

# Regency Park at Lake Mary

Winter 2018

This newsletter is the official document of the Regency Park at Lake Mary Condo Association, Inc (RP) and all published information therein constitutes notification to all members. It is written under the guidance of the RP Association Board of Directors.

## CONTACT INFORMATION

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[www.RegencyParkLakeMaryCondo.com](http://www.RegencyParkLakeMaryCondo.com)

## BOARD OF DIRECTORS

PRESIDENT: Kevin Hutchison  
VP/SECRETARY: Chy-Ching Chuang  
TREASURER: Kathleen Wieser

## CLUBHOUSE RENTAL

Please contact Yadira Casiano  
at (407) 328-8208 or by  
email at [Admin@RegencyParkCondo.com](mailto:Admin@RegencyParkCondo.com)

## NEXT MEETING DATE

**April 17, 2018 @ 6:00 PM**  
733 Secret Harbor Lane  
Lake Mary, FL 32746

## SEMINOLE COUNTY

### SERVICES

(407) 665-0000

[www.SeminoleCountyfl.gov](http://www.SeminoleCountyfl.gov)

Animal Services  
(407) 665-5201

Sheriffs - (407) 665-6650  
Fire - (407) 585-1480  
Duke Energy - (407) 700-8744

**In an Emergency, dial 911**

## Highlights of 2018 Board of Directors Meetings

Within the 1<sup>st</sup> quarter of the year, the Board has worked on approving and adopting new policies for the betterment of the Community. Those policies can be found within this letter. As well, they worked extremely close with management and the CPA firm, who were able to reconcile the bank statements, from March 2017 - September 2017. Thankfully that work has been completed and FirstService Residential can start producing financials on a monthly basis.

## Water Metering

During the March Board of Directors meeting, the Board voted to award the water metering contract to Oates Energy. What does this mean? In the coming months owners will start to receive invoices from a new company for their water consumption. The name of the new company is Oates Energy. More information will be following in the coming weeks.

## Regency Park Website Update!!!!

We have been working on revamping the Regency Park Community website so that there is one website with convenient buttons to click on to pay HOA dues, Water Bill(s), look up account information, visit calendar for upcoming Board & Townhall meetings, plus download necessary forms, rules, and other important condo documents.

Our updated website is [www.RegencyParkLakeMaryCondo.com](http://www.RegencyParkLakeMaryCondo.com).

## Hurricane Irma Insurance Claim Update

A claim has been filed with the Association's insurance for roof damage that was sustained during Hurricane Irma. The insurance company has yet to give their official ruling on the claim. The Association is working with public adjusters to ensure the best argument for having the roofs replaced is provided to the insurance company. The process is taking longer than anticipated given the size of the community and the size of the claim. If approved all 42 residential buildings and the 2 clubhouses will receive new roofs.

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## Landscaping Update

Thanks to the generous gift from The Crossings Master Association, Regency Park was able to re-landscape both entrances. As well, the Association is making some minor upgrades throughout the community. Work by the 2<sup>nd</sup> clubhouse has already begun to upgrade the landscaping and the appearance. However, due to freezes, in February, some of the landscaping in various parts of the community has been damaged. Most will recover with time and the upcoming growing season.

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## NUISANCES

No nuisances (as defined by the Association) shall be allowed on the Condominium Property, nor shall any use or practice be allowed which is a source of annoyance to residents or occupants of Units or which interferes with the peaceful possession or proper use of the Condominium Property by its residents or occupants. No activity specifically permitted by this Declaration shall be deemed a nuisance. [Declaration of Condominium of (formerly Reserve) Regency Park at Lake Mary, a Condominium, Item 17.6, page 29]

## Pool Usage

Summer time is right around the corner and kids will be out of school enjoying the summer sun and warm temperatures. We encourage residents to use Regency Park's amazing pools and facilities, but we kindly ask that you follow all rules of the pool areas. Here are few, but it is recommended to read all signs in the pool area and familiarize yourself with all rules.

### **-No Smoking in the Pool Area**

**-No food, drink, or glass in the pool or on pool deck.**

**-No animals in the pool or on the pool deck.**

**-Children under the age of 16 years old must be accompanied by an adult 18 years or older.**

**-No lifeguard on duty, swim at your own risk.**

Any resident found not following these rules will be asked to leave the pool area and could risk suspension from use of Regency Park's facilities.

## Compactor Rules

- Bag & Tie all Trash
- Break Down All Boxes, They Must Fit in the Compactor
- No Furniture, Appliances or Hazardous Materials
- No Oversized or Construction Items, All Contractors Must Take Their Debris Off the Premises, as per Florida Law
- Place All Trash Inside Compactor Over the Left Side Wall and Press the Green Button to Activate Compactor

Violators Will Be Fined/Assessed Minimum \$100.

Violators Cost YOU Money!

If You Observe Problems Contact Management at (407) 328-8208. Pictures and/or video taken with your phone/camera are very helpful.

## Payment of Condo Dues & Assessments

January 1, 2018, Regency Park changed banks and how owners are to make their HOA payments. Owners may take advantage of the easy online payment services provided by FirstService Residential called **ClickPay**. Paying online with your checking account is free. Please be advised the beginning balances may not be available for at least 30 to 45 days until the transition is complete. If you have any questions about your payments or need additional support with **ClickPay** set up, please do not hesitate to contact their Customer Service Line at 1-888-354-0135 (Option 1).

### Frequently Asked Questions

- Q:** How can I make payments online or set up new recurring payments with FirstService Residential?  
**A:** That's easy. Please ensure you follow your Community Website registration process on page one. After registering, follow the steps below to make recurring payments or pay by phone.

#### Effective Immediately – Set up CLICKPAY

1. Go to: [www.RegencyParkLakeMaryCondo.com](http://www.RegencyParkLakeMaryCondo.com) and click on **PAY CONDO DUES** Button or <http://fsrsouth.fsrconnect.com/RegencyParkatLakeMary>
2. Enter your user name and password you set up when you registered. Click **LOGIN**
3. Click **MY ACCOUNT**
4. Click **PAY ASSOCIATION FEES** – Note: Web browsers are slightly different; you may need to turn off pop up blockers for the <http://fsrsouth.fsrconnect.com/RegencyParkatLakeMary> website if you get a blank screen.
5. Click **Register** at top of page and follow instructions to create your profile and account
6. Or Pay by Phone by calling ClickPay Customer Service at 1.888.354.0135 (Option 1)

- Q:** If I need assistance with setting up my ClickPay account, whom do I call?  
**A:** A **ClickPay** representative will be available Monday through Friday 8AM to 9PM EST at **1.888.354.0135**.

- Q:** I've already made arrangements for my own bank to automatically send a check for my maintenance payments. Do I need to change anything?

**A:** Yes. It is important to update your bill pay service with two key pieces of information:

1. The 14-digit homeowner account number (All Account Numbers start with a **Numerical "0" (zero)**)  
Please reach out to Hunter Chastain at [manager@regencyparkcondo.com](mailto:manager@regencyparkcondo.com) or 407-328-8208 for your 14-digit homeowner account number.
2. The new remittance address:

Regency Park at Lake Mary Condominium Association, Inc.  
C/O FirstService Residential Florida, Inc.  
P.O. Box 028100  
Miami, FL 33102-8100

If additional help is required, please contact the FirstService Residential Customer Care Team at 1-866-378-1099.

## **PATIOS/COMMON ELEMENTS**

No articles other than patio-type furniture shall be placed on the balconies, patios, or other Common Elements. No bicycles, linens, clothes, bathing suits or swimwear, curtains, rugs, mops, laundry of any kind, or other articles, shall be shaken or hung from any windows, doors, balconies, terraces or other portions of the Condominium or Association Property. (Live plants may be grown on the patio or balcony but may not be affixed to any wall or hang from the ceiling. Residential electric grills, no smokers, may be used.)

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## **BBQs, STORAGE OF FLAMABLE OR EXPLOSIVE MATERIALS NOT PERMITTED**

No flammable, combustible, or explosive fluids, chemicals or substances shall be kept in any Unit or on the Common Elements. Charcoal broilers, gas grills, open flame burners, electric grills, and smokers may not be used or stored on, in or about balconies, patios or any of the Common Elements.

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## **PETS**

Each Unit Owner or occupant (regardless of the number of joint owners or occupants) may maintain no more than two (2) household pets in their unit (example 1 dog and 1 or 2 dogs or 2 cats), to be limited to dogs and/or cats. Pets are to be kept in the living area of the Unit Owner (not the patio or balcony). Pet owners are responsible for picking up after their pets. Pets are not allowed on the pool decks or in pool enclosures. Pets must be on a leash when outside your unit. The Declaration of Condominium prohibits certain breeds of dogs. The prohibition includes but is not limited to the following breeds: Pit Bull, Rottweiler, Doberman, Presa Canario, Chow, Wolf Hybrid, Akita, Huskie or other breed considered dangerous by the Board of Directors.

## **LEASES:**

**As per the Declaration**, Leasing of Units is permitted without the consent of the Board of Directors. No portion of a Unit (other than an entire Unit) may be rented. All leases shall provide (or be automatically deemed to provide, absent an express statement) that **the Association shall have the right to terminate the lease upon default by the tenant in observing any of the provisions of the Master Covenants, this Declaration, the Articles of Incorporation and By-Laws of the Association, applicable rules and regulations, or other applicable provisions of any agreement, document or instrument governing the Condominium.**

Regardless of whether or not expressed in the applicable lease, the Unit Owner shall be jointly and severally liable to the Association for the acts and omissions of his tenant(s) which constitute a violation of, or non-compliance with, the provisions of this Declaration and of any and all rules and regulations of the Association.

**The current policy** is that Owners must maintain a current lease in good standing with their tenant(s) in order for them to maintain automatic gate access, fitness center and pool privileges. Otherwise gate access will be with directory code or temporary code only. Leases are not permitted to be for a term of less than ninety (90) days. Month to month leases are NOT permitted.

All communications, including maintenance requests, are to be addressed to the Property Manager on the lease, or with the owner. They will work with the Regency Park management to take care of the issue.

The Board of Directors has approved this **Parking/Towing Policy**, which relates to number 14, 15, & 16 of the Associations Rules and Regulations, for distribution to the Unit Owners, residents, and tenants at Regency Park.

#### **1. GENERAL REGULATIONS**

- 1.1 It is the responsibility of each Unit Owner and his/her tenant(s), licensee(s), family or guests to fully comply with these Rules and Regulations. Unit Owners are responsible to communicate and properly instruct tenants, licensees, visitors, guests, family members, tradesmen, callers, invitees and other who may have legitimate reason for access or cause to be on the property regarding the operation and effect of the parking restrictions set forth in the Rules and Regulations.
- 1.2 Unit Owners should include a copy of this Parking/Towing Policy and the Rules and Regulations with all lease agreements. Lease agreements should be provided to the Board or its managing agent.
- 1.3 The Board shall enforce these Rules and Regulations and, in doing so, is authorized to utilize the services of qualified towing operator to remove any vehicles which may be in violation.

#### **2. PERMITTED PARKING:** Parking of motor vehicles will be permitted on Association property only at the following locations:

- 2.1 Designated Parking Areas: Vehicles may be parked only on designated parking areas on the Condominium Property. First come, first serve basis.
- 2.2 Valid parking permit displayed on the rear window on the bottom left hand corner of the driver's side.
- 2.3 All Registered vehicles must be registered to the name of the person(s) in the lease, Warranty Deed, Trust Document, LLC, and/or Officers of Corp

#### **3. PROHIBITED PARKING:**

- 3.1 No Parking Areas: Parking is prohibited in all of the locations within the Association which are designated by signs or street markings as "No Parking" for various safety reasons, including but not limited to fire lanes.
- 3.2 Access areas: Parking is prohibited in front of walkways and within fifteen (15) feet of fire hydrants. Parked vehicles must not restrict access to driveways, streets or pedestrian traffic.
- 3.3 Other Community Property: No motor vehicle will be permitted to park or operate on "greenspaces" or walkways within the Association, except emergency or maintenance vehicles. These restrictions apply to all motor vehicles, including "off highway" vehicles (as defined by Chapter 317, Florida Statute)
- 3.4 Prohibited Vehicles: Vehicles on which commercial equipment or lettering is exposed in or upon the vehicle, vans without permanent rear seats and/or side windows in the rear of the van, trucks over ½ ton (which shall include mobile homes and campers), boats or water sport vehicles, trailers, inoperable motor vehicles (which shall include, without limitation, any vehicle which cannot operate on its own power, is in state of disrepair, and/or which would not pass applicable state inspection criteria), recreational vehicles, and/or non-passenger vehicles shall be kept upon any portion of the Association (except for bona fide emergencies). The foregoing restrictions shall not be deemed to prohibit temporary parking of commercial vehicles making delivery to or from, or while used in connection providing service to, any unit or the condominium property. No major repair to any motor vehicle may take place on the condominium property, nor shall any vehicle be placed upon blocks, jacks, or similar devices, anywhere on the condominium property. Cars used by government law enforcement are expressly permitted.
- 3.5 Expired license plates.
- 3.6 Vehicles cannot be covered. License plate and parking permit must be visible at all times.

#### **4. ENFORCEMENT**

- 4.1 The Board of Directors is responsible for enforcing the Rules and Regulations. In fulfilling its obligation to enforce the Rules and Regulations the Board may enlist the assistance of a managing agent and or other agents (such as towing operator). Unit owners or residents who observe a violation or wish to lodge a complaint should contact a Board member or its managing agent, and make such complaint in writing. It is recommended that any complaint submitted be accompanied with documented proof such as a photograph of said violation. The complainant will be kept anonymous when addressing the violation. As set forth in the Rules and Regulations, any vehicle found to be parking in violation of these rules and regulations may be immediately towed from property at the expense of its owner and without prior warning.

5. **STORAGE OF VEHICLES:** Vehicles loaned, leased, or used by an owner or resident shall not be stored on the Condominium Property for any period of time. If a vehicle is to remain on the Condominium Property for periods in excess of four (4) days, due to illness or vacation, the Owner or Resident must notify the Association's Property Manager, in writing, of the reason for the lack of use. No vehicle will be used simply for storage of personal or business property at any time.

**GUEST:** A resident or owners having guest stay at the unit for more than four (4) days are to notify management and obtain a guest pass. Guest passes cannot exceed more than seven (7) days unless approved by management. Guest vehicles must comply with rules listed under number 3 "Prohibited Parking".

## **BICYCLE POLICY**

Pursuant to the authority granted to it under governing documents, the Board of Directors for Regency Park at Lake Mary Condominium Association, Inc. ("Association") has adopted the following policy and procedure related to bicycles:

1. Pursuant to Article 17.13 of the Declaration of Condominium of Regency Park at Lake Mary, a Condominium ("Declaration"), the Association has the authority to promulgate and adopt rules and regulations pertaining to the use of Association Property and Common Property, which includes the bicycle racks located throughout the Association. This Policy is being adopted to govern the use of the bicycle racks.
2. Before any Unit Owner may store or park his/her bicycle at the Association's bicycle racks, an application for a decal must be submitted to the Association for its records. **No application shall be denied unless it is incomplete.** Every application should include:
  - a. A description of the bicycle including its make and model, color, approximate fair market value, and year of purchase,
  - b. A photograph of the bicycle, and
  - c. If decals are requested for more than two (2) bicycles per Unit, then an application fee of \$5.00 per additional bicycle is required.
3. Bicycles decals shall expire after one (1) year, and a new photograph of the bicycle must be provided to the Association prior to reissuance of same.
4. Any bicycle that is left at the bicycle racks, or anywhere on Association Property, without necessary decal for more than seven (7) days is subject to removal and disposal by the Association. The Association may, but is not required to, at its discretion, remove the bicycle and store it at the clubhouse for a period of seven (7) days. If it is not claimed during the seven (7) day period, then the Association may dispose through any means that it deems proper.
5. Bicycles covers are not permitted and all bicycles must be in acceptable and operable condition.
6. All Unit Owners, their tenants, guest, assigns, and/or invitees who bring a bicycle onto Association Property are subject to this Policy along with any and all other restrictions and regulations set forth in the Declaration or adopted by the Association. It shall be the Unit Owners' responsibility to inform their tenants, guests, assigns, and/or invitees of this Policy. Failure of the Association to elect its remedy or remedies as described hereunder against any particular Unit Owner shall not operate to waive its rights to pursue the same remedy or remedies against another Unit Owner or other legal remedies against the offending Unit Owner.
7. The Association and management shall not be held liable or responsible in any way for any loss, damage or theft suffered by any Unit Owners. Each owner is responsible for their bicycle(s) and are encouraged to take the necessary precautions to ensure it is secured.
8. In the event any provision of this Policy conflicts with the Declaration or any of the governing documents, the terms of the latter shall control. Additionally, nothing in this Policy shall be deemed a waiver of the Association's rights and remedies available to it at law and in equity whether such rights and remedies arise under Florida law, the Declaration, or the other governing documents.