



Welcome to the Reserve at Sawgrass!

Dear New Homeowner:

Welcome to our neighborhood and congratulations on the purchase of your home! On behalf of the Board of Directors and the other homeowners of The Reserve at Sawgrass, we would like to welcome you to your new home and our community.

As a new owner you will soon receive a payment coupon booklet within two weeks of transfer of title from FirstService Residential. Please note that the transfer of title can take up to 6 weeks from date of closing. This payment booklet will list your account number, assessment due dates and mailing address for payments. Coupon books are mailed to the official billing address used on the title. Payments can also be made online for convenience at the Reserve at Sawgrass Association website or via phone.

You are now a member of a homeowners association. Under Florida law you are required to abide by the terms and conditions of the covenants established at the initial development of the community and as properly amended from time to time. The operation of your homeowners association is governed by a board of volunteer directors. After Developer turnover, the Board of Directors will be elected by the community to oversee the daily functions and financial responsibilities of the Association. The Board is also responsible for maintaining members' compliance with the established covenants and bylaws of the Association. There are specific provisions regarding what can and cannot be done on your property. Please take the time to read through the Bylaws, Covenants, and Architectural Guidelines documents you received during the home purchase process. If you did not receive these, copies are available to homeowners upon request, and are posted on the community websites listed below.

Our community web site at **www.reserveatsawgrass.com** is the place to see upcoming activities and events, architectural review forms, previous announcements, a community calendar, amenity information, and useful links to utilities and local schools can all be found there.

FirstService Residential is our contracted property management company. They can be reached at (407) 644-0010 or through the website, **<http://reserveatsawgrass.connectresident.com>**. They should be contacted for service issues on community property, complaints regarding specific bylaw violations and for any questions regarding your annual homeowners' dues assessment, and official records for the Association. If you should need assistance after hours you may call FirstService Residential's Customer Service Department at 1-866-378-1099.

Information on some of the questions many new homeowners have is located in the *Common Questions* page on www.reserveatsawgrass.com to get you off to a smooth start. Again, welcome to The Reserve at Sawgrass community! We look forward to you falling in love with this neighborhood as much as we have. We know you'll find our neighborhood is a great place to live and we encourage your participation in our activities and functions.

Sincerely,
The Reserve at Sawgrass Homeowners Association



NEW HOMEOWNER CHECKLIST

FOLLOW THE STEPS BELOW TO ENSURE YOU GET EVERYTHING SET UP AND READY

STEP 1 — SIGN UP FOR UTILITY SERVICE

- **Electric** – OUC
- **Water** – OUC
- **Irrigation/Reclaimed water** – Orange County Utilities
- **Request Trash/Recycling carts** – Orange County Solid Waste

STEP 2 — COMPLETE THE HOMEOWNER CONTACT SHEET

- **Please complete and return the Contact Info form. Click here to download.** This is very important as all HOA notification are sent to the official mailing addresses and email addresses on file. Once you submit this form, you will be able to register on the FirstService website (reserveatsawgrass.connectresident.com) to view your account balance, make payments, etc.

STEP 3 — SETUP PAYMENT FOR QUARTERLY ASSESSMENTS

- **ClickPay Online:** <https://www.clickpay.com/custom/fsr/login.html>
- ClickPay customer support: 1.888.354.0135
- **Pay By Phone:** 1-888-425-0001
- **Mailing in payments or setting up Bill Pay with your bank:**
Reserve at Sawgrass Homeowners Association
c/o First Service Residential PROCESSING CENTER
PO Box 28100
Miami FL 33102- 8100
- **Quarterly assessments are due** on January 1, April 1, July 1, and October 1 each year.

STEP 4 — REQUEST COMMUNITY POOL KEYFOB

- Complete the **Pool Key Request Form** (Available here: www.reserveatsawgrass.com/pool)
- **Review Amenity rules** on www.reserveatsawgrass.com/pool

STEP 5 — REVIEW COMMUNITY AND ASSOCIATION WEBSITES

- **Association Management Website:** reserveatsawgrass.connectresident.com
- FirstService Residential is our contracted property management company. They can be reached at (407) 644-0010 or through the website, <http://reserveatsawgrass.connectresident.com>. They should be contacted for service issues on community property, complaints regarding specific bylaw violations and for any questions regarding your annual homeowners' dues assessment, and official records for the Association. If you should need assistance after hours you may call FirstService Residential's Customer Service Department at 1-866-378-1099.
- **Community Website:** www.reserveatsawgrass.com
- Our community web site at www.reserveatsawgrass.com is the place to see upcoming activities and events, architectural guidelines and forms, a community calendar, amenity information, answers to common questions and useful links to utilities and local schools can all be found there.
- *It is the responsibility of each homeowner to ensure that all rules and regulations are followed.*

STEP 6 — ENJOY YOUR NEW HOME!



HELPFUL INFO

COMMUNITY ASSOCIATION MANAGER

Community Manager: Christina Wuersch
Tel: 407.644.0010 x7206
Fax: 407.644.6693
Email: Christina.Wuersch@fsresidential.com
General HOA Email: HOA@reserveatsawgrass.com

HOA ASSESSMENTS/DUES

The HOA assessments are due quarterly (January 1, April 1, July 1, October 1) with a 10-day grace period before late charges are assessed. The assessment amount is communicated toward the end of each year during the budgeting process.

POOL/AMENITY ACCESS

Access to the pool is by key fob only and is for homeowners and their accompanied guests only. New homeowners should complete the Pool Keyfob Form to receive your two keyfobs. If your keyfobs are lost, contact the Association Manager immediately, and you will need to pay for replacement ones.

TRASH CARTS

New homeowners will need to request carts. Please send an email to Solid.Waste@ocfl.net (include your name, street address, contact information, and details of your request) or call the Orange County Solid Waste at 407-836-6601.

Trash (green lid) carts are picked up on Mondays.
Recycling (blue lid) carts are picked up on Tuesdays.
Yard waste and bulk items are collected on Tuesdays.

NOTICE: ALL TRASH CARTS MUST BE STORED IN GARAGE OR REAR OF HOME ON NON-COLLECTION DAYS. IF STORED ON SIDE OF HOME, CARTS MUST BE HIDDEN BY LANDSCAPING OR FENCING.

WEBSITE

When you closed on your property copies of our governing documents were provided (renters will have to obtain them from property managers or refer to the website). If you have misplaced or simply need additional copies, you will find them on our website, www.reserveatsawgrass.com, under *HOA Documents*. Please note the majority of future newsletters and community information will be posted on the site or at the community bulletin board, located at the mailboxes. For all official records, those are posted to the FirstService community website: <http://reserveatsawgrass.connectresident.com>.

OTHER NOTES

- The speed limit in the community is **25 MPH**. Please be respectful and slow down and watch out for joggers, children, and pets.
- Please **STOP** at stop signs.
- Park **ONLY** in legal spaces. All streets feature one-side only parking. Parking on the no-parking side or in front of fire hydrants or too close to intersections may result in parking tickets or towed vehicles.
- Do not blow grass clippings or other debris into the street or storm drains.
- You must keep your pets on leash and pick up after them at all times. Pet waste stations are throughout the community.



ARCHITECTURAL REVIEW COMMITTEE

As a new homeowner, you may already have some ideas on how you'd like to personalize your property. Please keep in mind, the Association has an Architectural Review Committee and specific guidelines to help maintain the quality and consistency of our neighborhood. Its function is to evaluate the plans for all exterior landscaping, repairs and remodeling (such as painting, decks, fences, trees and bushes, replacement roofs, etc.) to ensure compliance with all Covenants and Bylaws. The purpose of this review is to protect our scenic environment and maintain the value of our homes. **All modifications to the exterior of your property, including landscaping, screens, play equipment, fencing, mulch, and more, must be submitted to the Architectural Review Committee for approval before any work begins.** If work is started without prior approval, the homeowner risks being cited for a covenant violation and may be required to alter or remove the changes at significant additional cost, plus be subject to fines.

CC&R VIOLATIONS

Our community is governed by our Conditions, Covenants & Restrictions, which all residents are subject to following. Enforcement of our CC&Rs are handled by the violations process. Common violations to avoid are:

Lawns/Landscaping: All lawns must be mowed, fertilized and treated for weeds. Trees should be trimmed and stakes removed once established. Diseased trees, shrubs, or sod need to be replaced. Landscape beds must be kept weed free. Any landscape changes also request ARC approval before changes are made.

Trash cans: All trash cans must be stored out of site in the garage or in the rear of the home. If you store your cans on the side of the home, it must be completely hidden by a privacy fence or landscape shrubs. Installation of a fence or shrubs would require ARC approval.

Unapproved exterior changes: We understand the desire to personalize your home and make changes, however our CC&Rs have strict guidelines on what can be changed. Any changes to the exterior of your home or property, including landscaping, screens, play equipment, fencing, mulch, and more, must be submitted to the Architectural Review Committee for approval before any work begins. If work is started without prior approval, the homeowner risks being cited for a covenant violation and may be required to alter or remove the changes at significant additional cost.

UTILITIES

To make things easier for new members, or members with service disruptions, the following is a list of the utility service providers within the Reserve at Sawgrass. *Don't forget to set up reclaimed water service, as this is what runs your lawn irrigation system!*

Service	Provider	Phone Number	Link
Electric	OUC (Orlando Utilities Commission)	407-423-9018	Click here
Water (Drinking)	OUC (Orlando Utilities Commission)	407-423-9018	Click here
Water (Reclaimed/Irrigation)	Orange County Utilities	407-836-5515	Click here
Garbage/Solid Waste	Orange County Solid Waste	407-836-6601	Click here
Cable TV/Internet	Spectrum	1-833-780-1880	Click here
Fiber TV/Internet	AT&T U-Verse	1-800-288-2020	Click here
Satellite	DirecTV	1-888-777-2454	Click here
Satellite	DISH Network	1-800-333-3474	Click here



Plastic



Metal



Glass



Cardboard



Paper



Plastic bottles & containers

Labeled #1 - #5
Lids or caps can stay on



Metal cans

Tin, steel, aluminum,
& empty aerosol cans



Glass bottles & jars

Remove lids or caps



Cardboard boxes

Flattened



Paper

Includes junk mail & paperboard
e.g., shoe boxes & cereal boxes

Empty & dry items only in the recycling cart



No plastic bags, wrap, or tarp



No scrap metal, auto parts, tools, pots & pans;
hazardous waste such as paint, tires, or propane tanks



No ceramics, glassware,
or mirrors



No dirty cardboard such as
greasy pizza boxes



No polystyrene, foam, shredded paper, paper
cups or plates, utensils, or wrapping paper



No small appliances, electronics, or batteries



No food or liquids



No yard waste



No toys, hangers, buckets, or other hard plastics;
"stringy things" such as hoses or wires; clothing or textiles

www.ocfl.net/recycles
Solid.Waste@ocfl.net
407-836-6601

When in doubt, leave it out!





Plástico



Metal



Vidrio



Cartón



Papel



Botellas y contenedores

Marcados #1 - #5

Puede dejar las tapas puestas



Latas de metal

Hojalata, aluminio, acero,
y de aerosol vacías



Botellas y jarras de vidrio

Quite las tapas



Cajas de cartón

Aplanar



Papel

Incluye correo basura y cartón
Por ejemplo, cajas de cereales y
de zapatos

Solo artículos vacíos y secos en el contenedor de reciclaje



No incluya bolsas plásticas,
envolturas, o toldos



No incluya restos de metal, piezas de automóvil,
herramientas, ollas o sartenes, desechos peligrosos
Por ejemplo, pintura, llantas, o tanques de gas propano



No incluya cerámica,
cristalería, o espejos



No incluya cajas de cartón sucias,
tales como las cajas grasosas de pizza



No incluya poliestireno, gomaespuma, papel
triturado, vasos o platos de papel, utensilios,
o papel de regalo



No incluya electrodomésticos, aparatos
electrónicos, o baterías



No incluya alimentos o líquidos



No incluya desechos de jardín



No incluya juguetes, ganchos de ropa, cubos, u otros
artículos filamentosos de plástico duro, tales como
mangueras o alambres, ropa o tela

www.ocfl.net/recycles
Solid.Waste@ocfl.net
407-836-6601

¡Si no sabe, no lo incluya!



ORANGE COUNTY AUTOMATED COLLECTION PROGRAM

GARBAGE - RECYCLING - YARD WASTE - LARGE ITEMS



Tips for Problem-Free Collection Service

- Place material out by 6 a.m. the day of collection to ensure you do not miss the collection truck. Collection crews have until 8 p.m. to complete each route.
- Place roll carts with at least 3 feet of clearance at the curb and away from the mailbox, parked cars, and low-hanging tree limbs.
- Roll cart handles should be facing your house.
- DO NOT MIX yard waste, garbage, recyclables, and large items.
- Containers, bundles, and bags for yard waste must weigh less than 60 pounds when full. Cans must be 50 gallons or less in capacity with tight-fitting lids and handles on the sides.
- Remove roll carts and containers from the curb within 12 hours after pickup.
- Material not set out properly will be tagged. Please call the Orange County Utilities Solid Waste Hotline at 407-836-6601.
- If your cart is damaged or stolen, please call the Orange County Utilities Solid Waste Hotline at 407-836-6601 for a replacement.
- Automobile parts; hazardous waste; and freon-containing devices, such as freezers and refrigerators, are not included in your curbside collection program.



GARBAGE

Place bagged household waste inside the roll cart with the **green** lid. DO NOT mix recyclables, hazardous waste, or yard waste with your garbage.



RECYCLING

- Place only these recyclables in the roll cart with the **blue** lid:

PLASTIC

Bottles and containers labeled #1 - #5

METAL

Tin, aluminum, steel, and empty aerosol cans

GLASS

Bottles and jars

CARDBOARD

Flattened corrugated boxes



PAPER

Newspapers and advertisements

Paper bags

Junk mail

Magazines and catalogs

Office/note paper

Phone books

Cereal/shoe/drink boxes

Milk/juice cartons

- **Do not use plastic bags for recycling.**



YARD WASTE

- Yard waste collection is for all vegetative landscaping material as well as grass, tree, and shrub trimmings.
- Collection is limited to 3 cubic yards per week.
- Use garbage cans provided by residents or plastic bags for collection. Bundle limbs, palm fronds, and similar items into lengths of 3 feet or less and securely tie them with string or twine. Each can, bag, or bundle must weigh less than 60 pounds. Tree stumps should be cut in lengths of 3 feet or less and each piece must weigh less than 60 pounds.



LARGE ITEMS

- Large items such as furniture, mattresses, appliances, TVs, and up to 4 automobile tires are collected the same day as yard waste. Please keep large items separate from yard waste.
- Collection is limited to 3 cubic yards per week, and the item(s) must be set out neatly.



HOLIDAYS

Collection will be provided as scheduled on all holidays except Thanksgiving Day and Christmas Day. When Thanksgiving Day and Christmas Day fall on a regular scheduled collection day, collection will be one day after the normally scheduled collection day for the rest of the week.



For questions or concerns regarding garbage, recycling, yard waste, and large item pickup, please call the Orange County Utilities Solid Waste Hotline at 407-836-6601. Website: www.ocfl.net/GreenClean • Email address: Solid.Waste@ocfl.net

PROGRAMA DE RECOLECCIÓN AUTOMATIZADA DE ORANGE COUNTY

BASURA - RECICLAJE - DESPERDICIOS DE JARDÍN - ARTÍCULOS GRANDES



Consejos para un servicio de recolección sin problemas

- Saque el material en o antes de las 6 a.m. el día de recolección para asegurarse de no perder el camión de recolección. Los equipos de recolección tienen hasta las 8 p.m. para completar cada ruta.
- Coloque los contenedores rodantes con al menos 3 pies de distancia de la orilla y lejos del buzón, carros estacionados y ramas bajas de árboles.
- Las manijas de los contenedores rodantes deben estar de frente a la casa.
- NO MEZCLE el desperdicio del jardín, basura, reciclables y artículos grandes.
- Los contenedores, bultos y bolsas para desperdicio de jardín deben pesar menos de 60 libras cuando estén llenos. Los contenedores deben tener 50 galones o menos de capacidad con tapas herméticas y manijas a los lados.
- Retire los contenedores rodantes y otros contenedores de la orilla de la acera dentro de un espacio de 12 horas después de su recogido.
- El material que no es colocado apropiadamente será rotulado. Por favor llame a la Línea de Información de Desperdicios Sólidos del Departamento de Servicios Públicos del Condado de Orange al 407-836-6601.
- Si su contenedor es dañado o robado, por favor llame a la Línea de Información de Desperdicios Sólidos del Departamento de Servicios Públicos del Condado de Orange al 407-836-6601 para pedir un reemplazo.
- Las piezas de repuesto de automóviles, desechos peligrosos y aparatos que contengan freón, tales como congeladores y neveras, no están incluidos en su programa de recolección residencial.



BASURA

Coloque las bolsas de basura del hogar dentro del contenedor rodante con la tapa **verde**. NO MEZCLE los artículos reciclables, los desechos peligrosos o los desechos de jardín junto con su basura.



RECICLAJE

- Coloque solamente estos artículos reciclables en el contenedor rodante de tapa **azul**:

PLÁSTICO

Botellas y contenedores marcados #1 - #5

METAL

Lata, aluminio, acero y latas de aerosol vacías

VIDRIO

Botellas y jarras

CARTÓN

Cajas de cartón corrugado aplastado



PAPEL

Periódicos y anuncios

Bolsas de papel

Correo basura

Revistas y catálogos

Papel de oficina/notas

Directorios telefónicos

Cajas de cereal/zapatos/bebidas

Cartones de leche/jugo

- No utilice bolsas de plástico para el reciclaje.



DESPERDICIOS DE JARDÍN

- La recolección para desperdicios de jardín es para todo el material vegetal de jardinería así como los residuos de césped, árboles y arbustos.
- La recolección se limita a 3 yardas cúbicas por semana.
- Use sus propios contenedores de basura o bolsas plásticas para la recolección. Ate las ramas, hojas de palmas o artículos semejantes en bultos de 3 pies o menos de largo y amárrelos fuertemente con cordón o soga. Cada lata, bolsa o bulto debe pesar menos de 60 libras. Los troncos de árboles deben cortarse a 3 pies o menos de largo y cada pieza debe pesar menos de 60 libras.



ARTÍCULOS GRANDES

- Los artículos grandes como muebles, colchones, enseres, televisores y hasta 4 llantas de automóvil son recogidos el mismo día que se recoge el desperdicio del jardín. Por favor mantenga los artículos grandes separados del desperdicio de jardín.
- El recogido se limita a 3 yardas cúbicas por semana y el artículo deberá estar colocado adecuadamente.



DÍAS FESTIVOS

Se proveerá recolección en todos los días festivos según lo programado con excepción del Día de Acción de Gracias y el Día de Navidad. Cuando el Día de Acción de Gracias y el Día de Navidad coincidan con un día regular de recogido, el recogido será un día después del día normalmente señalado para el resto de la semana.



Para preguntas acerca de la recolección de basura, reciclaje, desperdicio de jardín o artículos grandes, por favor llame a la Línea de Información de Desperdicios Sólidos del Departamento de Servicios Públicos del Condado de Orange al 407-836-6601.
Sitio web: www.ocfl.net/GreenClean • Correo electrónico: Solid.Waste@ocfl.net