cards, and a Call Box System. Your guests may access the community by using the call boxes located at the Linton and Military Trail entrances.

You may have received cards and remote clickers from the previous residents but they will have been deactivated and will have to be reactivated by the **OWNER** by contacting the Property Manager's Office.

**OWNERS** may purchase new or additional remote clickers and gate cards from the Property Manager's Office.

**PLEASE CONTACT CHRISTINE JOBE AT HAMMOCKRESERVEPM@CAMPBELLPROPERTY.COM WITH THE NEW RESIDENT GATE ENTRY FORM AS SOON AS POSSIBLE TO AVOID DELAY.**

**You may have up to three (3) phone numbers in the call box per unit, including land lines and cell phones. Long distance numbers may be used.**

**PLEASE NOTE** that some cell phones may have problems being used with the gates. It may also be necessary to include a leading “1” with a cell phone. As strange as it seems, there is really no way of knowing without testing. This is not unique to our system, but is a recognized problem in South Florida. **Once your phone numbers are installed into the call boxes, please be sure that you personally test them to assure that they work.** This will also provide you with a better understanding of the system to help you explain to your guest how to gain access. If you have a problem, contact the Property Manager’s Office **as soon as possible.**

If you have a spam blocker on your phone, you will need to create a contact for the call box, 972-231-1999 so that you will receive the calls from the call box.

Residents no longer have an entry code for the new gate access system, guest must use the call box and residents must provide the access. In addition to receiving normal calls, you can use the Cell Gate app with video. Your username must be added by management before you login to the app. See instructions attached.

### **DROP DOWN ARMS**

**CAUTION**  
**DROP DOWN ARMS HAVE BEEN INSTALLED AT ALL ENTRANCE AND EXIT GATES TO PREVENT TAILGATING AND PREVENT ENTRY THROUGH THE EXIT GATES. THE ARMS ARE DESIGNED TO ALLOW ONLY ONE CAR AT A TIME TO PASS THROUGH AND WILL DROP DOWN AFTER EACH CAR PASSES.**

**Please be careful and instruct your guests and visitors to stop until the drop down arm has been raised.**

They are designed to prevent “tailgating” and unauthorized access to the community. Exit gates have Drop-Down Arms to prevent “wrong way entry”.

The arms open and close quickly, but there are sensors in the street that will keep the arm up if your car is still in the gate area.

The car behind you should be stopped when the arm comes back down.

Hitting the arms will damage them and possibly do damage to the vehicle. It costs the HOA to repair the arms each time they are damaged, and these costs are absorbed by the owners. **Drivers will be billed for repairs and fined when identified.**

### **EXIT GATES:**

The Exit Swing Gates will automatically open once the vehicle approaches and passes over the in-ground detector wire. The drop down arm will not go up until the gate is fully open, so please be patient and not damage the arm.

The detector has been calibrated for most motorcycles. If yours has a problem, please notify the Property Manager’s Office.

## **ENTRANCE GATES:**

### **Remote Clickers:**

The remote clickers will activate both the swing gates and the drop down arms at the same time. The drop down arm will not go up until the gate is fully open, so please be patient and not damage the arm.

You may program your Home Link in your vehicle to activate the gates.

### **Proximity Cards:**

Simply hold the card **near** the reader (located on the gate call box). The card does not need to touch the reader or be held in a certain way.

### **Call Box:**

Multiple names will be displayed at the same time, and may be scrolled through both forward and backward.

The names will display in alphabetical order in two columns. Up to 24 names will display on one screen.

**Names are displayed showing the last name then first name.**

All units are given the option to include **up to** three separate names and phone numbers. The phone number that you provided for each name will be the number that is called by the box when your guest arrives and selects that specific name. **Please tell your guest the name to use to select the desired phone number.**

Please take a moment to stop by one of the call boxes and look for your name(s).

**PLEASE BE SURE TO TELL YOUR  
GUEST WHICH OF YOUR LISTED  
NAMES YOU WISH THEM TO CALL**

## **DOGS AND OTHER PETS**

All residents and guests are **required** to pick up after their dogs and pets. No one wants to step in pet waste.

All dogs must be kept under control at all times.

## **SPEED LIMITS AND STOP SIGNS**

We are a residential community. The speed limit is posted at 25 MPH throughout the community. We realize that it is easy to exceed that speed, but **PLEASE REMEMBER**, we have children in the community as well as a large number of walkers and joggers. Please respect their safety.

Stop Signs are located throughout, with a 4-Way stop at the intersection of Orchard and Lakeland Drive.

### **GARBAGE CONTAINERS**

Garbage pickup is scheduled for Wednesday and Saturday, with Recyclables pick up on Wednesday. Garbage and recycle bins may not be put out prior to 5:00 PM the day before, and must returned to storage the day of pick up. Garbage and recycle bins must not be visible when stored.

### **NO PARKING**

**Parking** is not allowed on the street after midnight and before 6:00 AM. Violation may result in the vehicle being “booted”.

### **NO SOLICITING**

Soliciting is not allowed

### **COMMUNITY SWIMMING POOL**

The Community Pool is available for use by residents and guests during posted hours. Additional rules and restriction are also posted at the pool.

### **ARCHITECTURAL CONTROL COMMITTEE (ACC)**

As per the Declaration of Covenants and Restrictions, the community uses an Architectural Control Committee to oversee structural and landscaping changes and modifications desired by owners. Prior to making changes to units (hurricane shutters, pools, doors/windows, painting, antennas, satellite dishes, landscape changes, etc.) the **OWNER *must*** submit an architectural change form to for review by the ACC. Trees and shrubs may not be removed without approval by the ACC. More details are available in the Declaration of Covenants. Further clarification may be obtained by contacting the Property Manager. Forms may be obtained from the Property Manager’s office or the Web Site.

### **LANDSCAPE COMMITTEE**

A Landscape Committee oversees the routine landscaping activities of the community. The Community landscaper (BrightView) provides for mowing, edging, hedge trimming, fertilization, pest control, and irrigation inspection on a routine schedule. The Committee works with the Property Manager and the landscaper to provide inspections to resolve problems with diseased, dying plants and make recommendations for changes or refurbishment.

## **RULES AND REGULATIONS FOR HAMMOCK RESERVE**

The definitions contained in the Declaration of Covenants and Restrictions for Hammock Reserve are incorporated herein as part of these Rules and Regulations.

1. The owners and lessees of each Lot shall abide by each and every term and provision of the Declaration of Covenants and Restrictions, and each and every term and provision of the Articles of Incorporation, and By-Laws of the Association.

2. No bicycles, tricycles, scooters, baby strollers or other similar vehicles or toys shall be allowed to remain in the Common Areas. The walkways, bridges, sidewalks, and streets shall not be obstructed.

3. Any damage to the Common Areas, property, or equipment of the Association caused by any Owner, his family member, guest, invitee or lessee shall be repaired or replaced at the expense of such Owner.

4. An Owner will not park or position his vehicle so as to prevent access to another Lot. The Owners, their families, guests, invitees, licensees, and lessees will obey the posted parking and traffic regulations installed for the safety and welfare of all Owners.

5. No Owner shall do or permit any assembling or disassembling of motor vehicles except within his garage. Each Lot Owner shall be required to clean his driveway of any oil or other fluid discharged by his motor vehicle.

6. Except as may be permitted in accordance with the Declaration, no transmitting or receiving aerial or antenna shall be attached to or hung from any part of a Lot or the Common Areas.

7. All garbage and refuse from the Lots shall be deposited with care in each Owner's private garbage containers, which shall be placed so they are not visible from the Roads or from adjoining Units. No garbage or refuse shall be deposited in any Common Area for any reason, except on the correct days of the week for pickup and removal. No littering shall be done or permitted on the Association Property.

8. No commercial vehicle, recreational vehicle (including, without limitation, all-terrain vehicles), camper, trailer, boat, motorcycle, van, bus, truck, or similar vehicle) shall park or be parked at any time on any portion of the Common Areas, except for commercial vehicles, vans, or trucks delivering goods or furnishing services. Said commercial vehicles, vans or trucks shall not park or be permitted to park overnight on any portion of the Common Areas or on any driveway or other portion of a Lot (except within the confines of a garage). Vehicles shall not be parked overnight on Roads or swales, except in designated parking areas. The Association shall have the right to authorize the towing away of any such vehicles in violation of this rule with costs and fees, including attorneys' fees, if any, to be borne by the vehicle owner or violator.

9. No garage doors shall be permitted to remain open except for temporary purposes, and the Board may adopt further rules for the regulation of the opening of garage doors.

10. Complaints regarding the management of the Association property, or regarding the actions of other Owners, their families, guests, or lessees shall be made in writing to the Association and shall be signed by the complaining Lot Owner.

11. Any consent or approval given under these Rules and Regulations by the Association

may be revocable at any time by the Board.

12. These Rules and Regulations may be modified, added to, or repealed in accordance with the By-Laws of the Association.

By Resolution of the Board of Directors of Hammock Reserve  
Homeowners Association, Inc.