



## Willow Lakes RV Resort Condominium

C/O Keys Property Management

(321)784-8011 | 7827 N Wickham Drive

Melbourne, FL, 32940

Dear Homeowner:

My name is Greg Burgey, and it is my pleasure to introduce myself. I am a licensed Community Association Manager with Keys Property Management who has been assigned to be your community manager.

Keys Enterprise is a small firm, which provides personalized services and strives to build solid relationships offering exceptional service to exceptional developments. We work to deliver great customer service and quality property management. We do this by maintaining open lines of communication, responding quickly to requests, having a local presence in the community, and listening earnestly to the needs of our customers.

Be sure to make all payments payable to: Willow Lakes RV Resort Condominium. Currently your association adheres to a monthly assessment schedule. You may set up automatic payments on your account that will come out approximately on the 4<sup>th</sup> of the month when your assessment is due. There is a form included in your welcome package with further information about this service or you can contact our owner account representative at [ar@keysenterprise.com](mailto:ar@keysenterprise.com). You may also set up the payments online on the Vantaca owner's portal.

You may also make one-time payments through the portal, but the service provider does charge a convenience fee for recurring and one-time fees. This fee is charged for all credit or debit card transactions, however there is no fee when using a bank account recurring transactions. There is a fee for one-time payments using any method. In addition, if you are set up on our automatic payment and there is a change to the monthly fee, no action is needed on your part and the payment will automatically adjust in the system.

If you elect to manually mail in your monthly assessment, **please put your account number on the memo line of the check.** Please mail your payment to:

**Willow Lakes RV Resort Condominium**

**C/O Keys Property Management**

**PO BOX 64625**

**Phoenix, AZ 85082**

*Please do not mail payments to the Keys Property Management office, as it will only delay payment processing.*

For non-emergency inquiries you should contact our receptionist by email at [suntree@keysenterprise.com](mailto:suntree@keysenterprise.com) or by phone at (321)784-8011, or 24/7 maintenance emergencies;

call our office and press the corresponding number to be connected to our answering service. The answering service in Jacksonville, Florida will triage the call. Depending on the type of service needed, they will contact the CAM in the appropriate manner.

We are all here to help you and answer any questions you may have. To find out more about our firm, please visit our company website at [www.keysenterprise.com](http://www.keysenterprise.com).

You may register on your community website at <https://www.keysenterprise.net/willowlakes>. The Willow Lakes website is currently available. The registration is a two-part process. After you submit the registration, our administrative team will review the request and grant access, and that process can take several days. This website gives you access to meeting minutes, financials, governing documents, and other information about your community.

You may also register for Vantaca, our resident portal, at [www.keysenterprise.com](http://www.keysenterprise.com). This portal allows you to check your account payment history, make payments, create maintenance service requests, and submit address information changes along with other forms of communication to our company and the Board of Directors. You can also access the community website through the Vantaca owner's portal.

In addition to the web link, there is also an app that can be used on *IOS* and *Android* devices. The app is called *Home by Vantaca*. The app is free to download. Your log in credentials will work with the app and the online version.

If you need assistance, please do not hesitate to contact our administrative assistants at the Suntree office. They can help you get acclimated to any of our websites and answer questions you may have about your community. Congratulations on the purchase of your new home.

Sincerely,

Greg Burgey, CAM  
[greg@keysenterprise.com](mailto:greg@keysenterprise.com)

**Willow Lakes RV Resort Condominium**

**Unit Registration Form**

**Building/Unit :** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Owner**

**Information:** Unit Owner Name(s): \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Telephone #: \_\_\_\_\_ Cell #: \_\_\_\_\_

Email: \_\_\_\_\_

Seasonal Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

**Vehicles:** Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_ Tag# : \_\_\_\_\_ State: \_\_\_\_ Color: \_\_\_\_\_

Year: \_\_\_\_\_ Make: \_\_\_\_\_ Model: \_\_\_\_\_ Tag# : \_\_\_\_\_ State: \_\_\_\_ Color: \_\_\_\_\_

**Emergency**

**Contact:** Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Address: \_\_\_\_\_ Relationship: \_\_\_\_\_

**Other Required**

**Information:** Home Owners Insurance Company \_\_\_\_\_ Policy #: \_\_\_\_\_

Address of Insurance Company: \_\_\_\_\_ Phone #: \_\_\_\_\_

Agent of Insurance Company: \_\_\_\_\_ Phone #: \_\_\_\_\_

*If you provide a key with a neighbor, please indicate name, unit number and phone number below:*

Name: \_\_\_\_\_ Unit: \_\_\_\_\_ Phone #: \_\_\_\_\_

**In the event of an evacuation or emergency, do you or any member of your household or individuals leasing your property require special attention?** ☐ **Yes** ☐ **No**

**If yes, what special attention is required?** \_\_\_\_\_

**Unit Use:** **Permanent Residence:** ☐ Yes ☐ No **Part Time Residence:** ☐ Yes ☐ No

**Rental:** ☐ Yes ☐ No

**Rental/Lease:** Name of Lessee(s): \_\_\_\_\_ Phone #: \_\_\_\_\_

Name of Rental Agency \_\_\_\_\_ Phone # \_\_\_\_\_ Name of Rental Agent \_\_\_\_\_

\*\*\* Email or mail this form back to us at: 7827 N. Wickham Rd, Suite D, Melbourne FL 32940 or  
[suntree@keysenterprise.com](mailto:suntree@keysenterprise.com)\*\*\*

## PREFERRED METHOD OF COMMUNICATION FORM

Dear *Willow Lakes RV Resort Condominium Member*,

Please update the following information and return this form to the address or email address listed below.

This information is needed to update our records and is required by the State of Florida as authorization from residents to receive email notification of Association business.

**Primary Owner's Name:** \_\_\_\_\_

**Non-Primary Owner's Name:** \_\_\_\_\_

**Unit & Street Address:** \_\_\_\_\_

**E-mail Address:** \_\_\_\_\_

**Additional E-mail Address:** \_\_\_\_\_

**Telephone: Home:** \_\_\_\_\_ **Cell:** \_\_\_\_\_

**Additional Telephone: Home:** \_\_\_\_\_ **Cell:** \_\_\_\_\_

**Additional Address:** \_\_\_\_\_

### PLEASE INITIAL TO GIVE YOUR APPROVAL –

\_\_\_\_\_ Authorization is given to the Association/Management to email community information.

\_\_\_\_\_ Request the Association/Management to mail community information.

(Please know that the only Notices mailed if you choose the second option, will be the i.e., Budget Meeting, Special Assessments, Annual Member Meeting. Board meeting (s) for normal Association business will be posted as required and a courtesy email will be sent to those that authorized it be sent. Ref. [718.112 Bylaws.](#))

Signature \_\_\_\_\_ Date \_\_\_\_\_

\*\*\*\*\* **email or mail this form to us**\*\*\*\*\*

**Keys Property Management Enterprise**

**7827 N. Wickham Rd., Suite D, Melbourne, FL 32940**

**Email [suntree@keysenterprise.com](mailto:suntree@keysenterprise.com)**

***KEYS PROPERTY MANAGEMENT***  
***Preauthorized Electronic Assessment***  
***Payment Services Authorization Card***

Association Name \_\_\_\_\_

Name \_\_\_\_\_

Unit Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

E-Mail Address \_\_\_\_\_

Phone Number \_\_\_\_\_

I (we) hereby authorize **Keys Property Management Enterprise, Inc.**, hereinafter referred to as MANAGER, as agent for the association named above to initiate debit entries to my (our) checking/savings account at the depository named below, hereinafter referred to as DEPOSITORY, to debit the same to such account.

\_\_\_\_\_  
DEPOSITORY NAME

This authority is granted in accordance with the terms and conditions of the MANAGERS Preauthorized Electronic Assessment Payment Service Agreement & Disclosure Statement receipt of which I hereby acknowledge. This authority is to remain in full force and effect until MANAGER has received written notification from me (or either of us) of its termination in such manner as to afford MANAGER a reasonable opportunity to act on it.

\_\_\_\_\_  
SIGNATURE (REQUIRED)

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE (REQUIRED)

\_\_\_\_\_  
DATE

**ATTACH VOIDED CHECK OR DIRECT DEPOSIT FORM FROM YOUR BANK WITH THIS AGREEMENT AND SEND BOTH TO:**

**Keys Property Management Enterprise, Inc.**

**5505 N Atlantic Ave #207**

**Cocoa Beach, FL 32931**

**Or email to: [AR@keysenterprise.com](mailto:AR@keysenterprise.com)**

## *PLEASE RETAIN FOR YOUR RECORDS*

### *Preauthorized Electronic Assessment Payment Service Agreement & Disclosure*

Preauthorized charges to your account will be processed, when due, for the amount of your regular assessment payment. Payments so collected will be deposited to the checking/savings account of your ASSOCIATION, maintained with Community Association Banc.

There may be changes to the assessment amounts and/or due dates in accordance with the ASSOCIATION'S governing documents and applicable statutes including notification requirements of the ACH (Automated Clearing House) rules.

We reserve the right to make changes in the agreement at any time. We may cancel Preauthorized Electronic Assessment Payments at any time without cause and you can terminate this agreement at any time by giving sufficient written notice or by closing the designated accounts.

### *Preauthorized Electronic Assessment Payment Services*

What:

Keys Property Management Enterprise, Inc. offers association owners an opportunity to pay their regular association assessments using automated electronic payments. Preauthorized electronic payments mean that homeowners can pay their assessments automatically without writing checks, thus eliminating the potential for late payments. In addition, the association is assured prompt, predictable payments to help better manage funds. This program is available to all owners regardless of where they bank.

How:

The preauthorized electronic assessment payment service uses the Federal Reserve System's Automated Clearing House (ACH) to facilitate electronic transfers from the owner's checking/savings accounts directly into the association's bank account. Funds are transferred between the 1<sup>st</sup> and 5<sup>th</sup> day of the month and appear on the owner's bank statement each month. Information regarding payments is reported to the association's management or bookkeeping company on the same day funds are deposited to the association's account.

Charges: The monthly recurring fee is run at no cost to you.

If you have questions or need further information, please call or email:  
Property Accountant at 321-784-8011 ext. 201 [AR@keysenterprise.com](mailto:AR@keysenterprise.com)

# **RULES AND REGULATIONS AND RESTRICTIONS OF WILLOW LAKES RV RESORT , A CONDOMINIUM**

## **QUIET TIME IS 11 PM to 7 AM DAILY**

**I. TENANTS:** All lot/unit owners who rent a lot/unit to a tenant/guest shall be responsible for providing the tenant/guest with a copy of current Rules and Regulations, and an information sheet (available at the Association Office) to their tenants/guests for phone numbers and other important information. All lot/unit owners shall provide to Willow Lakes Office, prior to the rental date, the tenants/guests's name, date of arrival, number of people staying on lot/in unit, and date of departure. Tenants/guests shall be approved in the same manner as lot/unit owners. Approved tenants/guests shall have full use of the Resort Amenities. Anyone under the age of 16 shall be accompanied by the lot/unit owner or tenant/guest when using Resort facilities and amenities.

**II. RECEATION AREAS:** Rules and procedures governing the use of the clubhouse and the clubhouse activities are published separately as an attachment to this document.

### **III. PETS:**

1. Only two (2) **pets** permitted per residence. Any additional pet must be approved by the Board of Directors.
2. All pets shall be of even temperament and non-aggressive. Any pet that creates a nuisance shall be removed from the resort.
3. Documentation to substantiate immunization for rabies and other communicable diseases that are required for pets by Brevard County, Florida Regulations shall be available, on request, by the Board of Directors.
4. Dogs, cats, etc. shall be under control of their owner while on the owner's lot/unit, and shall not be left outside, unattended, when owners are not on lot/in unit.
5. All pets shall be on a leash when off the owner's lot/unit.
6. Pet deposits shall be picked up immediately, placed in containers such as plastic bags, sealed closed and deposited in dumpsters. **DO NOT FLUSH DOWN TOILETS as it clogs the sewer system.**
7. Lot/unit owners/tenants/guests are responsible for all damages caused by their pets.
8. Pets are not allowed in common area buildings, pool, pool deck, post office, clubhouse, shuffleboard courts, bocce courts or tennis courts, restrooms, laundry room, showers, etc.
9. The maintenance, keeping, boarding and/or raising of animals for commercial purposes is prohibited.
10. No exotic or venomous pets are allowed in the resort.



#### **IV. VEHICLES/GOLF CARTS:**

1. The speed limit is 10 MPH for all vehicles.
2. Only holders of current, valid driver's licenses are permitted to operate vehicles/golf carts in the Resort.
3. All vehicles are required by State Law to have a valid registration and liability insurance.
4. All Willow Lakes residents must have a "Willow Lakes Owner" sticker on the lower right corner of their vehicle(s) windshield(s). All RV's must display the "Willow Lakes Owner" sticker
5. Each lot/unit owner shall park their vehicles in the driveway of their lot/unit. No parking is permitted on common areas, streets, landscaped or grass areas in the Resort. If an owner finds they do not have room to park their vehicles on their lot, they shall find other appropriate parking/storage for such vehicles.
6. Parking spaces at the clubhouse are for persons attending functions in the club house. No long-term parking is permitted on these parking lots. Owners needing over night parking for guests shall obtain a parking permit from the Association Office.
7. To allow for the entrance of emergency vehicles, the main road entering into the Resort is to be kept clear of all vehicles at all times.
8. No all terrain vehicles (ATV's) are to be operated in the Resort.
9. Cargo trailers, motorcycle trailers, tow dollies, boats, boat trailers and personal water craft are not permitted to be stored on any lot, but can be on owners lot/unit for 24 hours to accommodate loading or unloading, cleaning and light maintenance. Ramps and hoisting devices are not permitted. Daily removal from the site for the purposes of "resetting the clock" constitutes storage and is not permitted. Space is available for parking in the storage area.
10. Commercial vehicles and equipment are not permitted to be parked in the Resort unless construction/work is being performed on a unit or other contractors are temporarily working with Resort (lawn mowing etc.). Vehicles with commercial signs are allowed if that vehicle is used as a primary tow vehicle or daily travel vehicle, and are required to be parked on the unit owner's lot.

#### **V. RV REQUIREMENTS:**

1. All RV's must be clean and in good repair (free of rust or black-streaked stains) and be fully self contained with permanent toilet, bathing and galley facilities.
2. If concrete blocks are used for the purpose of stabilizing an RV, blocks shall be enclosed from view by a wooden enclosure. RV's shall not be skirted or enclosed at the bottom. Vinyl wheel covers are acceptable. All RV's must be free standing with nothing attached to them (i.e. screened porches, etc.).



**VI. GARBAGE:**

1. Dumpsters are located at the south end of Frontier Drive for bagged garbage, refuse, and trash with liquids (in closed containers).
2. Tree trimmings, shrubs, flowers & wood shall be disposed in the burn pile at the south end of Platinum Drive

**VII. LAUNDRY, RESTROOMS & SHOWERS (Open 24 hours)**

1. Dish washing or pet washing is not permitted.

**VIII. SWIMMING POOL: (Open from dawn to dusk)**

1. The swimming pool is only for the use of lot/unit owners, tenants/guests.
2. Large floats, cushions or balls shall NOT be used if more than five (5) people are in the pool.
3. No hard sole shoes or cleats of any kind shall be worn on the pool deck.
4. Infant children shall wear pool pants. NO DIAPERS ALLOWED.
5. Paper tissues and glass of any kind are not allowed in the pool area.
6. Health regulations require a shower be taken before entering the pool.
7. Only Resort Management or pool maintenance personnel are permitted to adjust pool temperature settings or equipment.
8. Children under the age of 16 must be accompanied by the lot/unit owner, tenant/guest.

**IX. SAFETY AND SECURITY:**

1. Association Office and maintenance equipment is for the use of association personnel only.
2. The discharge of firearms, fireworks and other dangerous devices are not permitted in the Resort.
3. Any and all loose items which will blow around during a storm shall be removed or secured by the lot/unit owner or tenant prior to leaving for extended periods. Before leaving for the season unit owners are required to provide contact information to the Association Office.
4. Do not feed wild or stray animals anywhere in the resort. Birds may be fed only through the use of bird feeders on your lot/unit only. Stray cats or dogs should be reported to Brevard County Animal Control.
5. Deteriorated/rusted electrical meter boxes and posts can pose a serious shock hazard. Lot/unit owners are responsible for the upkeep, including complete replacement of these utility items. Periodic inspections will be conducted throughout the resort and owners will be notified if a potential or actual safety hazard exists. If public safety is in question, an electrician will be contacted for an evaluation.

## **X. SIGNS:**

In the case of a sale or rental, only one (1) 'For Sale' or 'For Rent' sign, no larger than 18" x 24", is permitted per lot. The sign must be professionally made and follow the approved "Association Design". All in-ground signs must contain two anchoring stakes for stability and must be no higher than 36" from the ground to the top of the sign and must be set back from the road edge at least 24". A picture of the approved "Association Design" can be obtained from the Association Office. Only one(1) 'For Sale' sign may be put on/in an RV. This sign may be no larger than 12" x 18" and may be the regular store Bought 'For Sale' sign.

## **XI. ASSESSMENTS & MAINTENANCE FEES:**

Monthly fees are due on or before the first (1<sup>st</sup>) day of each calendar month. If payment has not been paid by the tenth (10<sup>th</sup>) day of the month, a \$25.00 late fee will be charged against the lot/unit owner.

## **XII. ENFORCEMENT AND VIOLATIONS:**

All residents are responsible for reporting violations of the existing Rules, Regulation and Restrictions. Documentation of the suspected violations through the Rules, Regulations and Restrictions Committee will be done by utilizing the Willow Lakes Violation/Complaint Form (copy attached).

Violations found to be valid by the committee will be forwarded to the Association Management Company and appropriate action will be taken:

1. Notification of 1<sup>st</sup> violation will be by letter. Correction or plan of correction must be completed within 14 days of receipt of letter.
2. Second notification of same violation will result in a fine.

## **XIII. CHANGES TO THE RULES, REGULATIONS AND RESTRICTIONS OF WILLOW LAKES RV RESORT, A CONDOMINIUM.**

Changes will be made in accordance with the Condominium Documents. Written notice of any changes will be provided to all lot/unit owners.

Attachments:

1. Architectural Guidelines and Processes and Review Form.
2. Clubhouse Rules and Rental Agreement.
3. Willow Lakes Violation Form

We hereby certify that the foregoing Rules, Regulations and Restrictions of Willow Lakes RV Resort, A Condominium, dated \_\_\_\_\_ and attachments (Architectural Review Committee Guidelines and Processes date \_\_\_\_\_ as amended on \_\_\_\_\_ and the Clubhouse Rules and Rental Agreement dated \_\_\_\_\_ were approved and adopted by the Board of Directors at a Meeting held on \_\_\_\_\_.