



The below information has been compiled to identify who is responsible for many areas of community living. We hope this information is helpful but please feel free to contact the Community Management Office at [vphoa@evergreen-lm.com](mailto:vphoa@evergreen-lm.com) or 386-738-2112 with any questions.

## Homeowner Association

1. Management of Association finances
2. Collection of homeowners association assessments
3. Enforcement of Architectural Design Guidelines and HOA Governing documents
4. Board, Architectural Review, and Advisory committee meetings
5. Community events and activities (Lifestyle)
6. Maintenance and operation of association amenities
7. Resident access to community and amenities
8. Basic cable and internet service (service and modem issues go to Bright House Networks)
9. Maintenance of conservation areas
10. Street Light Maintenance
11. Irrigation water
12. Storm water management
13. Maintenance of common areas including landscaping, retention ponds, and lakes
  - a. Aquatic and weed control of ponds
  - b. Fertilizer, Weed and Pest Control
  - c. Landscape and irrigation
14. Commons, Hills, and Trails – Common area sidewalk maintenance
15. Alleyway maintenance in Commons
16. Townhomes
  - a. Shell insurance (Owner responsible for HO-6 policy)
  - b. Maintenance of landscape and irrigation- Does not including **courtyard** landscape and irrigation
  - c. LIMITED exterior maintenance of Townhomes
    - i. Re-roof – approximately every 15 years- shingles and felt paper only
    - ii. Re-paint – approximately every 7 years
  - d. Once per year caulk and pressure wash buildings
17. Gardens
  - a. Landscape and irrigation
    - i. Turf - Mow, edge, trim, fertilize, and pest control
    - ii. Trees and shrubs – Trim, fertilize, and pest control
    - iii. Maintenance of irrigation system as installed.
  - b. Gate House management

- c. Sidewalk maintenance
- d. Road maintenance

## **Resident**

1. Compliance with the governing documents
2. Payment of Assessments
3. Landscaping and irrigation
  - a. Commons, Hills & Trails - maintenance and replacement (plants, shrubs, turf, trees) up to the street.
  - b. Gardens residents - replacement (plants, shrubs, turf, trees) up to the street.
  - c. Townhome Courtyard- landscape, irrigation maintenance, pest control
4. Townhome Residents- Exterior repairs and maintenance except as provided by the HOA above.
5. Townhome Residents- HO-6 insurance policy
6. Emergency Preparedness
7. Internet and cable equipment and wiring
8. All wildlife encounters. Depending on the animal, residents may call Florida Fish and Wildlife Conservation Commission or local nuisance animal removal company.
9. All private party disputes

## **City of DeLand**

1. Deland Police Dept. Non-Emergency 386-734-1711 Enforcement of laws and ordinances-
  - a. Parking
  - b. Speeding
  - c. Abandoned, unregistered, or disabled vehicles
  - d. Crime
  - e. Trespassing
2. Emergency responders- 911 for Fire, Police, Ambulance
3. Abandoned Animals- City Animal Control Officer 386-747-8802
4. Nuisances- Deland Code Enforcement Officer 386-626-7028 and 626-7029
5. Building Permits – i.e. installation of pools, screen enclosures, fences, or home additions- City Building Dept Permit Clerk 386-626-7007/ 7008/ 7009
6. Maintenance of finished roads in Commons, Hills, and Trails - (2<sup>nd</sup> lift) including street cleaning and storm water inlets- Deland Public Works 386-626-7169
7. Garbage and recycling pickup- EWS 386-736-8822
8. Maintenance of public streets and sidewalks adjacent to homes in areas turned over to City Maintenance of the storm water inlets and piping within Public ROW that has been accepted by the City. Deland Public Works 386-626-7169
9. Storm water backup in a public street. (City will investigate all problems, but may close roads or lanes and defer action to HOA if problem is related primarily to ponds maintained by HOA)- Deland Public Works 386-626-7169
  - a. During a major storm or hurricane, City should be in frequent contact about all storm water and flood issues, wherever they threaten public safety or property.- Deland Public Works 386-626-7169
10. Water or sewer problems (not household plumbing or irrigation problems) - Deland Utility Dept 386-740-6852 or Night line 386-740-5821

## **Kolter**

1. Maintenance of empty lots Kolter owns- all other empty lots are maintained by the appropriate builders.
2. Management of Golf Club and golf course
3. Maintenance of unfinished roads (1<sup>st</sup> lift) including street cleaning
4. Land Development

## **Builders**

1. Maintenance of their model and inventory homes.
2. Mowing of their vacant lots.