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Hello Grand Isles Homeowners and Renters!!

School is out for the summer, the lakes are full, and the grass is green and growing (and, yes, some weeds, too). And of course, it is hot and humid. It is summer in South Florida. A great time of the year.

We want to address some items with our residents, so, here we go.

First, it is officially hurricane season again. In the days leading up to a serious threat, please secure all outside basketball hoops, trampolines, flowerpots, trash cans and items stored outside - anything that could go airborne and damage your neighbor's property. Install window shutters the week of a possible hurricane and remove them within a week of the storm passing. If you are going on vacation, please arrange for a handyman to handle this for you in your absence. Have a plan if the community has no electrical service for a period of time.

We do have a plan to secure all our Common Area assets.

Next, the Village of Wellington is responsible for our trash pickup. They determine if trash pickup is on schedule or if it is altered. We will do our best to communicate with our residents what the Village directs us regarding service. Trash service is part of your Village services and is not a Grand Isles responsibility. If you need new trash cans or recycling bins, call the Village. It is your responsibility to always secure your trash, so your can is not tipped over or blowing around the neighborhood.

Next, our residents can drive from anywhere in our community, at 20 miles per hour, and it will take no longer than two minutes to leave Grand Isles. If you are driving more than 25, 30, 35, 40 miles an hour in this community, it will save you no more than 15 to 60 seconds in exiting Grand Isles. But, by speeding, you could injure a child or adult, or get a traffic fine, or cause an accident. It is not worth the risk. Save your speeding until you get on Lake Worth Road or Highway 441. Please have this conversation with your spouse or driving-age children. Let's not take a chance of ruining lives. Please don't speed in Grand Isles.

Next, we will be replacing several sidewalk slabs of cement in the next month or so. If you or your child draw or write or deface the fresh cement in any way you will be charged to replace the slab or slabs if you are seen doing so. It is expensive. Everyone has smart phone cameras. This

happened the last time we made repairs, and a resident posted the defaced cement on the internet putting our community in a bad light.

We have kids who live here going to the front gate (usually in the evening) and meeting kids from other neighborhoods and bringing them into our community to hang out. Some are large groups. If your child is doing this, you need to know you are responsible for any damage done by them bringing these kids into our community. Yesterday, someone cut the shower curtains in our clubhouse bathrooms. We are checking camera footage to determine who may have been involved. Recently, someone broke off our back gate license plate reader camera, which is going need to be replaced at a significant cost. We were informed that the kiddie play area gate was broken and so replacement parts were ordered today. Substances (could be feces) were put on the park bench across from the clubhouse last night and had to be cleaned up today. Every day someone is tearing down the pylons we installed at our resident entrances/exits and every day we try putting them back up. These pylons were installed so that moms can still push a stroller and people can walk a bike through, but that nonresidents can't drive golf carts, motorcycles, or ATVs into our community. They must go through our guest line at the main entrance. Residents deserve to know who is in our community. If this doesn't stop, the Board will likely install pedestrian gates requiring our fob system to come and go at the front and back gate areas. We realize these are not major issues individually, but this is the first week of summer vacation. Please speak with your kids about the fact that, when damage is done, we (including you) all pay for the repairs or replacement cost.

Grand Isles is not a resort where staff is always available to wait on us. We have one full-time employee and she works weekdays only. We don't have someone assigned to pick up trash hourly, straighten up the clubhouse, or the pool furniture. If we need more staff to do the things you expect your child to do at home (but doesn't do around our Common Areas), we will do so and all of our HOA dues will increase accordingly. We are also finding empty liquor bottles thrown about the community. Please make sure children of any age don't have access to your liquor and sneak it out of the home.

Our community is a family community and will always be a family community. With an elementary school to our immediate east and an adjoining middle school to our west, we have lots of children in Grand Isles. We are sure they are all great kids at home. The problem is when they leave home and hang out with groups of others, some from other neighborhoods, they get bored and, the next thing you know, they are doing things they shouldn't be doing. Grand Isles is not equipped to babysit our children, nor should we be. As parents, you are responsible for your kids' actions. Please tell them what they can and cannot do in our common areas, pools, clubhouse, bathrooms, tennis courts, basketball court, etc. Recently, we had to remove the roof of the shaded bench between the tennis courts and the kiddie play area. It provided shade for parents while their children were in the kiddie play area, but grown kids were continually climbing on the roof. It was only a matter of time before one of them would fall off it and we, as a community, would be sued by the parent.

It has been reported that young boys have been net fishing in our lakes. This is illegal and will not be tolerated. Make sure your kids stop this immediately.

We strongly encourage every resident to utilize our Gate Access system to control your guest list utilized by our Gate Attendants. It has been brought to our attention that many residents require every visitor to be called in, rather than just receiving a text or email notifying you that a guest has

just cleared the guest gate. By requiring a phone call notifying you that a guest is at the gate, and waiting for approval to proceed, you must answer the phone and approve the entrance of your guest. If you don't answer your phone and the Attendant has to try to call you again, the guest line can easily back up into Lake Worth Road. Too often, the resident takes a long time to answer the phone or doesn't answer at all. When this happens, the guest line people become irate about the wait and the Attendant becomes pressured to let people through. Our entrance into the community is short and we have been informed that if we cause traffic to back up into Lake Worth Road, we could be considered liable for accidents. Please consider these issues if you require every visitor to be called in. Casey would be happy to help any resident with any Gate Access issues, including getting signed up to use the system.

Speaking of our Gate Attendants, DO NOT have any confrontations or disputes with them. If you have an issue with how something is handled, please let Casey know and she will investigate and handle the situation. Be respectful; we have received feedback about an Attendant being told by a resident(s) that "I pay your salary and can get you fired". There is no need to be condescending to a person trying their best to do a good job and maybe making \$16 per hour.

Residents are complaining about loud vehicles in the community. Motorcycles revving the motor, or cars staying in low gear to make louder sounds, could be subject to fines. If you or your spouse or child might be guilty of such a habit, please make sure they are aware that this behavior needs to cease immediately. Again, do this outside of the community, if you must.

Regarding commercial vehicles, we currently have one or two homeowners going through the fining process due to non-compliance with our bylaws; Commercial vehicles are not permitted to be parked in the community overnight. Resident-owned commercial vehicles must be parked in an enclosed garage or out of the community overnight. If you are unclear on this interpretation, please refer to the community bylaws which can be found on the Resident Portal on our website.

Those residents who have a drone, or those REALTORS who hire drone operators as a sales aid, please refer to our website Resident Portal to refresh yourselves on our community RESOLUTION regarding drones in our community. Those drone operators being paid for their services must register with our office and provide their license to operate, plus insurance information, to protect Grand Isles from any liability. Drone operators should NEVER record individuals, vehicle license plate identification or fly and record over resident's homes, pool areas, into windows etc... Respect everyone's privacy.

It is disappointing that there are residents who pay their monthly dues late, incur a \$25.00 late fee, then ask for the fee to be removed. There is no good reason to be even a day late. Paying \$200 HOA dues one day late doesn't even generate a nickel's worth of interest, so avoid a late fee by paying a day early. We strongly encourage everyone to utilize your bank's ability to make timely automatic payments monthly so this isn't a recurring problem for you.

Some residents feel that our Property Manager should be sitting at her desk waiting for your call and they are upset when she doesn't answer immediately. I can think of many reasons why she isn't available. She could be in our community writing violations or following up to ensure violations have been corrected. She could be out checking on vendors' Common Area projects, inspecting our lakes, landscape, etc. She could be in a meeting giving a new family an orientation meeting, or assisting a resident with how to complete an ACC packet for an upcoming meeting. She could be meeting with the Board or interviewing potential vendors. She

could be doing any number of things. I recommend you call, speak clearly and state your name, address, phone number, and always pleasantly state the purpose of the call, so she knows how to address the item before returning your call. You can also contact her by emailing her. If you are upset, maybe call later when you can be pleasant.

All residents should be aware that a key fob is required to enter the Clubhouse. At minimum, five to ten times a day, Casey is interrupted by someone knocking on her window asking for entry into the Clubhouse, be it to go to the gym or come to her office. Casey then has to stop what she is doing and go out to open the Clubhouse door, when all that is needed is residents to remember to bring their fob with them. They are \$20.00 to purchase if you do not have one.

Nonresidents of Grand Isles are NOT allowed to take tennis lessons on our courts at any time and will be asked to leave immediately and the person giving the lesson will be banned from using our courts. The courts are for the use and pleasure of our residents. Review our new RESOLUTION for further clarification on this matter on the Resident Portal on our website.

Using our swimming pools for kids' swimming parties should be properly chaperoned by parents of the children attending the party. The property manager must be notified of the party and number of attendees. Make sure you have adequate adult supervision, appropriate for the ages of the children in attendance. We do not have Lifeguards and we do not provide kid sitting services. Propping open the pool gates is prohibited at all times.

Lastly, the Board does not monitor Next Door. Sometimes a resident may inform the Board of comments made about Grand Isles on Next Door, thus making us aware of commentary. If someone really cares about Grand Isles and has an issue with how the community is managed, they are encouraged to attend a Board Meeting and address the Board in person. Or, they can contact the Board directly on the website by utilizing the Contact Us tab and we will respond in a timely fashion. It is believed that those using Next Door don't really want to correct any issue but simply want to stir up people to enhance their personal agenda (which is likely not liking a Board member or not getting their way on a matter etc...). Complaining about your community doesn't improve home values in any way. If you have a different viewpoint on Grand Isles business, address the Board; no one on Next Door can or will help you.

I hope this has been helpful to some residents. If this communication makes something clearer and causes some to think in a more informed manner it is worthwhile. Have a great summer!

Sincerely,

Doug Stark, on behalf of the Grand Isles HOA Board of Directors