

2015/2016



# Seasonal/Annual Rentals

## A Guide for Tenants at Oceana South

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Welcome to Oceana South Condominium! On behalf of the owners, management and staff of the Association, we hope your stay will be a pleasant one. The Board of Directors and staff strive to create a well-maintained and pleasant environment, and this publication has been provided to guide you through condo life and help avoid any misunderstandings.

## **Condominium Living**

All tenants and guests are reminded that this is not a resort, nor is there any concierge or personal services provided at any time by any staff member. All condominiums at Oceana South are owned by individual owners and the responsibility for managing the units falls to the owners themselves. The Association staff and management have no direct responsibility for handling anything INSIDE the unit – that is the owner's responsibility.

For many owners, Oceana South is their permanent, year-round home. The board, management and staff ask that all tenants respect the property and grounds as you would your own property. Common courtesies are expected, such as following all posted signs, remembering that there are neighbors above, below and to the side of your unit and doing your part to keep the facilities and grounds in top condition.

The Association does not employ a full-time cleaning staff. If you spill something on an entry walkway, in the elevator, or in the lobby or social room, please clean it up. It is not the responsibility of the maintenance staff to clean up after you. If, due to the nature of the problem, you need help or supplies, please contact the office and help will be provided.

While the Association does recognize that owners and tenants come from many different areas, backgrounds and age groups, it is not the responsibility of the Association to provide, maintain or arrange for services which cater to any specific issue, nor does the Association police or handle any issue between units. This is not an assisted living facility, a senior living community or short-term rental facility. Tenants must be able to care for themselves or provide their own companion care and be reasonably self-sufficient – this means that tenants should be able to handle all day-to-day routine tasks such as unloading groceries, cleaning, unit maintenance and operation of appliances and electronics.

## **Maintenance/Service/Repair Issues**

Owners and tenants should make sure that they have discussed in detail how emergency or maintenance issues should be handled. If you encounter any non-emergency problem during your stay in the unit, such as inoperable lights, air conditioning, windows, or doors, you should contact the owner or the agent handling the rental agreement. It will be up to the agent or owner to handle those requests. Any water, plumbing, or electric service component that serves ONLY one unit is the responsibility of the unit owner. As this is a 33-year-old building, drain issues can be a problem. If sinks, tubs or toilets are clogged or are draining slowly, the tenant MUST contact the unit owner FIRST. In almost all cases, clogs are in the UNIT plumbing NOT the Association's. Therefore, the owner must contact a plumber to clear the line first. If the clog is determined to be in the Association's plumbing, then the unit owner will be reimbursed.

## Rules & Regulations

The Board cannot stress enough that all owners, guests and tenants must follow the established rules at all times. Failure to adhere to these rules will result in the levy of fines to the unit owner and tenants will be prohibited from further rentals in the association.

1. There shall be no obstruction of the common elements, nor shall anything be stored in the common areas without prior consent of the Board of Directors of the Condominium Association. Nothing shall be stored in the common areas such as walkways, stairwells, storage area aisles, etc. Sunbathing on the west walkways is not permitted.
2. No owner, tenant or guest may use any Unit railing, walkway railing or walls of terraces to hang laundry, towels, rugs, blankets or any other kind or manner of item for cleaning, airing or any other purpose whatsoever.
3. The common elements shall be used only for the furnishing of the services and facilities for which they are reasonably suited.
4. No furniture or other Association property located in the lobby or social room of the building shall be removed.
5. Parking under the main entrance portico of the building shall be permitted only for loading and unloading. All parking regulations and traffic regulations from time to time posted by the Condominium Association shall be obeyed.
6. All vehicles left overnight must display an identification sticker, which is available during office hours.
7. Derelict vehicles are not allowed to be stored on condominium property. All vehicles **MUST** be fully operational, with a current registration and tag, **AT ALL TIMES**. Vehicles without proper registration will be towed. Vehicles that are not operational must be removed from the property within 48 hours notice to the owner.
8. Motorcycles, scooters, commercial vehicles and Recreational Vehicles (RVs) **MUST** be parked in the northwest parking lot. Commercial vehicles are those that have permanent lettering or advertising of a business and/or are licensed as a commercial vehicle. Commercial vehicles **MAY NOT BE** parked on the condominium property overnight. Recreation Vehicles are to be parked in the North parking lot for a period up to but not to exceed three days. The parking of such vehicles must have **PRIOR** approval of the Board of Directors. Requests for RV parking must be made to the Property Manager in writing at least 3 days in advance to ensure timely approval. All recreational vehicles, campers, trailers, boats, golf carts, shall not be kept upon any portion of the common elements not expressly designated for such purposes.
9. Smoking is not permitted in elevators, storage rooms, stairwells, or on any enclosed balcony or walkway, pursuant to the Florida Clean Indoor Air Act of 2003, F.S 386. Smoking is only permitted in the interior of your unit.
10. Trash chutes shall be utilized solely in accordance with rules and regulations posted by the Condominium Association. All trash must be placed in plastic bags. The trash chutes are to be used between the hours of 8:00 a.m. and 10:00 p.m. Boxes **MUST** be broken down and carried to the trash room at the ends of the building on the ground floor. Do not throw building materials or heavy items down the trash chutes.

11. Any alteration to the unit that may be seen from the exterior of the building, or alters in any way the common elements of the building, must be approved in writing by the Board of Directors. Window treatments and drapery material shall be a light pastel or neutral color or lined in white.
12. Doors dividing a unit from outside corridors, stairs, elevator shafts, or other units shall be kept closed when not in use.
13. No act shall be done, nor shall any activity be carried on in or on any portion of the condominium property, including without limitation, the playing of any musical instrument, the operation of any audio device, television set or radio, which would constitute a nuisance or which would unreasonably disturb any person lawfully present upon the condominium property.
14. No owner, tenant or guest may feed wildlife, particularly sea birds, from any unit balcony or patio.
15. No flammable, volatile, combustible or explosive fluid, material or substance, including without limitation, paint thinners and removers, paintbrush cleaners, paints and lacquers, shall be stored in any portion of the condominium property other than by the condominium association.
16. Open flame cooking on any balcony or terrace is not permitted by order of the St. Lucie County Fire Department. "Open Flame" means any LP, propane, kerosene, or other liquid, gas or solid combustible fuel source, including but not limited to any charcoal briquettes. Electric grills are permitted on enclosed balconies. Open flame cooking is allowed on ground-floor patios ONLY, but cooking appliances MUST be kept at least 10 feet from the building AT ALL TIMES.
17. Each unit owner shall be held accountable for any violation of these rules by the family members, guests, tenants, agents or employees of a unit owner.
18. The Property Manager must be advised **in writing** as to the names, mailing addresses, and length of stay of your Tenants/Guests if you are not with them. **Guests staying longer than 14 days are subject to the terms of the Rental policy and must pay a \$100.00 application fee.**
19. Tenants/Guests must register with the Property Manager by the next business day after their arrival.
20. Unescorted guests (i.e. guests an owner allows access to the beach or pool when the owner is away, but who are not staying in the owner's Unit) are NOT allowed. Guests may only use the property when they are registered with the Office, and are being hosted by an owner. Short-term guests who are visiting an owner who is in residence are not subject to this policy.
21. Leases of individual units are to be for a minimum of three months and must be approved 15 days in advance by the Board of Directors. The Rental Packet is available in the office. **All rentals require a \$100.00 application fee. Failure to file a Rental Application will result in the denial of service to the tenant and resulting fees will be billed to the Unit owner.**
22. Top cover-ups (shirts, blouses) and shoes **MUST** be worn in lobby, elevators, and social room at all times. For the safety of our residents, no wet bathing suits are allowed in the lobby or elevators.
23. Recycle bins for newspapers, plastics, and glass bottles are located beside the basketball courts. We thank you for using them, as the Association receives credit for recycled materials.
24. No rollerblading or skate boarding on Association property.

25. Adults must supervise young children at all times.
26. No pets shall be permitted unless approved by the Condominium Association. Pets **MUST** be carried in the lobby, elevators, and walkways. Pets must be on a leash when on Association property. Unit owners or tenants are required to clean up after their pets in the "Pet Area" on the North side of the building, west of the maintenance sheds. No pets shall be left on the balcony when the unit owner is not home.
27. The toilets, sinks, garbage disposal unit, baths, showers and other water apparatus within the unit shall not be used for any purpose other than that for which intended, and no sweepings, rubbish, rags or any other improper articles shall be deposited into the same. Any damage to the common elements resulting from misuse thereof shall be borne by the unit owner of the unit where the misuse occurred.
28. Without the prior permission of the Condominium Association, no contractor or work person employed by a unit owner shall be permitted to do any work in any unit (except for emergency repairs) between the hours of 6:00 P.M. and 8:00 A.M., or on Sunday or legal holidays if such work is likely to disturb other unit owners.
29. No employee of the condominium association or of the condominium manager shall be requested or required by any unit owner to perform any personal service for any unit owner not in the line of duties prescribed for such employee by the Condominium Association or the condominium manager.
30. Cost of repair, service, or replacement of the Condominium Common Elements or to the Limited Common Elements due to misuse by Unit Owners, guests, tenants, visitors, agents, or employees of the Unit Owner, shall be borne by the Unit Owner.

## Tenant Responsibilities

### Units

Tenants are responsible for maintaining the unit in good order, in accordance with their lease agreement. This includes ensuring that windows, sliding glass doors, storm shutters and entry doors remain in good condition, and notifying the owner immediately if repairs are needed. Regular housecleaning is recommended to reduce the possibility of household pests. If you encounter an issue inside the unit, and you have questions about how to handle it, you should always feel free to contact the property manager. However, it is not the manager's responsibility to handle the issue for you. The manager is an excellent resource for information, but cannot get involved in specific issues unless it relates to an Association responsibility.

### Common Areas

All common areas of the building and property are for the sole use and enjoyment of all residents and should be treated with the same care and respect you would treat your own property. Common areas include the lobby and social room, landscaped areas, garden area, parking area, and recreational facilities. The entrance lobby and social room are considered everyone's living room. After the initial impression of the outside grounds, the lobby area is first impression of the living accommodations at Oceana South. Because of this, the Association asks all owners to treat the lobby area with care.

Owners should educate their tenants on the rules of the Association, particularly the rules covering no wet bathing suits, the wearing of cover-ups and shoes in the lobby at all times. Please respect any signs particularly on the dune area, and please contain any litter and deposit it into trash containers provided.

### **Damage to Property**

The laws of Florida allow for the prosecution of and financial recovery from tenants who damage any common area property or amenity of the Association. Please respect the property and remind any guests that they are YOUR responsibility and that you will be held liable for any damage they cause.

### **Be a Good Neighbor**

Cooking odors travel, so please give some thought to cooking highly aromatic foods, as neighbors may be affected. Sound is always an issue, as well. Please be aware of the time, as St. Lucie County ordinances prohibit loud, disruptive noises between the hours of 10:00 p.m. to 7:00 a.m.

Tenants are also reminded that no smoking is allowed on walkways, stairwells, in elevators, or near the lobby entrances. However, all tenants should know that if someone is smoking on a balcony near them, it is not the duty of the management, staff or board to enforce these rules WITHIN a unit. As you would in your own neighborhood with any nuisance from a neighbor, you should exercise your own good judgment and choose how to deal with the neighbor in question.

If you notice any suspicious activity or if you believe a crime has been or will be committed, you should contact the St. Lucie County Sheriff's office by dialing 911 from any telephone. If you have a non-772 area code cell phone, a call placed to 911 will connect you to the nearest 911 call center and you can report the issue.

### **When You Arrive**

Prior to arrival, please make sure that you have received appropriate instructions and keys/gate remote or pass fob to gain entry to the property and unit. The business hours of the management office are Monday through Friday from 8:30 a.m. to 3:30 p.m., but it is not the responsibility of the office to provide access to the property.

### **Check In**

Upon your immediate arrival or the next business day, please contact the management office to let the manager know you are in residence. If you have previously submitted a rental application, the manager will have your parking pass available. Please place the parking pass in your car as soon as possible to avoid having your vehicle towed. Vehicle owners will be responsible for any towing charges incurred.

The entry portico is for live loading and unloading. Please do not leave your vehicle unattended while you unload. Please remove your items from the vehicle, place them to the side of portico and move your vehicle before moving items into the unit. There are many owners with physical challenges that require access to the handicap access ramps on either side of the portico. Please respect them.



As stated previously, there is no staff available to help you move in; if you require some assistance, you should ask the unit's owner for suggestions. There are luggage carts and grocery carts available on either side of the front entrance that may be used for moving. The grocery carts are intended for light-weight items, so please do not overload them. All carts must be returned to the outside entrance. Do not leave them in or in front of the elevator doors or in the lobby. Please respect your neighbors, as they need to use them as well.

There are two elevators in the building; the south elevator is slightly larger, has higher ceilings to accommodate taller items and is padded from Monday through Friday. Please use this elevator if you have items that might scratch or dent the elevator interior. Damage to the elevators will be charged to the unit owner and, ultimately, to the lessee. When using the elevators, do not block the doors from closing to "hold" an elevator on a floor. This disrupts the normal cycle of the elevator cars and is discourteous to others waiting for the elevator.

### **Property Access**

The owner of the rental unit is responsible for giving tenants access to the grounds, building and units. Access to the grounds is via the vehicle entry gate or by the pedestrian gate on the north side of the driveway entrance. Each unit is individually keyed; there is no "master" key that works on all units. The management office does have a key to each unit, to be used for Association access only. These keys are not given out to tenants.

Tenants are reminded that the Association does have a legal right to access the unit at any time for emergency purposes. If a member of the staff does need to enter a unit, the procedure is to always knock first. If there is no answer, the staff member will use the key to enter and will always announce themselves as either "management" or "maintenance".

### **Gate Entry System**

Passage through the gate requires the use of a gate remote or a blue, oval-shaped disc known as a pass fob. To use the gate remote, push the button on the remote once you have turned into the driveway. The gate should open. If the remote battery is low and the gate does not open, you may also use the blue pass fob. There is a small, long black box on the front of the gate entry system; place the fob against the black box, and the gate will open.

Both the gate entry and the lobby doors are controlled by the Elite Gate Access System, which is a telephone-based entry program. Each tenant will be given a three-digit code by the manager, which will be the number on the parking permit. That code number can be assigned a phone number (as long as the number is an area code 772 number), and the Elite System will dial that number. However, the Association does not allow long distance phone numbers to be used, due to the cost of maintaining a long-distance service on a business phone line. Any local number can be used as the contact phone – even a cellular number – again as long as the area code begins with 772. If the rental unit has a telephone, that number can be programmed for tenant use. If there is no local phone number for a tenant, then unfortunately there is no way for a tenant's guest to obtain entry through the use of the gate system. In this case, the Association recommends keeping a gate remote in the unit. Often the gate

remote will work from any west balcony, but a tenant would have to go to the lobby to let in a guest through the lobby door.

If there is a local number for a tenant listing, then the following process can be used for letting in guests. Upon arriving at any of the entry systems, whether gate or door, visitors should punch either the "A" or "Z" buttons to move to the name menu. Using the same buttons, users can scroll up or down the list to find the name of the owner they wish to contact; owner names are listed alphabetically by last name. Once found, then users should enter the 3-digit code to the left of the name. This will dial the phone number of the tenant. Once a tenant answers, s/he can speak to the visitor through the system. If a tenant wishes to grant entry, "9" is pressed on the tenant's telephone keypad and the phrase "access granted, please enter" will be heard.

### **Lobby Entrance**

Access to the lobby requires either a master key, or the blue pass fob. The master key is a bell-shaped, larger key which will work on many of the common area doors on the property. Each lobby door has its own entry system, identical to the gate entry system, and also has the same small, long black box on the front. The pass fob can be placed against this box and the door will open.

### **Parking**

There are NO assigned parking spots on the property. All vehicles parked overnight are required to have a parking sticker visible in the front windshield. See the official rules and regulations for more information. In addition, all vehicles must be in operable condition at all times.

### **Pedestrian Gate**

The walk-through pedestrian gate is located on the north side of the entrance driveway and is an access controlled gate, which will only open by the use of the master key, used to open the lobby door. Tenants and guests wishing to exit the property by foot must use this gate, as there is no other access on the west side of the property.

### **Stairwells**

Stairwells are located on both the north and south ends of the building. The ground floor doors are self-locking and can only be accessed by the master key. Please do not tamper with or block the door open, as this is a security door.

### **Lockouts**

Please remember that Oceana South does not have 24 hour security, so if you find yourself locked out of the unit at an odd hour, there is no one to call for access, other than a locksmith. While the Board of Directors does have access to the management office, please respect their privacy (and sleep!) by handling the situation on your own. If a lockout occurs during regular business hours, the management is happy to lend you a key.



## General Security

As previously outlined, there are several access control systems at Oceana South. While these do an excellent job at controlling access to the building and grounds, each tenant bears some responsibility for their own safety and well-being. The following are some tips for increasing safety in and around the building:

- Be aware when leaving the unit and pay attention to individuals or groups on the entrance walkways.
- Close and lock all windows and doors to the unit. These same precautions should be taken before retiring for the evening.
- Open lobby or stairway doors only to people you KNOW.
- Keep stairway entrance doors closed and locked at all times. **DO NOT BLOCK OPEN THE DOOR.** This is a fire code violation and a security threat for all owners and residents.
- Verify that you KNOW someone before using the phone to grant access to the grounds or the building.
- Report suspicious individuals and/or activities to the Association Manager, a Board member, and/or the St. Lucie County Sheriff's office. If an incident takes place after business hours, call 911.
- If you observe an illegally parked vehicle, notify the Association Manager or a Board member.
- Do not attempt to approach a suspicious person.
- Be alert to the surrounding conditions. Always check the inside of a car before entering, when exiting or entering the building or when using any recreational facilities.
- Inform the Association Manager if the unit will be empty for more than a few weeks. Make arrangements to have the unit checked on periodically and follow the Association rules for closing the unit.

## Utilities & Services

### Water Service

The Association requires that if a unit is unoccupied for more than 48 hours, the owner or tenant must shut off the water service to that unit. It is likely that when you arrive, the water will be off. The water supply valve is located in the utility closet located just inside the unit, usually toward the back, above the hot water heater. There is also a separate valve for the hot water heater, so you should make sure that valve is on as well. Failure to turn off the water if a tenant is away for more than 48 hours could make the tenant liable for any damage to the rental unit and/or surrounding units if a water break occurs.

### Electric

The electric service panel is located in the kitchen. In some cases, the unit owner may have turned off most of the circuits, except for entry lights and air conditioning. Many unit owners have labeled the circuits, but if you are unsure what to do, call the owner, not the maintenance staff. The hot water heater is often turned off, so make sure the circuit is on to ensure hot water delivery.

On occasion, the lights in the bathrooms may not function. This is likely due to the Ground-Fault Circuit Interrupter (GFCI) breaker being tripped. The bathroom circuit is on the same line as the balcony outlet, so moisture or corrosion may have caused the circuit to fail. This is common here on the ocean, especially during heavy rains if the balcony shutters are open. A hair dryer focused on the outdoor outlet often corrects the problem. If not, contact the owner for instructions.

### **Cable**

Basic cable service is provided through the Association, but each owner is responsible for their individual equipment. Some unit owners have not installed a cable converter box, but only a digital converter, which limits the set to only a few dozen channels. This is strictly a unit owner issue, and adding any cable service must be done by the owner – the management office cannot act on an owner's behalf. If the cable service is not working at the time of arrival, contact the owner for assistance.

### **Internet**

Individual internet service within a unit is again an owner issue. If a tenant wishes to have internet service within the unit, this should be discussed with the owner. The Association does have a free, open access wi-fi hotspot in the lobby and social room. Users should be aware that it is an open, unsecured network that does not require a user name or password. Sensitive financial or personal information should not be sent over an open network, as it may be vulnerable to scammers.

The management office does not provide any computer help or services of any kind to users of the hotspot. Computer users should be knowledgeable about how their system connects to a hotspot and how to manually configure and connect to the wireless access point without assistance. There are no printing services available from the office.

### **Hurricane Shutters**

With the exception of ground-floor units, all other units at Oceana South are fully equipped with hurricane storm shutters. These are owned and maintained by the individual unit owners. Any issues with opening or closing them should be brought to the owner's attention, as the maintenance staff does not handle these issues.

All tenants should remember the 48 hour absence rule: all units that will be unoccupied for more than 48 hours should close the storm shutters prior to leaving. Tropical storms can happen quickly, so it is suggested that if the unit will be unoccupied for more than a few hours, the shutters should be pulled to a close but not locked in place.

### **Entry Doors & Locks**

Entry doors to the unit are the responsibility of the Association, so all tenants should be aware that damage to the doors will be charged to the unit owner. It is extremely important that the door is not allowed to blow open and NEVER leave the deadbolt out to prevent the door from closing. If the wind catches the door while the deadbolt is out, it will very likely split the door. This is an automatic \$250.00 fee for replacement. Tenants will be charged the replacement fee by the unit owner.

The wind from the ocean can be very strong. Often, if the balcony sliding doors are left open, the entry door will blow open with great force, causing it to slam against the outer wall and crack the door at the hinges. This too, is an automatic \$250.00 replacement fee. Please use caution when opening the entry door.

Unit door locks are another owner responsibility. If a tenant has a problem with the door lock, this should be addressed with the owner.

### **AC Unit**

Air conditioning systems are specific to each unit. AC condensers are located behind a panel on the bedroom side of the balcony. Each unit owner is responsible for maintaining the AC system in their unit, and therefore the management and maintenance staff has no information on how a specific unit may operate. If a tenant has questions, please contact the owner.

### **Refuse/Recycling**

Waste chute doors are located at both the north and south ends of the building and are marked by signs. Please remember to read and follow the posted trash rules, especially the posted times for waste disposal. Please be respectful of your neighbors by NOT disposing of trash in the chutes during the night, as it is VERY loud. For safety reasons, all trash must be bagged and closed, and NO construction debris of any kind should be disposed of in the trash chutes. Loose items, especially glass bottles, or metal items can gather great speed if dropped from an upper floor and can explode in the trash room area. If a staff member or other owner happens to be in the room when this happens, a serious injury may occur.

Oversized items, i.e. large boxes, Styrofoam, etc., too big to go in the waste chutes may be disposed of by placing them in the ground floor waste containers, located behind the first set of double doors on either end of the building. Waste room doors are not locked, but the doors should remain closed at all times. Please DO NOT attempt to shove large items down the trash chutes; items will get stuck and clog the chute, leading to unsanitary and odorous conditions for maintenance staff and residents alike. Please take the time, and have the courtesy to bring large items downstairs and put the items in the trash room.

Waste bins are collected two times per week in the summer and fall months, and three times per week during the remainder of the year. This schedule has proven to be a cost-effective one, and allows for a greater volume of waste during the time when most units are occupied.

### **Recyclable Materials**

All recyclable materials may be disposed of by using the recycle bin located in the southwest corner of the property, near the tennis courts. St. Lucie County participates in a "single-source" recycling program, where ALL recyclable materials may be co-mingled in the same container. Paper, cardboard, printed catalogs and flyers as well as glass, plastic and metal, may all be placed in the container. Please be aware that plastic bags used to transport those items to the bins are NOT recyclable and those should be thrown away on your own.

### **Large items/non-household waste/hazardous waste/electronic items**

Items such as furniture, appliances, mattresses and box springs, bed frames and headboards, rugs, televisions and all forms of hazardous waste, such as batteries, non-latex paint, cleaning chemicals and fluids, kerosene, or other combustible materials MAY NOT be disposed of in the normal trash bins. These items are strictly forbidden under the terms of the Association's household waste removal contract. For removal of these items, EACH owner must contact WastePro, Inc. directly to arrange for the removal of these items at their cost.

### **Pest Control**

The Association does maintain a contract with a pest control service, and units are serviced bi-monthly. Tenants should recognize that pest control is not pest elimination. Insects will be seen from time to time in units, especially during the summer months and at the beginning and end of each season as residents come and go. Since Florida is such a temperate climate, bugs of all sorts find the area a terrific place to live. Of most trouble to the building are ants and palmetto bugs.

While the southern states have a fire ant problem, they are generally not found in the building itself. There is a regular fire ant control schedule for the grounds, but it is best to pay attention if you are walking on any of the grass areas. Occasionally, an owner will report a fire ant infestation in the unit, and it is usually traced back to a potted plant recently purchased. Owners should check carefully any ornamental indoor or outdoor houseplants for insects before purchase.

Small ants are always a nuisance and the building sees these frequently. The small, white-footed, "Ghost" ant and the Caribbean Crazy Ant are the two species that give the most trouble. Both of these ants are considered "invasive" species, as they are not native to Florida and there are no natural predators to keep them in check. Because of their unique nesting habits, these two species are nearly impossible to eliminate, must less control, as commonly used pesticides are ineffective at eradicating the colony. Pest control experts have advised the use of "Terro" ant baits in units that are experiencing an ant infestation; these seem to be the best on the market for the control of ants. Terro ant baits can be purchased at most hardware stores.

Palmetto bugs are easily the most hated pest in Florida, as they are simply large cockroaches. According to the University of Florida Agricultural Extension, 2007 and 2008 brought killing frosts which destroyed not only vegetation, but also many birds, lizards, snakes, and spiders – all the natural predators of the palmetto bugs. Concurrently, South Florida experienced severe drought conditions. This caused the palmetto bug population to explode and to drive them to areas with plentiful water – those parcels of land with irrigation lines. While it has been a struggle, the program to control these unsightly pests is one of prevention and control.

Prevention means paying careful attention to any items purchased locally, particularly any items purchased from yard sales and plant nurseries. These kinds of items are notorious for harboring palmetto bugs and should be carefully inspected. In addition, typical standards of cleanliness should be observed in the units: clean food and beverage spills immediately (particularly grease); always store food in glass jars and sealed plastic containers; put all garbage and recyclables in a tightly sealed

containers; fix leaky plumbing and increase ventilation in areas where there might be condensation; vacuum all cracks and crevices so they are free of food and other debris that palmetto bugs may find attractive. Most important, all openings around drains and pipes under sinks and in cabinets should be sealed with foam sealant or by using plain steel wool.

Control of palmetto bugs is through the use of home-safe pesticides inside the units and by the use of bait products around the perimeter of the building. The pest control company heavily baits around the building in order to prevent their live entry. The company then uses a borax-based product inside the units. This product dries clear with no odor and has a working life of 70-90 days. Borax pest control products are generally safe for animals, but animals should be kept from treated areas for several hours until the product dries thoroughly.

The Association's pest control contract is only for insects, not rodents. For an infestation of mice or rats, the easiest solution is to set out traps but that is something each owner must handle. The Association encourages owners NOT to use baits or poisons, as rodents may eat them and die in the walls of the unit, possibly creating a bigger issue of the smell of decaying animals. In such a case, walls may need to be removed and this would be entirely at the owner's expense.

Since prevention is key to rodent-free units, make sure that food is not left out, and that floors, countertops and sinks are kept clean of all food particles. Water also attracts them, so any small leaks must be immediately repaired and all openings around drainpipes, under sinks and in the utility closet must be sealed completely with either plain steel wool or foam sealant. This will go a long way to preventing mice and rats.

### **Mail Service/Package Service**

U.S. Postal mail to the building is delivered through the Jensen Beach post office, located on Savannah Road in Jensen Beach. This does bring some confusion as Jensen Beach is in Martin County, while Oceana South is in St. Lucie County, so please make a note of this distinction if asked what county the unit is in. There is a U.S. Postal Service branch office on Hutchinson Island; it is located just south of the building, in the shopping plaza next to the Cumberland Farms convenience mart.

Tenants who have their mail forwarded should know that the condominium office has no responsibility for the mail service; mail is governed strictly by the U.S. Postal Service. Tenants should be aware that if the box is full or has not been cleared in 48 hours, the box MAY be marked vacant and all mail will be returned to the sender, by the direction of the U.S. Postal Service. Outgoing mail is picked up each day after the mail delivery. There is an outgoing mailbox on the wall next to the manager's office, as well as a package bin just below it for large packages or envelopes. The manager DOES NOT have a key to the outgoing mailbox; if an owner or guest mails something in error, the individual must be available at the next pickup time to retrieve it.

UPS, FedEx and USPS package deliveries may come at any time of the day; there is no set schedule for these deliveries. Please notify the office if you are expecting a package that must be signed for. The

manager will always sign for packages and letters if available. If there is some reason an owner expects a package or letter that must not be accepted, please notify the office.

There is a Package Closet in the mailroom; all packages and letters too big for the box are usually placed in the package closet. **Please be aware that packages ARE NOT SECURE, and should be picked up immediately, unless prior arrangements have been made.** Please contact the office **prior to delivery** for more details.

## Guests

As an ocean-front condominium, most tenants naturally wish to share their seasonal home with friends and family. To provide a safe, secure environment for all owners, tenants and their guests, the Association asks the following rules be observed:

All overnight guests must be registered with the office in advance of their arrival.

- Unescorted guests (i.e. those guests a tenant allows access to the beach or pool when the tenant is away, but who are not staying in the unit) are strictly prohibited.
- Long-term guests may only use the property when they are registered with the office, and are being hosted by an owner or tenant.
- Short-term or “day” guests who are visiting someone in residence do not need to register.

Guests must be pre-registered with the office at least 24 hours in advance of arrival.

No unaccompanied guests under the age of 18 are permitted.

Any unaccompanied guests who are determined to be in violation of the Rules and Regulations will receive a Notice of Immediate Vacancy and may be required to vacate the premises within 24 hours at no expense to the Association.

These policies are not designed to limit the use or enjoyment of the facilities, but to ensure that all those using the facilities understand their responsibility in maintaining a pleasant, safe atmosphere.

## Emergencies

Emergency problems are those that pose an immediate danger to life or property, such as a water leak, either from within the unit or from above, or a fire emergency.

### Fire Emergencies

Fire safety is one of the most important issues at any high-rise condominium. Each owner, tenant or guest should be familiar with the safety equipment in the building and the procedures for notification and evacuation in the event of a fire. The following points are designed to help everyone understand the safety systems in the building:

- Each unit should have a functioning smoke detector and fire extinguisher.
- Smoke alarms in the individual units are not connected to the building’s fire alarm system. Should the smoke alarm in any unit activate, 911 will not be alerted automatically.



- Smoke alarms in every unit are the responsibility of the unit owner and should be tested twice a year, once in the spring and once in the fall. Use the changes in daylight savings time as a reminder to check the smoke alarm and replace any batteries. Smoke alarms should be replaced once every 10 years, as the materials used to detect smoke in the air degrade over time.
- Open flame cooking on any balcony or terrace is not permitted by order of the St. Lucie County Fire Department. "Open Flame" means any LP, propane, kerosene, or other liquid, gas or solid combustible fuel source, including but not limited to any charcoal briquettes. Electric grills are permitted on enclosed balconies. Open flame cooking is allowed on ground-floor patios ONLY, but cooking appliances MUST be kept at least 10 feet from the building AT ALL TIMES.
- If there is a fire in a unit:
  - Contain the fire by turning off all air conditioning and fans.
  - Keep all doors and windows closed.
  - Get out immediately and close the unit door.
  - Activate the fire alarm system by using a pull box at either end of the building.
  - 911 should also be contacted as a precaution.
- If the fire is outside the unit:
  - EVACUATE IMMEDIATELY if you hear the fire alarm or receive instructions.
  - Before opening any door, feel the doorknob. If cool, open slowly, exit the unit and close the door.
  - Head for the nearest exit stairwell.
  - If there is smoke, drop to the floor level and crawl low under the smoke.
  - NEVER use the elevators during a fire.
  - If blocked in a unit, turn off all air conditioning and fans, seal doors and windows with wet towels.
  - Signal at windows for rescue.
- Be aware of your surroundings. Plan and discuss with all residents and guests of the unit the escape routes available: 1. Unit door; 2. Western exposure windows; 3. Eastern exposure sliding doors. If the first two routes are blocked by fire or intense smoke, go to the balconies on the EAST side. Try not to panic and do not jump. Remain on the balcony and tie a LIGHT colored sheet to the railing to focus fire fighters' attention. WAIT to be rescued.
- Inform the Association Manager if there is a person or persons needing special assistance or if there are children in the unit. This information will be relayed to the St. Lucie County Fire Department for use during any evacuation.
- Keep a flashlight near each bed. With an electrical power outage and/or a smoke situation, visibility becomes extremely poor, especially at night. Even during the daylight, visibility during a serious fire is almost non-existent.
- Be aware of the condominium fire alarm system. Each unit is equipped with a speaker that will be used to transmit a verbal announcement. When the building fire alarm is activated. A red fire alarm pull box, which is used to activate the alarm system, is located at each end of the entrance walkways. In the event of a fire, pull down on the alarm switch as indicated. The fire

alarm system is monitored by an alarm company, who will notify the fire department in the event of an alarm. However, 911 should also be called as an extra precaution.

- There are fire hose cabinets located on each floor; each cabinet is located halfway between the elevator and the emergency exit stairwells. Each cabinet contains a fire hose and a fire extinguisher. Do not use the fire hose unless you know how it operates. Should you choose to use the fire hose, be aware that this is a high pressure system and may be difficult to handle, especially combined with the smoke and heat from a fire.

### **Other Emergencies**

If there are other emergencies which are life-threatening, exit the unit if it is safe and call 911. When dialing 911 in the event of an emergency, owners will be connected to the St. Lucie County Sheriff's Office. 911 should be contacted if any owner is party to, of or witnesses an emergency situation. The county emergency management will direct a safety officer to the building. Due to cooperation between St. Lucie and Martin counties, an officer from either, or both, jurisdictions may respond. 911 emergency management officers are provided with an emergency entrance code to the gate and the lobby entrance doors, in the instance where the caller may not be able to allow access.

Owners and guests visiting the property and using a cellular phone with a different area code than 772 will be automatically connected to LOCAL emergency officials. The cellular systems are designed to connect to the nearest 911 system regardless of what the phone's listed area code number may be.

There is confusion about where the building is located, due to the mailing address being Jensen Beach, FL. Jensen Beach is technically in Martin County, but Oceana South is part of St. Lucie County; the U.S. Postal Service classifies Oceana South as Jensen Beach for delivery zone purposes only. However, because of the proximity of Martin County and inter-agency cooperation, often the Martin County Sheriff's office will respond to situations in St. Lucie County if needed.

### **Water Leaks**

For water leaks, if the leak is coming from inside your unit, turn off the unit water supply, located in the utility closet next to the entry door. If you notice water leaking from a unit above or next to your unit, you should report this to the office immediately. If it is after business hours, and if the water volume is large, please contact one of the board members. Otherwise, wait until the next business day and the maintenance staff will look at the problem. Contact information is provided at the end of this manual.

### **Power Outages**

Power outages happen with some frequency here on the island, as the power lines are above-ground and can be compromised by salt build-up on transformers. There is no auxiliary power source for the individual units, but the Association does maintain an emergency power generator which powers the south elevator, parking lot lighting, stairwell and walkway lighting during an outage.

### **Elevator Emergencies**

While rare, elevator emergencies can happen, and the elevator can stop unexpectedly leading to an elevator entrapment. In the event of a power outage, both elevators will stop operation immediately. There is a 30 second delay before the emergency generator comes online, at which point the elevators

will reset. This action MAY mean that the elevator cars will travel up or down, as the computer system restores car location. The north elevator will return to the ground floor, regardless of any button pushed, the car doors will open and then the car will shut down for the duration of the power outage. The south elevator will return to the ground floor, reset and then return to normal service. Once external power has been restored, the elevators will repeat this process then return to normal service.

If the elevator stops for any other reason, and passengers become trapped, then they should press the Telephone key located on both of the elevator control panels. The phone system is monitored 24/7 by a private company, who will call authorities to restore service and safely remove passengers. Oceana South's elevators were upgraded many years ago, and have multiple redundant safety features installed to prevent cars from falling. Please remain calm and follow the instructions provided by the security company.

### **Emergency Unit Access**

The condominium Board and its management have the responsibility of maintaining the property and preventing damage whenever possible. The State of Florida, through the Condominium Act, gives broad discretion to Boards in terms of entrance to units. Our documents specifically provide that the Board and its agents may have access to units for emergency purposes and to maintain the safety and security of the building. In the event of an emergency, Board members, the manager or the staff may enter a unit without advance notice to prevent loss of life or damage to the unit or building. The manager keeps two keys to each unit; one is kept in a secure key box and the other is kept in the locked unit owner file as a spare. All keys are required to be signed in and out and owners must give written approval to the manager if keys are to be given out to contractors or service personnel.

### **Pets**

No pets shall be permitted unless approved by the Condominium Association. One pet is allowed, and the weight of the pet may not exceed 30 pounds. For the purposes of definition, pets shall be defined as ONLY cats and dogs; no other large animal of any kind may be kept on premises as a pet. Birds, reptiles, terrapins, fish and caged rodents are *usually* exempted from the pet policy. Pets **MUST** be carried in the lobby, elevators, and walkways. Cats and dogs may not roam freely and must be on a leash when on Association property. Pets must be curbed in the "Pet Area" on the North side of the building, west of the maintenance sheds. Unit owners or tenants are required to clean up after their pets using the dog waste bags provided at the dog station. No pets shall be left on the balcony when the unit owner is not home.

The Association policy on therapy or assistance dogs meets with the standards established under the FHA, and not with the American's with Disabilities Act (ADA). The ADA act applies to PUBLIC accommodation only and, as a non-commercial residential building, Oceana South does not fall under the ADA definition. The FHA act states that an association must provide reasonable accommodation to handicapped individuals so they may have full use and enjoyment of the property.

If a tenant requests an exception to the pet policy as a result of a handicap, the owner must make the request in writing to the board. The board will provide a form to the owner that must be filled out by a

health care professional. While the Board does not have the authority to request medical records, nor a specific diagnosis, nor a list of medications, the Board can ask for certain information relating to the request. Since a handicap is defined as lacking the ability to perform one or more of life's daily activities, the health care professional must provide specific information on what daily activity the owner has lost the ability to perform and what specifically the animal will do to ameliorate the effect of this handicap. All records obtained by the Board in its duty to respond to the request are confidential and are NOT part of the Association's public record, so may NOT be released to any other owner. If an owner has any questions concerning this policy, please see the manager.

## **Social Activities**

The Social Room is used for nearly all the Social Committee-sponsored activities that take place throughout the year. There are planned activities throughout the season, and the Social Committee posts notices of planned activities in the elevators, and the mailroom. In addition, there are planned activities at the Recreation Center, which involves residents from both Oceana South and Island Crest.

The Social Room can be reserved for private parties by any resident of the building. However, Social Committee functions take precedence over any other request, and the Social Room may not be reserved for any major holiday. Residents wishing to reserve the room should contact the Association Manager for a reservation form and instructions.

Just outside the Social Room is the patio and BBQ area. The BBQ is available to any resident for use at any time the Social Room is not being used for a function. Residents should pay close attention to the posted rules for use of the grill and be sure to clean and cover it when not in use.

## **Recreation Center**

The Recreation Center is shared by all residents and tenants of both Island Crest Condominium and Oceana South Condominium. The clubhouse has a billiard room on the second floor, as well as a fitness center on the ground floor. Bathrooms are located on east side of the building. Two swimming pools are available; the south pool is unheated, or the "cold" pool, while the north pool is heated. There is also a hot tub/spa located between them. The heated pool is kept to an optimum temperature of 86°, while the hot tub is kept to 104°. These temperatures have been agreed upon by general consensus of the owners, and the St. Lucie County Health Department; they cannot be regulated to suit individual needs.

Entry to the recreation building is now by electronic access. Owners are given numbered key fobs which when swiped near the readers by each door, provide access. The owner of the rental unit should have given the tenant a fob for access. If another fob is needed, tenants are reminded to call the owner, as the office cannot give out extra fobs to tenants. The use of the fob system allows for tracking who has entered the building and what time the building was entered. This will prevent entry by unauthorized persons. Lost fobs may be replaced at the prevailing cost; please check with the office.

These rules and regulations apply to the Oceana South Association, Inc. and do not supersede any rule or regulation adopted by the Island Crest Condominium Association or Oceana South Condominium

Association. In the event you require clarification of these rules please contact the Recreation Association Manager or one of the Recreation Association Board of Directors.

### Clubhouse

1. Hours of operation are from 7:00 A.M. to 10:00 P.M. daily.
2. Objectionable behavior is not acceptable under any circumstance.
3. Upstairs recreation room reserved for adults only, (18 years or older). Children under 18 must be accompanied by an adult.
4. Exercise room is for adults 18 years and older. Children under 18 must be accompanied by an adult.
5. When using exercise equipment please remove oils from skin and use a towel to cover equipment. Please use the spray provided to wash and wipe equipment after each use. Equipment cannot be "reserved" with towels or clothing. Use is on a first come first serve basis. Please limit your time on the machines if others are waiting.
6. No one is allowed in the building with wet bathing suits. Before entering please check feet for sand or tar. Bare feet are not allowed. Pets are not allowed.
7. The common reception/banquet room is for the use of owners and their guests. This room may be reserved for private parties. When reserved by an owner or resident, they will affirm that at least 50% of their guests will be family or residents of the two condominium buildings. The room is not available for outside parties where more than 50% of the guests are not residents. Forms are available for private party use and instructions for reserving the room are available from the recreation center manager. If anyone needs cold food storage see the manager for access to the refrigerator. Barbeque grills will be made available when requested. Rules for private party use are spelled out in the private party reservation form.

### Swimming Pool Rules

1. The pools and spa will be open between 7:00 A.M. and 10:00 P.M.
2. Children in diapers are not allowed in pools. Children not toilet trained must wear disposable swim pants. All persons must shower before entering the pool. All body oils, sand and tar should be removed.
3. Towels or other objects do not reserve lounge chairs. If there are not enough chairs and a towel is reserving a chair for someone not in the pool area it may be removed to allow someone else use of the chair.
4. No furniture is to be removed from the pool area.
5. There is no lifeguard on duty. Swim at your own risk. No diving or cannonball jumping is allowed. Children under 12 should be supervised and in the company of adults at all times.
6. Proper bathing attire is expected at all times.
7. Persons with health problems are advised not to use the spa.
8. ABSOLUTELY NO GLASS beverage containers are allowed around the pool. Use break-proof containers.

9. Floatation devices allowed in pool include foam noodles, children's arm bands and bubbles, children's small soft tubes and life vests only.
10. Cigarettes should be extinguished and placed in sand filled receptacles. Trash should be placed in rubbish containers.
11. No pets are permitted in pool area.

### Tennis Courts

1. Proper tennis attire is required including regulation shoes. Tops are mandatory.
2. Players will limit their games when others are waiting to play.
3. Small children are not permitted in court area when adults are playing.
4. Skate boards, bicycles, etc. are prohibited on the tennis courts.

### BBQ Area

Persons using barbeque and picnic tables must leave the area neat and orderly. Use receptacles for waste. Barbeque grills must be cleaned after each use.

### Ocean, Beach & Dune

1. Place sandals, towels, etc. in the rack provided.
2. Beach users must wash off all sand before leaving dune-walk.
3. Check feet and footwear for tar and remove all tar at the tar station before returning to the common areas.
4. **The dune is a protective barrier between our facilities and the ocean. It is strictly forbidden by the Florida Department of Environmental Protection to walk on or over the sand dune. Please respect this area and do not walk on, dig in or climb on or over the dune.**