

**ERCV New Owner
Information**

<p align="center"><u>ERCV Business Office:</u> email: ERCVFrontDesk@gmail.com phone: (352) 432-9429 Office Hours: posted near the Mailbox and Front Door entrances and on the www.mycitrusvalley.com website</p>	<p align="center"><u>ERCV on-site Manager:</u> Daphne Saxton, LCAM email: dsaxton@lelandmanagement.com phone: (352) 432-9429 or cell (407) 214-8761</p>
<p align="center"><u>Board of Directors:</u> email: directors@ercvowners.com</p>	<p align="center"><u>Property Management Company:</u> Leland Management Website: www.LelandManagement.com Resident Support: residentSupport@lelandmanagement.com Phone: (407) 781-1188</p>
<p align="center"><u>ERCV Condominium Association Website:</u> www.mycitrusvalley.com</p>	<p align="center"><u>After hours Park Issues/Non-Emergency Issues:</u> phone: (407) 214-8761 Leave a voicemail</p>
<p align="center"><u>Sumter Electric Cooperative Energy (SECO):</u> phone: (352) 793-3801</p>	<p align="center"><u>Lake County Sheriff-Non Emergency</u> phone: (352) 343-2101</p>
<p align="center"><u>Lake County Emergency</u> phone: 9-1-1</p>	<p align="center">Pool Hours: Posted on Pool Gate Recreation/Rally Building/Exercise Room: Open 24/7 DON'T FORGET YOUR ACCESS CARD!</p>

- **Website:** Register at www.mycitrusvalley.com. When you go to this website, click on “create a new login”, complete your registration. Here you will find a wealth of information. Pay particular attention to Contact Information, Resident resources, Association declarations, documents, and bylaws, Calendar of Events (printable), Newsletters, Architectural Review committee (ARC) process and much more. All Board of Director and Committee meetings are listed in addition to the Activities hosted by various volunteers. In addition, you will be able to mark your email/information as viewable in order to receive weekly Managers Reports/updates. You will see throughout this document the important websites in blue.
- **Leland Management Portal:** The Portal is provided by the Management Company. Contact Leland Management at: www.LelandManagement.com or see the on-site manager to sign up. The Portal is important because you will pay your COA fees there, access individual financial statements, update your mailing address and access. *Condominium dues are payable January 1, April 1, July 1, and October 1 and are paid on the Leland Portal or through a Coupon book provided by Leland Management.*

- **Architectural Review Committee:** New Lot owners, always have ideas about their lot use and design. The Architectural Review Committee (ARC) process and requirements are on the www.mycitrusvalley.com. Lot owners have clear and concise instructions for requesting changes to your lot. Lot owners are required to comply with the Association Rules, Regulations & Bylaws and Lake County ordinances requiring the submission of plans and a filing an Architectural Review form prior to starting projects. Once the documents are downloaded to your computer and saved, you will submit all required documentation on the Portal under the ARC application tab, including the request. Sprinkler Systems are included in the ARC process and follow the policy and procedure on the website. All the irrigation requirements are listed there.
- The Lake County/St Johns River Management District irrigation ordinance are listed on www.mycitrusvalley.com. Determined by your 911 street address, not your lot number, *Daylight savings time*; Odd numbered address Wednesdays and Saturdays; Even numbered addresses Thursday and Sunday, no more than 1 hour per zone, not between 10 am and 4 pm, only when needed. *Eastern Standard time*; Odd numbered, Saturdays; Even numbered, Sunday.
- **Hurricane Preparedness:** You will find documents on www.mycitrusvalley.com that give clear and concise instructions on preparing your lot prior to leaving for the summer season. If by chance, you are staying on your lot, there are shelter listings that allow pets as well as those that don't, a listing of important phone numbers and an Hurricane Kit listing in the event that power is lost for a few days.
- **Yard Waste/Household Waste/Recyclables Dumpsters:** Tuesday's and Friday's are collection days for the Household Waste Dumpsters located adjacent to both Bathhouses. The Recyclable Dumpsters are near the Shuffleboard Courts near the pool and are to be used for clean cans, bottles, newspapers, magazines and boxes that have been broken-down flat. Do not place TRASH or GARBAGE in the Recycling Dumpsters because it is no longer viable for recycling. Yard Waste Dumpster is located adjacent to the Recreation Building, on the other side of the pond. Please read the document on the webpage related to allowable yard waste. Do not place tree trunks and tree debris there. This is for fronds and yard waste from your lots such as weeds, dead flower and small shrubs.
- **Call-box (Access Gate) Directory:** Each resident in ERCV is listed on the gate call box. Please go to the office and complete the request for gate access with the on-site manager. Please enter a new entry into you phone/contacts listing "ERCV front gate" and number +1 (352) 432-8971. When guests arrive, they look you up by name, use the call box to dial your phone. Your phone will ring and display ERCV front gate and you can talk to the guest to ensure who they are or a delivery, press the number "9" on your phone keypad and you will hear a chime and the gate will open to let them in.
- **Access Devices:** There are multiple devices you will need to acquire for different uses, forms are in your welcome packet and available on www.mycitrusvalley.com:

1. **RFID sticker:** As an owner you are provided 2 RFID gate access stickers free of charge. Owners use the Gate in the Right lane, approach slowly and the arm will raise. The office staff is responsible for placing these stickers. Additional stickers can be purchased for \$10.00 each. Complete the RFID request with the Office. Please bring your current vehicle registration to obtain the sticker.

 2. **Access Card:** As an owner, you are provided 2 Access cards free of charge. These are obtained in the office and give you access to the Pool and Recreation Hall. Please ask the previous owner to relinquish the cards they were given, as they are registered to the lot owner and lot number.

 3. **USPS Mailbox Keys:** As an owner, you are provided with 3 mailbox keys at the closing from the previous owner. It is your responsibility to transfer your mail using the USPS website or by going directly to the Post Office branch at 1100 US Highway 27, Suite F, Clermont, Florida, just a few miles south of ERCV. If the previous owner does not turn over the keys at closing, you will have to request at the Post Office to have your mailbox rekeyed and the cost is \$35.00.
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- **Additional registrations:** You will find in your New Owners packet and on the www.mycitrusvalley.com website, forms for *Pet registration* and current immunizations, *Golf cart* tag registration and instructions and *Parking around the Clubhouse* instructions. All these items are to be submitted to the office, you will receive your Golf cart tag after presenting proof of insurance and proof of ownership. Required information is listed on the individual forms. Please review the Parking Policy.

 - **Cable TV (Spectrum):** Your Association dues provide basic cable service through Spectrum. You must go to the Spectrum location at 2419 US Highway 27, Suite 300-400, Clermont Florida to set up your account and pick up your equipment, 2 free cable boxes. For additions upgrades services or for internet, please contact bulk services at (833) 697-7328. Tune into the Community Digital Information *Channel 732* on your personal TV's to see what's happening at ERCV Resort Activities and announcements.

 - **Grounds Maintenance:** Mowing, trimming, lot spraying and blowing off your lot is performed by a contracted Landscaping Service. They are here weekly during the summer months April 1-October 31 and biweekly/as needed November 1-March 31. Owners are responsible for trimming Palm fronds, bedding weeds, cleaning sheds or vinyl siding, removing mildew or green mold. Our on-site Manager is the liaison for contracted vendors.

 - **Speed Limit:** 10 miles an hour or less. And remember Stop signs mean STOP. We have walkers, runners, bicyclist, golf carts and kids, we need to think about safety.

 - **Laundry Facilities:** Laundry facilities are available at the East bathhouse. There is parking available while doing laundry. You can get quarters for \$1 and \$5 bills in the front office change machine.