# RULES AND REGULATIONS FOR UNIT OWNERS

**Updated: 2025**

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# INTRODUCTION

Rules and Regulations are to clarify but not modify the Grosvenor Declaration and By-Laws. In the event of any discrepancy, the Declaration and By-laws prevail over the Rules and Regulations.

The original Board of Directors, pursuant to the bylaws, established the "Rules and Regulations" which are routinely updated by the current Board of Directors.

To maintain the high standards established here, all residents are urged to become familiar with these rules.

The common areas, as well as the limited common areas, including balconies have been designated "**NON-SMOKING**" areas in accordance with the Florida Clean Air Act and the Grosvenor Declaration of Condominium Documents. The only permissible location for smoking is inside the units.

All units are used for residential purposes only. Units may not be used for business or commercial purposes except for incidental use.

# DEFINITIONS

- **Adult –** any person 18 years of age or older
- **Minor –** any person under the age of 18
- **Resident** – any unit owner or the spouse or partner of a unit owner
- **Family –** the resident's children, grandchildren, parents, grandparents, brothers and sisters, sons-in-law, and daughters-in-law.
- **House Guest –** any non-paying person who, at an owner's or lessee's invitation, is occupying any portion of a unit or a guest suite. These would include family house guests and non-family house guests.
- **Lessee –** a renter with a fully executed and approved lease agreement on file in management office

# ENFORCEMENT OF RULES

The Board of Directors has made the Manager responsible for the enforcement of the Rules and Regulations. If corrective action is beyond the scope of the Manager's duties, the Manager will refer such action and complaints to the Board.

## OCCUPANCY OF UNITS

People authorized to occupy a unit are:

- **Unit owner and spouse**
- **Family house guest when** owner or spouse is in residence:
  - Family house guests may not occupy a unit in the absence of the owner or spouse unless the owner has notified the manager's office, in writing, of the dates of occupancy, names of family guests and an assurance by the owner that the guests have been made aware of and will abide by all Rules and Regulations.
- **Non-family** house guests may not occupy a unit when the owner or spouse is absent.
- **Lessee and Spouse (with fully executed and approved rental agreement on file)**
  - Lessee's house guests (family or non-family) may only stay in a unit when the lessee or spouse is in-residence. No one may reside in a leased unit when the lessee or spouse is not in residence.

## RENTING (LEASING) OF UNITS

Upon approval of the Grosvenor Board of Directors, entire units may be leased, subject to the following terms and conditions:

- No individual room(s) may be rented
- Transient rentals are not permitted
- Sub-leases are prohibited
- The lease term is a minimum of ninety (90) days and may not exceed one year.
- A unit owner may not lease a unit more than twice per calendar year.
- All lessees must register at the Grosvenor Manager's Office upon arrival.
- Fully executed lease applications (obtained from the Grosvenor Office) must be submitted to the Board of Directors, accompanied by a non-refundable processing fee. The application must designate one person as the "Primary Lessee." Upon receipt of the application, a thorough background check will be performed at the renter's expense. A signed lease must be on file in the Manager's Office before the lessee takes occupancy of the unit.
- Lease renewals are subject to the same approval procedures as the original lease.
- Owners must provide the current year's copy of Grosvenor Rules and Regulations to the lessees and advise them to observe all rules.
- House guests (family and non-family) may visit a leased unit only when the lessee or spouse is in residence.
- House guests may use the amenities only when the lessee or spouse are in residence

# SALES

1. **Open House Marketing**

- The only signs permitted on Grosvenor property are those furnished by Grosvenor for 'Open House' marketing.
- Prospective buyers can call the owner or the owner's representative from the outside entry phone for access.
- The unit owner, or buyer's representative must escort prospective buyers from the front door to the unit being shown. Employees of Grosvenor shall not function as escorts for the person in charge of the Open House.

2. **Open House Showings by Real Estate Agents**

- Real estate agents must sign in at the lower-level parking garage and indicate their time of arrival, destination, **and sign out** at the time of departure.
- Owners can authorize the management office to lend unit keys to real estate personnel but will not escort them to the unit. Access system FOBs must not be given out to anyone.

# COMMON AREAS

The use of our common area facilities is limited to residents and their guests.

Common areas include, but are not limited to the lobby, hallways, mail room, trash room, meter rooms, service areas, social room, media room, library, fitness room, saunas, pool and spa area, garages, and grounds.

Anyone under 18 years of age may not use the exercise room unless under adult supervision. Anyone under 18 years of age may not use the sauna at any time. Children under 14 years of age must be under the supervision of a responsible adult member of the family when accessing the common areas.

Smoking and vaping are prohibited in all common and limited common areas, including balconies. The Grosvenor has been designated a "NON-SMOKING" area in accordance with the Florida Clean Air Act, and the Grosvenor Declaration of Condominium Documents. Unit owners may smoke inside their units only.

All damages to the common areas by owners, guests or tenants shall be charged to the unit owner.

## SOCIAL ROOM AND MEDIA ROOM

The Social Room facilities, including the kitchen, are for use by owners, lessees, and their guests. Children less than 14 years of age shall be under the supervision of a responsible adult member of the family whenever using the Social Room and kitchen. All guests must be accompanied by their resident host.

The rooms **must be cleaned after each use, back to the condition it was originally found.**

When using the Social Room television and/or other electronic equipment:

**After using the TV's, make sure all settings have been returned to their original settings. Do not connect any gaming or streaming devices to Grosvenor's equipment. Do not add your personal information to the TV or other devices. Do not permit minors to operate the equipment.**

Reservations for the private use of a common facility, such as the Social Room, must be made with the management office and approval will be granted on a "first-come, first-serve" basis. Grosvenor Association functions (parties, meetings, etc.) for the benefit of all residents will have priority over private functions.

Caterers for private parties must use the SERVICE ENTRANCE and SERVICE ELEVATOR. All plates, crystal and silverware may be supplied by the caterer OR by Grosvenor, but they may not be used together. All Grosvenor supplies are to be left cleaned, dried, and put away in the same location they were found.

"Nip and Nibbles" is a social gathering in which all residents and their guests are invited to BYOB and hors d'oeuvres to share. The date and time for this event is posted on the bulletin board in the mail room.

## LIBRARY/BILLARD ROOM

The library is for the use of all residents and their guests. It is the responsibility of the borrower to return books as soon as possible. Returned books should be placed in the designated return box. The books are separated into fiction and non-fiction in alphabetical order by the author's last name.

Donations of current fiction and non-fiction books are gratefully received. Please leave donations in the return box and the Library Committee will place them in their proper space. Due to limited space, we request that all donations be current publications.

Residents may reserve the library for meetings, card games, etc. for up to four (4) people through the management office. The billiard table is for the enjoyment of all. Children under 14 years of age must be supervised by an adult.

## SAUNA AND EXERCISE ROOM

- Minors may use the exercise room only under adult supervision.
- No glass containers are permitted in the exercise room or sauna.
- The use of the sauna is restricted to adults only. Use it at your own risk.
- No one under the age of 18 may use the sauna
- It is recommended not to use the sauna when alone

## SWIMMING POOL, SPA, AND POOL DECK

- The swimming pool and spa may be used between dawn and dusk only, per Collier County regulations
- All pool and spa rules must be obeyed. Rules are posted at pool and spa side
- **ABSOLUTELY NO DIVING, RUNNING OR THROWING OF ANY OBJECT IS PERMITTED**
- No roughhousing is permitted in the pool, spa or on the pool deck. Supervising adults (parents, grandparents, etc.) are held responsible
- Owners and their guests use the pool and spa at their own risk. There is **NO LIFEGUARD ON DUTY.** It is suggested that no one use the pool alone
- Staff will open and close pool umbrellas on request and according to weather conditions
- State Board of Health regulations require that a shower be taken before entering the pool or spa
- Children should be closely supervised when in the pool area. Children under 14 years of age must be accompanied by an adult
- For sanitary reasons, children who are not completely toilet trained are not allowed in the pool. Incontinent individuals are not permitted to use the pool
- Persons with open sores, cuts or communicable diseases should not enter the pool or the spa
- Lounge chairs cannot be reserved by placing towels on chairs. When you leave the pool area, take your possessions with you
- Lounge chairs should not be dragged across the pool deck
- Pets are strictly prohibited in the pool area, even if carried
- When using any type of body lotion or sun oils, furniture must be covered with a towel or other suitable cover
- Proper swim attire is to be worn in the pool and spa. No cut-offs are permitted
- Cover ups over bathing attire and footwear are required in all areas of the building including the elevators

- All residents and guests going to and coming from the pool area must be properly attired. A cover-up shirt or beach coat and foot covering are required. People in wet suits or carrying beach gear must use the service elevator.
- No food or glassware is allowed in or near the pool or spa area. The laws of the State of Florida prohibit food and beverage consumption within four (4) feet of a swimming pool or spa.
- No rafts or floats are permitted in the pool. Pool noodles are allowed
- Children's aquatic toys are permitted in the pool if their use does not interfere with the enjoyment and comfort of others. No toys of any kind are permitted in the spa
- Frisbee throwing is not allowed
- Spa capacity is seven (7) persons at any given time.
- The spa is maintained at approximately 102 degrees year-around and has a timer which shuts off in 15 minutes:
  - Those that are pregnant or have health problems should consult a physician before entering the spa.
  - Hot water immersion while under the influence of alcohol or drugs is dangerous.
  - Long exposure may result in nausea, dizziness, or fainting
- No personal devices for music, video, etc. will be permitted near the pool area unless used with headphones or earbuds. Personal telephone calls are not to disturb other people in the pool/spa area
- Persons eating on the patios and/or cooking on the grill are responsible for cleaning up after themselves before leaving
- An emergency telephone is located near the north steps. The telephone is for emergency use only. Dial **911 in an emergency**

## GUEST SUITES

The Grosvenor has 3 guest suites that are available for use. (Email support@grosvenorofpelicanbay.org for details)

- Guest suites can be reserved by any owner or their registered tenant only. Owners' guests may not reserve a guest suite for themselves.
- Owners or renters must be in-residence at the time of guest suite usage. No guest suites will be reserved for individuals without the owner or lessee in residence during entire stay.

**NOTE:** During the time an owner leases their unit, the owner turns over all guest suite reservation rights to the unit renter.

**Reservations During Major Holidays:** A single guest suite may be reserved no more than ninety (90) days in advance of check-in date during the weeks preceding and following a major holiday. (Easter, Thanksgiving, Christmas, and New Year's) Reservations must be made through the Management Office, via **email** to support@grosvenorofpelicanbay.org.

Information to include in the request:

- Check-in & check-out dates only
- How many guests will be spending the night(s) in the suite

**NOTE:** Cancellations must be made at least 48 hours prior to check-in. "No-Shows" will be charged a minimum of one night's stay per reserved suite.

Reservations for the use of more than one guest suite at the same time will be accepted for May 1st through October 31st only.

Guest suites may be reserved for a maximum of seven (7) nights at a time during the following holiday seasons:

- From one week prior to Thanksgiving through one week after Thanksgiving.
- From one week prior to Christmas through one week after New Year's Day.
- From one week prior to Easter through one week after Easter.

During other times of the year, guest suites may be reserved at any time, for a maximum of fourteen (14) nights. The Board President or the Board President's designee, at his/her discretion, may approve reservations for longer periods of time during non-holiday periods on a case-by-case basis.

## General Guest Suite Information:

- Current guest suite rates may be obtained at the front desk
- The unit owner or lessee who made the reservation is responsible for any loss or damage sustained in the guest suite during the reservation
- **Check-in**: After 3:00 pm. **Check-out:** No later than 11:00 am
- The suites are self-catering. There is no daily housekeeping service provided
- The suites are cleaned at the conclusion of each reservation.
- Towels and linens are provided. However, if additional towels or linens are needed during the stay, it is the responsibility of the unit owner to provide them
- Pets are not allowed in the guest suites
- Smoking and vaping are strictly prohibited in the guest suites
- Guests are subject to all Rules and Regulations. It is the responsibility of the unit owner to ensure that their guests understand and abide by them. A copy of the Rules and Regulations is in the nightstand drawer of each suite.
- All guests, upon arrival must register at the front desk, including vehicle license plate numbers

## RESTRICTED AREAS

Certain parts of the building are off limits. These include generally locked areas such as the roof, the fire pump, maintenance and electrical rooms and the pool undercroft. For safety reasons, no residents should enter these areas unless given permission to do so by the management office. If any resident notices that one of these normally locked areas is open, please advise the office.

## ELEVATORS

**The private glass elevators are for unit owners and their guests only. Anyone wearing wet swimsuits should use the service elevator. Luggage carts must also use the service elevator. Small shopping carts are permitted on the glass elevators.**

Children should be accompanied by an adult and are not allowed to play in or around the elevators, hallways, stairwells, or garages or in the outside parking areas.

**SERVICE PROVIDERS:** All service providers must park in the lower-level parking lot, sign in the visitors' log, enter through the service entrance (lower level at the north end of the building), and proceed to the service elevator. Unit keys are provided by the office to vendors that the office has been given unit owner's permission to hand out. No keys will be provided to those that do not have written consent to receive.

Furniture or large item deliveries and removals must use the service elevators and must be coordinated with the management office.

Florida law prohibits smoking in elevators. Vaping is not permitted.

Do not keep the elevator doors open by holding the door. Keeping the doors open for a short period of time can be done by using the door open button on the control panel. Holding the elevator doors open can cause the unit to shut down and require a costly repair. This cost will be passed on to the unit owner.

### If stuck in an elevator:

- If claustrophobic or stressed, sit down
- Each elevator is equipped with a communication device which will put you in touch with emergency assistance when needed. Just push the "**PUSH TO CALL"** button toward the base of the control panel and you will be able to talk with a person to get help
- Push alarm buzzer to alert anyone in the hallway
- Do not try to pry the elevator doors open. Exit when the doors safely open on their own

## GROCERY CARTS AND LUGGAGE CARTS

Luggage carts are provided in the garage outside the lower and upper Service Elevator foyers to assist residents and guests in transporting items to their units. Grocery carts are located in the lower-level garage service closet next to the service elevator. Additional luggage carts are available near the front desk.

- Anyone using carts should return them promptly to their proper storage area
- No luggage carts are permitted in the glass passenger elevators. Small grocery carts are permitted.
- Service providers are not permitted to use the grocery and luggage carts. These are for residents only.
- Carts are not to be taken outside the building except in the upper parking area.

## TRASH DISPOSAL AND RECYCLING

The trash room is located on the lower garage level near the service entrance. Recycling containers are provided for newspapers, cardboard, and other recyclable items such as plastic bottles, food cans, glass bottles and jars.

- Rinse out all items, carry to the trash room and place in the proper receptacles
- Cardboard cartons must be flattened before placing in the recycling containers, or leave them next to the containers until staff can flatten them
- These materials must not be dropped down the trash chute

The trash chute access is located on each floor adjacent to the north stairwell. Trash chutes should not be used between **9:00 pm and 8:00 am.** All trash must be secured in **HEAVY PLASTIC BAGS AND TIED.**

The following are **NEVER** to be dropped down the trash chute:

- Anything that might cause a fire, explosion, or odor.
- Diapers. All used diapers should be placed in a securely tied plastic bag and hand carried to the trash room.
- Raw or cooked meat must be properly bagged, and hand carried to the trash room. This includes fish, fish entrails, meat ends, etc.
- Boxes and cartons. These are to be broken down or flattened and hand carried to the trash room. Cardboard is recyclable.
- Paint containers. Do **NOT** drop any paint containers down the trash chute. Cans should be left open to allow the remaining paint to dry out, then hand carried to the trash room.

- **GLASS – NEVER DROP ANY GLASS CONTAINERS DOWN THE CHUTE. IT WILL EXPLODE!**
- Loose wire of any type.
- Damp Rid containers cannot be put in the trash chute.
- Contractors, service and delivery personnel must remove their trash and debris (old mattresses, furniture, appliances, counter tops, carpet, tile, boxes, wallboard, etc.) from the Grosvenor property. These are not permitted to be left in the trash room. It is the resident's responsibility to instruct their contractors, service, and delivery personnel regarding this matter. If they use the trash room, the owner will be charged a disposal fee as Waste Management company now charges the association extra for the removal of such items.

## BICYCLES, ROLLER BLADES, SKATES, SKATEBOARDS AND FRISBEES

The use of roller blades, roller skates, skateboards, frisbees, other throwing devices, etc. on the premises is prohibited.

Bicycles must be registered with the office. While owners are in residence, bicycles must be parked in the designated areas in the garage or in the owner's parking space. When not in residence, bicycles must be placed in the bicycle room on the lower-level garage. The association is not responsible for owners' bicycles.

## PETS

Pets are strictly prohibited on Grosvenor Property.

## CERTIFIED SERVICE ANIMALS (SA's) AND EMOTIONAL SUPPORT ANIMALS (ESA's)

SA's and ESA's must be certified, and a certificate must be kept on file with the management office. Service animals and emotional support animals are not allowed to run free on condominium property. They must be leashed or carried at all times.

All service animal and emotional support animal waste must be cleaned up and disposed of by the owner of the pet. The walking area for service animals and emotional support animals is the lawn area in the northwest corner near the bridge entrance.

Service animals and emotional support animals must be licensed and serviced by a veterinarian as required by Collier County ordinance. Owners are responsible for ensuring that their service or emotional support animal is not aggressive or excessively noisy, according to the courtesy rules for all owners.

Certified service animals are recognized by Grosvenor as animals providing specific and well-defined services to their owner. Both service and emotional support animals are permitted at Grosvenor, provided occupancy rules and Collier County ordinances are followed. The animal's owner is to provide a current qualifying practitioner's certification to Grosvenor Front Office. This includes visitors. Unit owners and tenants will provide advance written notice and copies of current practitioner certifications for any service and emotional support animal the unit owner or tenant proposes to bring in residence at Grosvenor.

## GENERAL INFORMATION

**Notification of Arrival and Leaving:** In the event of an emergency situation, the office and emergency personnel need to know which units are occupied. Therefore, owners/tenants who are arriving or leaving must notify the office of their arrival and departure dates. If the away time is more than 2 weeks, owners must employ a home watch service.

**Flammable materials** must not be stored in the owners' units, garages, storage, HVAC or electrical rooms.

**Hallway Utility Closets:** Every unit has a storage closet. The utility closet containing air conditioning and water heater equipment must not be used to store personal items or garbage. This room must be easily accessible for service, repairs, and fire safety laws.

**ADS, SIGNS AND POSTINGS:** No signs, advertisements or notices shall be placed upon the building or left in the common areas, except on bulletin boards approved and posted by the management office. The main bulletin board in the mailroom is for management use only. Always allow the management office to approve and post all notices.

### UNIT KEYS

**KEYS: ALL door locks must be keyed to the master key** in case of fire, police, medical, or other active emergencies.

### RENOVATIONS

Workers are not permitted from 5:00 pm to 8:00 am on weekdays, or at any time on weekends or holidays, unless approved in advance by the Manager.

Renovations and remodeling must fill out the current approval application paperwork located on our website. Then allow time for Board approval. Work is permitted May through October only. (Refer to Declaration 9.3(I))

**DO NOT LEND OUT FOBS** to contractors or service providers of any kind.

# NOISE

Out of consideration for others, residents and their guests must keep noise to a minimum. Care should be taken in the use of sound devices to ensure that the volume does not disturb neighbors. The Grosvenor's quiet hours are between 10:00 pm and 8:00 am. However, at all hours, residents and their guests are to refrain from slamming doors, talking loudly in the hallways, on their balconies, on the parking deck, garage, etc.

All occupants should exercise care to minimize noise. Musical instruments, radios, TV's, etc. should not disturb others.

Residents most frequently complain about noise coming from the units above them. The following addresses some of these issues and solutions:

## NOISE - SLIDING GLASS DOORS AND SCREENS

The rollers on the sliding glass doors should be lubricated with a silicon-based lubricant monthly. The tracks of sliding glass doors should be washed regularly to avoid corrosion from salt. Use care to open and close doors slowly and quietly, especially during the quiet hours of 10:00 pm – 8:00 am.

## NOISE - POCKET DOORS

We can greatly lessen this noise by opening and closing these closet doors slowly. They can be replaced with regular doors.

## NOISE - UNCARPETED FLOORS

With the approval of the Board of Directors, tile (or another approved surface) is permitted in rooms other than the kitchen, baths, and laundry room. Most units have tile or wood floors in their entries. Where tile has been approved elsewhere in the unit, it should be covered with runners, etc. so that normal traffic aisles are carpeted. When walking on tile floors, be alert that a tile floor is not completely soundproof and some noise is transmitted, usually to the unit below.

# PARKING

- Use the parking space(s) assigned to your unit. All vehicles must be parked in a manner so as not to impede or prevent access to any other unit owner's parking space.
- Guests should use the short-term parking area on the upper level. The lower-level parking area is recommended for guests staying for three (3) nights or longer.
- All vehicles on property must be in good working order and properly tagged and licensed.
- The upper short-term parking area is not to be used by owners or tenants for overnight or extended parking.

- Service vehicles are not permitted on the ramp or in the upper short-term parking area. They must use the outside lower-level service parking area and the service entrance on the north side of the building.
- Service vehicles must not enter the garage for loading or unloading cargo.
- Parking boats, jet skis, motorcycles, trailers, motor homes, etc. are prohibited on property.
- **Borrowing or leasing another owner's space:** Written permission from the unit owner for the use of a parking space must be obtained by the user and a copy must be on file in the office.
- **Car Washing** is only permitted outdoors on the north side of the building in the area near the service entrance.
- **Vehicle Repairs or Restorations** are not permitted on the premises.
- **Vehicle Relocation Authorization** must be kept on file, along with a current set of car keys left with the office to permit removal in case of emergency. Under no circumstances will the Board of Directors, manager, or any employees be held responsible for any damage to any car left on the property.
- **Garage Door Transponders** can be purchased from the front office.
- **Electrical Outlets** can be installed for trickle chargers at the expense of the owner with a plan approved by management in advance. Dedicated circuits for electric cars are available at the unit owner's expense on a very limited basis. Circuits are available on a first-come, first-served basis and must be released back to association if Grosvenor needs the capacity for common use.

## GARAGE STORAGE

Unit owners are given permission by the Association to store items in their own parking spaces on the other side of the curb stop. However, do not:

- Infringe on garage spaces used by others
- Violate the Grosvenor Declaration of Condominium By-laws, State Statute, Florida administrative codes, or local fire and county building ordinances
- Cause a hazard or an unsightly condition

Allowable items:

- Bicycles, shopping carts, beach items, car care products (non-flammable/non-petroleum based) bike and car accessories, small tools. Unit owners may use a storage cabinet or shelving unit to hold items provided the cabinet is not locked.
- Unit owners assume all responsibility for their stored items. Management may inspect storage cabinets and may also move items as needed for safety and management of the garage, such as cleaning or storm protection.

## LEASING ASSOCIATION-OWNED PARKING SPACES

The method to assign the Grosvenor Association-owned parking spaces will be to hold a lottery for a 3-year period at the prevailing rental rate currently $1,200.00 annually. There will be an email sent out to all owners when a space becomes available for rent. A name will be drawn from the list of interested owners.

## VEHICLE TRANSPORT DELIVERIES AND PICKUPS

Inform vehicle shipping drivers that unloading is only permitted on Pelican Bay Blvd. and must be at least 100 ft. from any intersection. Turning lanes should not be blocked.

# BALCONIES

- Children are not permitted to play on balconies. Small children should not be allowed to be near the railings, due to the possibility of falling over the side.
- Smoking is not permitted on balconies.
- Laundry, bathing suits or any other articles must not be placed on balcony railings
- Feeding birds or animals from the balconies or elsewhere on the Grosvenor property is not permitted
- No items of any kind should be thrown from the balconies, including cigarette butts or ashes
- Barbecuing on balconies is not permitted. Barbecue grills are provided outside the social room. Please clean the grill and the barbecue grills after use.
- Glass tabletops should be securely anchored to the table. Periodic and unusually high winds necessitate that all balcony furnishings be securely anchored or be heavy enough to keep from blowing away.
- Clean the balcony as if it were an inside room. Hose washing or flooding of the balcony is prohibited.
- Use caution when watering plants on your balcony so as not to allow excess water to run off your balcony and onto your neighbors below.
- When leaving for extended periods, store all balcony items inside your unit or lower hurricane shutters if installed.
- Wind chimes shall not be installed on balconies.
- Holiday decorations (Christmas lights, etc.) may not be placed on the balconies. They may be placed outside the apartment on the atrium side, within the boundaries on page 22.
- Most balconies have been waterproofed in compliance with the specs by the structural engineer. Tile installation over this waterproofing is strictly prohibited.
- All work on unit balconies must be approved by management and the board prior to any work being done.

# DELIVERIES AND SERVICE PROVIDERS

Definition of Service Provider:

- All trades including painters, carpenters, electricians, plumbers, carpet layers, movers, etc.
- All cleaning people including housekeepers, cleaning people hired privately by residents, etc.
- All caterers, chefs, wait staff, etc.
- All healthcare workers, including physical therapists, personal trainers, etc.
- Anyone providing a service for a fee

All service providers are to use the service entrance on the lower garage level at the north end of the building (right side from street). All must use the service elevator. Their vehicles must not be parked in the upper parking area. Service vehicles parked in this area are subject to being towed.

All service personnel must sign in and out at the lower-level garage entrance.

No FOBs are to be handed out to service providers, including housekeepers.

Workers are not permitted in the building between 5:00 pm and 8:00 AM, or on weekends or holidays.

Advance notice should always be given to the front desk by the resident expecting service providers.

Moving companies and delivery people should be instructed by the resident to take **ALL** empty cartons, packing materials, old bedding and furniture, old appliances, etc. with them for disposal off-property. Any items left behind will be subject to a disposal fee that will be charged to the unit owner.

Service personnel are not permitted to have children, grandchildren, other family members, friends, or pets with them while they are working at the Grosvenor.

Service personnel are not allowed to enter any unoccupied unit unless emailed permission has been given by the resident in advance.

The following exceptions to these rules apply to the US Postal Service, Amazon, UPS/Fed Ex type deliveries and local florists. They may use the upper-level parking area and enter the building at the south service door. This door is equipped with a buzzer to alert the office to allow entry. If no personnel is in the office at the time of delivery, the resident should go to the lobby to pick up and pay for the delivery.

## MANAGEMENT OFFICE HOURS AND KEYS

The management office is open Monday through Friday from 8:00 am to 4:00 pm. The Front Desk is staffed until midnight daily. The office will maintain a set of keys for each unit and for each automobile stored in the garage during the absence of the resident. Remember, if you leave a car, leave a key. The Manager will provide adequate security to avoid unauthorized use of these keys.

## EMPLOYEES

- Complaints against any employee must be in writing, signed, and addressed to the manager. No employee shall be personally directed or reprimanded by a resident or owner.

- Any personal service requested of an employee by a resident is to be performed only outside of normal working hours on weekdays and weekends, and only if the employee is willing to perform such requested service. Compensation is to be paid directly to the employee for all personal services.

## BUILDING ACCESS AND SAFETY

Please report any suspicious person or activity immediately to:

- Management Office: 239-597-2418
- Sheriff's Office: 239-774-4434

Do not grant access to the building to anyone, unless you know them to be residents, or they are your personal guests. Visitors may be given access to the building by dialing the resident from the front outside entry system. Upon receiving this call, you can admit your guests, via the front door, by pressing #6 on your unit phone for 3 to 4 seconds.

If your vendors call your unit from the front entry system, (housekeepers, cable company or any service provider), please do NOT buzz them in the front door. Have them go to the service entrance at the lower level at the north end of the building to enter and sign in. (see preceding section on Deliveries and Service Providers)

- A log is maintained at the lower-level garage entry of all trades people who enter the building, recording the arrival and departure times and the destination within the building. Make sure all your service providers sign in and out each time they visit.
- Office staff will not permit service providers to proceed without proper identification and previous notification of arrival from the unit owner with emailed permission to give out your unit key.

- Visitors may use the front entry access box to dial your unit. It will then ring the phone number you have on the call box. Dial "6" to grant entry into the building. For everyone's safety, **Do not use this access box for deliveries, workers of any kind, or those you do not know.**

## FIRE, MEDICAL AND OTHER EMERGENCIES

### In the Event of an Emergency:

- **DIAL 911 IMMEDIATELY** for police, fire and/or ambulance services. Give your name, address including your unit number and name of the building. Then, call the front desk to let staff know that 911 was called.
- If it is a fire emergency, after calling 911, activate the building alarm system by pulling down on any one of the three emergency switches located on each floor. A switch is located near each stairwell exit and opposite the service elevator. Fire extinguishers are located on each floor, near the stairwell exits and opposite the service elevator. There is no service elevator location on the upper penthouse floor. Therefore, PH-G and PH-H have only two switches and two fire extinguishers.
- If there is a fire in your unit **call 911 immediately** and leave your unit, closing the door behind you. Activate the building alarm system and leave the building using either stairwell.
- **If the building alarm system sounds**, leave your unit and close the door behind you. Exit the building using either stairwell. Remember the nearest stairwell may be blocked.
- Do **NOT** try to put out the fire. **CALL 911 IMMEDIATELY.**
- Do **NOT** return to your unit until told that it is safe to do so by the Fire Department or the Manager.
- If you see smoke coming under a door, **FEEL the door BEFORE OPENING.** If **HOT,** do **NOT** open.
- If there is smoke in the hallways, get as low as possible and crawl.

## HURRICANES AND NATURAL DISASTERS

See ***Grosvenor Disaster Plan*** for information on these subjects

## POWER OUTAGES

In the event of a power outage, your entry sconce light can serve as a low voltage power source. You will first need to have a light socket to plug adapter, along with an extension cord. These can be purchased through Amazon or a home supply store.

## PREPARATION FOR HIGH WINDS

All entry area décor is the responsibility of the unit owner to move into the unit in advance of high winds & storm conditions. In the event décor is not moved, and Grosvenor personnel have to move or arrange for the décor to be moved into the unit, the unit owner will be charged $250 for the service. It is also agreed that Grosvenor Association and its personnel and contractors will not be liable for damage to unit owner décor as a result of moving it into the unit in advance of a windstorm.

**Note:** The Grosvenor staff will not have time to inspect or move items from the balconies during storm preparation.

## DRAINPIPES AND TOILETS

Grosvenor sanitary sewer drainpipes have been lined with a PVC like lining except for lateral fittings and drainpipes inside the units. Unit owners experiencing clogged drains or toilets that are backing up are required to take the following steps to clear the problem. Doing otherwise may void the pipelining warranty resulting in charges to the unit owner to repair consequential damages to the lined pipe.

**The procedure to clear a clogged drain or toilet is as follows:**

- Do not pour any drain cleaner products into toilets or drain lines. These are corrosive and cause harm to plumbing fixtures and pipes.
- Call PRS (Pipe Restoration Solutions), previously known as SPT (Specialized Pipe Technologies) at 866-730-8572. If they cannot respond that day, then unit owner can call one of the plumbers listed below:
- Bob Hill Plumbing 239-262-6119 or Specialty Plumbing 239-596-1835
- Both plumbers are familiar with lined pipes and will refer problems such as a lined pipe, tracing a pipe, or video inspecting to PRS (formerly SPT). Unit owner should notify the office about the problem and the plumber expected to respond.

## REFRIGERATOR RELOCATION

In the event of a power outage, the kitchen refrigerator will continue to run, due to the relay switch from the generator hooked up to that outlet, which is the unit owner's responsibility and expense to maintain and repair. If you plan to relocate your refrigerator to another electrical outlet within the unit, please note that the relay must also be moved, at the unit owner's expense. If it is not moved, the refrigerator will no longer run on generator power during a power outage.

## AIR CONDITIONING MAINTENANCE

Unit owners are responsible for their A/C maintenance, which should be serviced twice a year – once in the spring and once in the fall, to ensure it's operating at optimal capacity. If water leaks from the unit's A/C system occur, the owner will be strictly liable for any property damage. If the leak necessitates professional carpet cleaning, this will be performed at the owner's expense. Notify the management office each time you replace your system. We keep an installation log for our records.

## WATER HEATERS

Unit owners must replace their personal water heaters after they have been in service for 10 years or prior to the expiration of any manufacturer's warranty, whichever is greater in time. Please notify the management office prior to installation for further instructions. Also, please notify the management office immediately following the installation. We try to keep an accurate installation log for our records.

It is important to remind your plumber that there is a ceiling fire sprinkler inside the hallway owner's closet, and they must cover it with PAINTER'S TAPE (NOT PLASTIC) prior to soldering and remove the tape right after. Otherwise, it WILL activate the smoke alarms in the building, which will lead to a large fine from the fire dept. that will be passed on to the unit owner.

## DISHWASHERS

Unit owners must replace dishwashers after 14 years of service. If a leak occurs in a dishwasher or related pipes, the unit owner will be strictly liable for all damage caused by the leak.

## ELECTRIC VEHICLES (EV) AND TRICKLE CHARGERS

**Electric Vehicles (EV):** Unit Owners planning for an EV with a charging station on property or any plug-in expectation on property, need to apply for approval in advance of installing an EV charging station or plugging in to a Grosvenor receptacle.

Grosvenor has limited electricity provided by Florida Power & Light (FPL) for the building's existing circuits.

**Trickle Chargers:** All trickle chargers must be plugged into a receptacle approved for such use without using an extension cord and without intruding on pedestrian pathways. Wiring for a receptacle must conform to the current local building code and is at the unit owner's expense. A fee of $36 a year, billed in the 1st quarter will be assessed to each outlet owner's account to offset the cost of electricity and the expense to manage trickle charger usage. Please contact the Office for information and plan approval.

EV charging stations can be installed at the unit owner's parking space at the unit owner's expense, according to specifications required by the Association. All expenses (including electricity) for EV charging stations and plugging into a receptacle are at the unit owner's expense. Please contact the management office for more information.

## REPLACING WINDOWS AND SLIDING GLASS DOORS

See *Grosvenor Standard Specifications for Windows and Doors Replacement* for more information.

## REPLACING UNIT DRAINPIPES AND WATER SUPPLY PIPES

**Alteration and Maintenance of Units Requires Plumbing Pipe Inspection and Replacement**

**History:** Due to the condition of vertical sanitary waste pipes, the sanitary sewer drainpipes serving more than one unit have been lined with a PVC lining (2019-2020) except for lateral fittings and drainpipes inside the units.

Due to the condition of water pipes, the main water supply pipes (risers) were replaced in 2020. Water supply pipes serving only one unit are the responsibility of the unit owner to maintain and replace. Unit owners have been re-piping their units as a part of their unit maintenance.

**Alterations by Unit Owners:** Whenever a unit owner is planning to alter or expose the plumbing in a unit as part of an alteration (see Grosvenor Declaration of Condominium, section 9, and other applicable sections of the Grosvenor Condominium documents) the unit owner will cause a thorough inspection of the lateral sanitary sewer pipe fittings and drainpipes in the unit by a competent engineer or plumber of record and report the inspection results to the Board as part of the unit owner's application to the Board for approval to alter the unit. The same is required of the water supply pipes serving the unit.

- Replacing the lateral fittings connecting the unit sanitary sewer pipes to the vertical pipes is required during the alteration work unless replacement has been done since original construction of the building.

- Re-piping water supply pipes is required as part of an alteration to the unit unless this has been done since original construction of the building.
- Re-piping of the water supply pipes in the unit may be done any time of the year by the unit owner as a necessary function of maintaining the unit by notifying the Board and complying with Grosvenor maintenance requirements. Same for repairing a sanitary pipe fitting or drainpipe found to be leaking.

## ENTRY AND HOLIDAY DÉCOR GUIDELINES

**Holiday decorations** may not be placed on balconies. They may be placed outside the front doors of the unit, following the same guidelines as below.

**Entry Décor:** The areas outside owner front doors are common elements and are not the property of the unit owners. They are, however, permitted to decorate these areas as described below:

**01 Stack:**

A total of 5 Personal items, either furniture, decorative pieces or wall hangings can be placed or hung on both walls on either side of the front door. These items must be kept within the boundary of these 2 walls, with nothing extending into the common hallway.

**02 Stack:**

A total of 5 Personal items, either furniture, decorative pieces or wall hangings can be placed or hung on both walls on either side of the front door. These items must be kept within the boundary of these 2 walls, with nothing extending into the common hallway.

**03 Stack:**

A total of 5 Personal items, either furniture, decorative pieces or wall hangings can be placed or hung on both walls on either side of the front door as well as the angled wall on the Right side entering the unit. These items must be kept within the boundary of these 2 walls, with nothing extending into the common hallway.

**04 Stack**

A total of 5 Personal items, either furniture, decorative pieces or wall hangings can be placed or hung on both walls on either side of the front door as well as the angled wall on the Left side when entering the unit. These items must be kept within the boundary of these 2 walls, with nothing extending into the common hallway.

**05 Stack**

A total of 5 Personal items, either furniture, decorative pieces or wall hangings can be placed or hung on both walls on either side of the front door. These items must be kept within the boundary of these 2 walls, with nothing extending into the common hallway.

**06 Stack:**

A total of 5 Personal items, either furniture, decorative pieces or wall hangings can be placed or hung on both walls on either side of the front door. These items must be kept within the boundary of these 2 walls, with nothing extending into the common hallway.

**PENTHOUSES A, E and F:**

A total of 5 Personal items, either furniture, decorative pieces or wall hangings can be placed or hung on both walls on either side of the front door. These items must be kept within the boundary of these 2 walls, with nothing extending into the common hallway.

**PENTHOUSE B:**

A total of 5 Personal items, either furniture, decorative pieces or wall hangings can be placed or hung on both walls on either side of the front door. These items must be kept within the boundary of these 2 walls, with nothing extending into the common hallway.

**PENTHOUSES C and H:**

A total of 5 Personal items either furniture, decorative pieces or wall hangings can be placed or hung on both walls on either side of the front door. These items must be kept within the boundary of these 2 walls, with nothing extending into the common hallway.

**PENTHOUSES D and G:**

A total of 5 Personal items either furniture, decorative pieces or wall hangings can be placed or hung on both walls on either side of the front door. These items must be kept within the boundary of these 2 walls, with nothing extending into the common hallway.

## UNIT OWNER REQUESTS

Unit owners may bring up an issue with the manager or a board member which could result in being included on a board agenda. If the owner wishes to have the board take up an issue, the request must be in writing. The board shall respond in writing to the unit owner within 30 days after receipt of the inquiry. The spokesperson for the unit owner will be expected to present the issue at the assigned board meeting. Pertinent background and supporting information would be expected and appreciated. The spokesperson should be prepared for likely questions.

The above could lead to further information requests to be presented at a future meeting, or a motion upon which the board could vote.

## UNIT OWNER COMPLAINTS

ALL complaints should be courteously sent in writing to: manager@grosvenorofpelicanbay.org.

No complaints should be voiced at the front desk.