

Grande Oaks at Heathrow Homeowners Association

WELCOME PACKAGE



INFORMATION GUIDE TO LIVING IN GRANDE OAKS AT HEATHROW

Grande Oaks at Heathrow Welcome Package

WELCOME TO YOUR NEW HOME IN GRANDE OAKS AT HEATHROW!

On behalf of Board of Directors and all of the homeowners in the community we want to welcome you to the community.

The purpose of this welcome package is to provide you with an overview of the most frequently asked questions that new homeowners have about living in Grande Oaks at Heathrow. Hopefully you will find this information informative and very helpful to make your transition into the community a smooth one.

The community was established in 2003 and has a set of governing documents that set out the general policies by which the Association is managed by the volunteer Board of Directors. There are five Directors on the Board and they meet quarterly to attend to Association business. The Annual Membership meeting is held in November each year. All homeowners are always welcomed and encouraged to attend any of the Association meetings.

The following homeowners are currently serving on the Board of Directors:

Thomas Yeaser

Dave Hunt

Mary Corr

John Mastrangelo

Should you have any immediate questions regarding the community or the Association please contact Allen Cresgy, Association Manager at (407) 233-3560 Ext 123 or via email at information@bonomgmt.com

Sincerely,
Your Board of Directors.

- **1. Alarm Monitoring –**
Please contact Nationwide Protective Services at 407-539-2264.
- **2. Architectural Review-** Prior approval is required for ALL exterior modifications or additions such as additional landscaping, exterior decorations, satellite dish installation, etc. The application form is available under the Documents tab on the community website: grandoaksatheathrow.com. Please refer to the Architectural Control Guidelines for more information.
- **3. Cable –** Basic cable service is included in your HOA dues but you must activate the service by calling Spectrum at 888-406-7063. Additional services may be provided upon request of each individual homeowner.
- **4. Documents & forms** are available on the community website: grandeoaksatheathrow.com
- **5. Fitness Center–** Open from 5:00 a.m. – 11:00 p.m. Access is by access card only. Access cards are available by contacting our gate department at 407-781-1188 or via email at gates@lelandmanagemnt.com . Per community governing documents, minors under the age of 16 are not permitted to use the fitness center unless a waiver has been signed by their legal guardian. Exercise equipment is inspected quarterly under a preventative maintenance contract and serviced as needed.

- **6. Gates- : Download the gate form from the community website at grandeoaksatheathrow.com to request gate decals, personal 4-digit codes or to have your name entered on the entrance directory. If the gate is malfunctioning, please contact information@bonomgmt.com and we request you provide as much detail as possible regarding the issue.**

Emergency number is (407) 233-3560 and is posted on the keypad at the entrance. If the gates should fail to open, please call this number and they will contact someone to manually open the gates. Please note these gates are electronic and pushing or pulling them may cause damage to the gates; repairs caused by this activity may be assessed to your HOA account.

- **7. Trash Collection:** Collection Days - Garbage: Mon and Thursday; Recycle: Thursday. Lidded trash cans (not bags) are to be set out set out after 6:00 p.m. the day preceding collection and stored in the garage following collection on the same day. Place the cans at the end of the landscaped divider between each driveway.
- **8. HOA Dues and Accounts:** For assistance with HOA payments and account questions please contact us via email at information@bonomgmt.com or (407) 233-3560. Details to pay dues ahead or set up automatic withdrawal are available upon request.

- **9. Parking Policy:** There is a strict Parking Policy enforced in the community. Please become familiar with the Policy as vehicles will be towed for not displaying the required decals. The Parking Policy is available to review through the community website at grandeoaksatheathrow.com
- **10. Pedestrian Gates:** There are two pedestrian gates allowing access to 46A. The gate code is 145. The pedestrian bridge leading to the amenities area is accessible via your amenity access card.
- **11. Rental Homes:** All homeowners renting their property must submit a copy of the lease to the HOA prior to the tenant moving in. All leases must be a minimum of 12 months. The Leasing & Rental Restrictions Policy is available to review at grandeoaksatheathrow.com.

Main Contact Sheet

ASSOCIATION MANAGER – Allen Cresgy, LCAM

Telephone: (407) 233-3560 Ext 123

Email: allen@bonomgmt.com

ASSESSMENTS & BILLING, ACCOUNT STATUS, & RESIDENT SUPPORT- Portia Law

Telephone: (407) 233-3560 Ext 104

Email: information@bonomgmt.com

ARCHITECTURAL REVIEW COORDINATOR- Portia Law

Telephone: (407) 233-3560 Ext 104

Email: information@bonomgmt.com

GATES

Telephone: (407) 233-3560 EXT 104

Email: information@bonomgmt.com
