



## Reserve at Victoria

### Homeowners Association, Inc

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#### **COMMUNITY MAINTENANCE EXPECTATIONS**

The Reserve at Victoria HOA, Inc. (HOA) owns and maintains all Common Area landscaping, improvements, and roadways on behalf of the Homeowners. The residential lawn service provided and paid for in your dues is negotiated and priced with the same understandings you would with a lawn service if you paid for it yourself outside of your dues. The Reserve at Victoria was designed to ensure that all lawns were maintained, fertilized, and irrigated regularly. Replacement of shrubbery or trees that may die of natural or other occurrences such as disease, fungus, bugs or drought remains the responsibility of the homeowner- the same as a standard home service.

Homeowners individually own all landscaping, and improvements located within the boundaries of their Lot. The HOA as part of the monthly HOA Assessments provides ongoing maintenance to individual lots in accordance with the definition of "Community Maintenance Definition" as described herein. Items not covered herein are the direct responsibility of the individual Homeowners to maintain and are subject to the guidelines outlined with the Reserve at Victoria Declaration of Covenants, Restrictions, and Easements.

Grass is cut once a week, during the growing season, which is typically the months of April through October. Grass is cut every other week, or as needed, during the non-growing season, which is typically the months of November through March. Concrete edges and curbs (hard edging) are mechanically edged and is part of the mow function. Shrub beds and tree rings (soft edging) are done every other mowing. Upon completion of mowing, grass clippings are blown off of driveways and sidewalks. Dead, broken or severely declining fronds of Palm trees (up to 10" tall) along with any that may be touching roof lines will be removed on a routine basis, as needed. The hedges and shrubs are trimmed monthly (if needed). The Flower Beds are sprayed for weeds as needed.

Replacement of plants and shrubs is the responsibility of the homeowner. Replacement of a single plant or shrub with the exact same plant or shrub does not require ARC approval. Full replacement of plants and shrubs, tree removal/installation or any changes to the overall appearance of your yard or landscaping requires an Architectural Review Application. Applications MUST be submitted and approved before your work begins. Note: If any changes are approved causing the need for irrigation adjustments, there will be an additional charge to the owner.

We hope the following guideline of the services offered to the residents of Reserve at Victoria will do away with any confusion on what is a homeowner's responsibility at Reserve at Victoria and what is the responsibility of the HOA:

#### **Aquatic Systems:**

The lakes are treated once a month for algae, heavy weed growth and brush removal. The lakes are inspected once a month for water clarity, water flow and water level. The lakes are inspected once a month for wildlife observations. The lake fountains are serviced and cleaned quarterly. Service calls are extra if not handled during a scheduled visit. Debris around the perimeter of lakes are maintained weekly.

### **Drainage Issues:**

Drainage problems are the individual homeowner's responsibility unless the problems stem from the failure of a common area structure. Wet lots and drainage issues between homes are problems to be dealt with between the individual homeowners and the builder. If the warranty period for the home has expired, the problem will be the homeowner's responsibility rather than the HOA. Any change in drainage must comply with the guidelines of the St. Johns Water Management District.

### **Dead Grass:**

Sod will be considered for replacement during the optimum growing season when grass has died by means not caused by the Homeowner (such as driving on the grass; unauthorized turning off or adjusting of the sprinklers, etc.). St. Augustine sod will be the only type considered for replacement. Backyard-sod will not be replaced beyond the rear property line. The lake banks are Bahia grass and will re-generate. It is at the discretion of the Association for sod to be installed during the months of October, November, December, January or February. The HOA will not be responsible for any full replacement of sod, nor the infestation of invasive, uncontrollable grasses. If sod dies because of an issue caused by the owner, the homeowner will be notified in advance and will be responsible for the cost of replacement.

### **Landscaping, Fertilization and Pest Control:**

The lawns are sprayed for lawn insects as needed and on a regular basis. (Interior home pest treatment is the homeowner's responsibility.) Ant control is not guaranteed in pest control through the HOA. Fertilization occurs every quarter, with specific blends used for the time of the year, and supplemental treatments at appropriate intervals. Trees and shrubs receive fertilizer two to three times per year. Liquid fertilizers are used throughout the year as necessary. The lawns are sprayed for broad-leaf weeds throughout the year as necessary. Trees and shrubs are treated with insecticides as needed. Homeowners should never have an outside vendor apply fertilizer, spray lawns, trees, or shrubs without first consulting the management company as chemicals may have an adverse reaction with what the HOA has applied, or they may neutralize each other and cause damage to the lawn and shrubs. In the event of damage because of treatment by the homeowner that conflicts with the maintenance of the association, the lawn/shrubbery will be replaced and brought back to its prior condition and the homeowner will be responsible for the associated cost.

### **Street Trees:**

Every home was constructed with "Street Tree(s)" installed in the appropriate location and type of tree required by City Ordinance. These Street Trees cannot be removed and will be maintained and trimmed by the Association. There is no regular schedule for the trimming of the Street Trees and will be at the sole discretion of the Association and as budget allowed. Removal of the Street Trees is prohibited.

### **Mulching:**

Mulching is not included in the monthly fee but is typically done semi-annually (spring and fall) by the HOA until all homes have been built and transferred to a third party. Once the community is built out mulching will be performed annually. Your home is eligible for mulching 9 months after the transfer from builder to owner and will be placed on the schedule for the mulching that occurs after that date (first time mulching occurs anywhere from 9 months -14 months after sale). Mulch color is determined by the Association Board of Directors. There may be an additional charge to be paid at the time of mulching. Owners are responsible for any mulching replacement in between annual mulching.

### **Sprinkler Systems (Irrigation):**

The irrigation and maintenance concept are designed so all lawns are maintained uniformly. Watering times are set based on the watering guidelines and other needs throughout the community. These times most likely are at night, early morning or after midnight. In the event you see an area of concern that may not be getting water, do

not attempt to tamper with the system as it can cause damage that you may be responsible for. Please report to the management for inspection and repair if needed.

The sprinkler systems are maintained and serviced on an ongoing/on-call basis for the common areas and individual homes. Owners are not to make any adjustments or make any attempts to activate the system. Any damage caused by an owner in doing so will be billed directly for repairs. If sprinklers are damaged by the Homeowner and/or Resident by any means, such as driving on the grass, or other means damaging the sprinkler system, or sprinkler head replacement and/or repair will be provided by the HOA at the Homeowner's expense. If sprinklers are damaged by the landscape maintenance provider, they will be replaced/and or repaired by the landscape maintenance provider at no cost.

**\*During extended periods of time without significant rainfall there may be areas that require some supplemental irrigation or watering by the homeowner**

**Tree removal-replacement:**

Tree removal or replacement is the responsibility of the homeowner and is subject to the following. Homeowners must obtain tree removal permit from the City of Deland. The permit will state if the tree must be replaced or not. Please visit: [www.deland.org/221/Tree-infrastructure-Permits](http://www.deland.org/221/Tree-infrastructure-Permits) . Homeowners must then submit an ARC request for removal along with the permit for ARC approval. ARC approval must be received prior to tree removal. Tree removal includes removal of the stump, regarding the area and resodding. If tree replacement is required per the permit, tree must be replaced as specified.

**Maintenance of Club House and Amenities (REC Facility):**

Maintenance of the club house and amenities including the pool, tennis courts, pickle board courts, and all other associated amenities are covered by HOA fees. The pool is permitted by the State of Florida and must always follow the Florida Administrative Code. Rules are posted on the pool deck as required by the State of Florida and approved by the Association. A written set of rules and operation of the Amenity Center including the pool, fitness center, pickleball courts, etc. can be obtained upon request to management, and are available on the resident portal.

**To report a landscape, irrigation or other HOA concern:**

**Please email the manager at [laura@camprosfl.com](mailto:laura@camprosfl.com)**

**Please include your name, address, the nature of your concern and a picture of the area.**

It is the intent of each builder to schedule an inspection with the association landscape team to walk the property and locate and trouble spots with landscaping, irrigation, sod, shrubbery to assure it is in good condition prior to turnover to the association. THIS HAND OFF INSPECTION AND SUBSEQUENT TAKEOVER SHOULD TYPICALLY TAKE PLACE JUST A COUPLE DAYS PRIOR TO SETTLEMENT and in some cases DO NOT LINE UP AND ARE RE-SCHEDULED ACCORDINGLY. In some cases, it may be earlier or slightly later than normal to gather several inspections at one time. By following these guidelines there is additional assurance that maintenance will begin within a week or 2 weeks maximum and join the normal routine schedule.

For questions regarding your builder, including landscaping and irrigation while still under the control of the builder, you need to contact your builder directly during the period prior to turning over to the HOA please contact:

Paytas Homes: Emily Burkhead- Director of Customer Service 386-756-1276  
[customerservice@paytashomes.com](mailto:customerservice@paytashomes.com)

Kolter: Debbie Donovan, Warranty Manager 386-279-7976 [ddonovan@kolter.com](mailto:ddonovan@kolter.com)