



Welcome to Chateaumere.

**This Owner's Handbook of Amenities & Rules for Community Living at Chateaumere** was updated in October 2022 to assist and enable all owners to enjoy a high quality of life at Chateaumere. This handbook sets forth Rules established by the Board of Directors applicable to owners, renters, guests, and contractors or tradespeople at Chateaumere. The handbook also provides important helpful information. We hope you find this document useful and helpful for neighborly community living at Chateaumere. Please make sure your guests, renters, or anyone working in your unit, are familiar with these Rules.

Chateaumere  
Board of Directors

October 2022

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## IMPORTANT PHONE NUMBERS

Chateaumere Condo Association Office:	239-598-2110
Property Management 24 hr. Hotline:	239-261-3440
Collier County Sheriff (non-emergency):	239-774-4434
Collier County Sheriff – Emergency	911
Collier County General Info	311
Collier County Building Permits	239-252-2493
County Emergency Management Office	239-252-3600
North Collier Fire Station 44 (Pelican Bay)	239-597-3222
North Collier Fire Station 40 (Pine Ridge)	239-597-9227
Florida Power & Light (FP&L)	239-262-1322
U.S. Post Office	239-513-9161
Club Pelican Bay (Membership Required)	239-597-1183
Marker 36 Restaurant (North Beach)	239-592-5722
Sandbar Restaurant (South Beach)	239-597-2781
Pelican Bay Commons	239-597-8081
Pelican Bay Community Center (Activities/Programs)	239-597-8877
Pelican Bay Covenant Enforcement	239-260-8464
Pelican Bay Fitness Center	239-597-7332
Pelican Bay Guest Passes	<a href="http://www.pelicanbay.org">www.pelicanbay.org</a>
Pelican Bay Lost & Found	239-877-7573
Pelican Bay Member Services	239-260-8457
Pelican Bay North Tennis Center	239-597-1801
Pelican Bay South Tennis Center	239-597-4497
Pelican Bay Services Division	239-597-1749
Pelican Bay Property Owners Association	239-566-9707
Sailboat Information	239-596-6180 x 234
Summit Broadband	239-529-1500

## AMENITIES

FITNESS CENTER is located on the Lobby floor of the C Building high-rise for the use of all owners, renters, and their authorized guests. A key fob is necessary for entry.

1. Use of the room is between the hours of 6 AM to 10 PM
2. Use of the fitness center equipment is limited to persons over the age of 16.
3. The door must remain closed at all times.

ROYALE ROOM is located on the Lobby floor of C Building high-rise and is available to all owners, renters, and their authorized guests. It is available for use from 8 AM until 10 PM daily. Use of the Royale Room for business, commercial, or partisan political activities is not allowed. Reservations for the use of the room must be made with the Chateaumere Manager on a first come, first served basis no more than 6 months in advance. A key fob is needed for entry.

1. A Royale Room reservation is made by emailing a request to [manager@chateaumere.com](mailto:manager@chateaumere.com) specifying the date and time period for which the reservation is sought. A return email will indicate whether the reservation request is granted.
2. If an activity in the Royale Room may involve caterers or a significant number of non-Chateaumere residents, the event host must consult with the Chateaumere manager about set-up and cleanup requirements.
3. Once the room is reserved it is considered exclusive use for the time requested. A notice is posted outside the room indicating that the room is reserved for a specific date and time.
4. Children under 16 years old must be accompanied by an adult.
5. The unit owner is responsible for the actions of the renter or guest.
6. The responsibility for cleaning the room is with the person that reserved the room. If not left clean, there will be a cleaning charge of up to \$100 billed to the owner.
7. Guest parking in the Chateaumere complex is limited; therefore, when hosting that event, please consider that parking could be an issue.

## AMENITIES, continued

### POOLS, SPAS, DECKS AND GRILLS

1. The Pools and Spa are for owners, renters, and their guests only.
2. Pools and Spa hours are 8 AM to sunset. No night usage is permitted.
3. Use at your own risk – no lifeguards are on duty.
4. Diapered and incontinent persons are not allowed in the pools or spa.
5. No one with open sores, cuts or communicable diseases is allowed in Pools or Spa.
6. No children, age 12 or under, are permitted in the spa.
7. Children, age 12 or under, using the Pools must be accompanied at all times by an adult.
8. No diving or “cannon ball” jumping into Pools or Spa.
9. State Board of Health Regulations require that a shower be taken before using Pools or Spa.
10. No glass bottles or containers are allowed in Pools or Spa areas.
11. 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.
12. Frisbees, balls, scuba diving gear, and rafts are not permitted in Pools or Spa areas at any time. “Noodles” may be used, but noodles and other personal property may not be stored at the Pools.
13. No food, alcohol or drink is permitted within 4 ft. of the Pools or Spa.
14. No running in Pool areas.
15. Music and radio listening is permitted only while wearing headphones. It is strongly recommended the use of cell phones be kept to a minimum.
16. Maximum number of persons permitted in Pools and Spa at one time:  
A/B and D/E Pools = 10; C Pool = 21; Spa = 8.

## **AMENITIES, continued**

17. Bathing suits must be worn at all times. No cut-offs.
18. Cover-ups, robes, or shirts, plus footwear, are required to and from the Pools or Spa.
19. Pool furniture cannot be reserved.
20. When using any type of body lotion or sun oils, furniture and furniture pads must be covered with a towel or other suitable cover.
21. Grills are located at each pool area. The use of grills on unit balconies, porches and/or limited common areas is prohibited. When using grills, please carefully follow the instructions posted at each grill for lighting, using, and turning off.

### LIBRARY

Located off the main lobby a building C, the Library is available to all owners, renters, and their guests. It is available for use from 8:00 AM until 10:00 PM daily.

### GUESTS AND GUEST SUITES

1. In the absence of an owner, a guest may reside two times per calendar year for no more than 10 days per stay. All guests must register with the Chateaumere Manager within 24 hours of arrival. Owners are responsible for ensuring guests are made familiar with Chateaumere rules and are liable for any violations committed by their guests.
2. In no event shall any unit owner permit their unit to be occupied in their absence by numerous successive individuals or groups of persons in a manner designed to frustrate the purposes of Section 13 & 14 of the Chateaumere Declaration, which are to prohibit short-term rentals and motel-like stays for less than 90-day rentals / leases / licenses and similar property interests from companies including, but not limited to Airbnb and VRBO. Short-term rentals of less than 90-days are also prohibited by the Pelican Bay Foundation Declaration. The Chateaumere Declaration fosters a cohesive community of permanent and semi-permanent seasonal residents.

## AMENITIES, continued

### GUEST SUITES

Two guest suites, located on the Lobby floor of Building C, are available for the beneficial use of all owners and renters. The following rules have been established by the board of directors to facilitate fair allocation of those benefits. Notwithstanding these rules, if an owner or renter acts to unreasonably monopolize these benefits, the board may cancel reservations or take other steps to preserve fair usage.

- A. A guest suite may be reserved by an owner or renter up to six months in advance for a period not to exceed 7 days.
- B. The owner or renter must be in residence at Chateaumere during the period of the guest suite rental.
- C. A reservation is made by emailing a request specifying the preferred suite and dates to [manager@chateaumere.com](mailto:manager@chateaumere.com). A return e-mail will confirm the reservation. If the requested suite or dates are not available, the request shall be placed on a waiting list. If there is a cancellation, those on the waiting list will be notified in the order their requests were made.
- D. An owner or renter may reserve only one suite for a particular day. However, if the other suite has not been reserved seven days prior to that date, the second suite may also be reserved.
- E. When a reservation request is granted the owner or renter will provide one night rental fee as a deposit. If the reservation is cancelled less than seven days in advance, the deposit is forfeited. If a reservation is neither cancelled nor used, the entire usage fee is owed.
- F. The owner or renter reserving a suite is responsible for informing their guests of Chateaumere's rules, and for any violations thereof, as well as for any damage to Chateaumere property caused by their guests.

#### Guest Suite Fee Schedule:

Guest Suite 1 (up to 2 Guests)	Nov 1 – Apr 30	\$120/Night
	May 1 – Oct 31	\$100/Night
Guest Suite 2 (up to 4 Guests)	Nov 1 – Apr 30	\$135/Night
	May 1 – Oct 31	\$115/Night

## **AMENITIES, continued**

In guest suites:

1. There is no daily maid service. Each suite will be cleaned at no charge the day of arrival and day of departure. Additional maid service will be available at a cost of \$50 per cleaning.
2. Sheets supplied are for the length of the guest's stay.
3. Fresh towels will be provided every other day.
4. If towels or linens need to be washed more frequently during a guest's stay, it is the responsibility of the owner hosting the guest.
5. For the convenience of guests, a television, alarm clock radio, telephone, coffee maker, cups, glasses, and small refrigerator are located in each guest suite.
6. The owner or renter who reserved the guest suite is responsible for any breakage, soiling of Chateaumere property or missing items noted upon inspection at the end of occupancy.

### AUTOMOBILES

1. A set of keys to automobiles left on property when residents are gone for more than three days shall be left in an easily accessible area within a resident's unit, and resident shall inform the Chateaumere Manager of that location.
2. Automobiles may not be left unattended on the C Building ramp or within a mid-rise portico.
3. All parking spaces are labeled by "Number", "Guest", or "Car Wash".
4. First car of owner must be parked in the assigned numbered parking space.
5. Second car of owner should be parked in a "Guest" parking spot provided for their specific building. You must have written permission to use an absent owner's parking space, and provide it to the Chateaumere Manager.
6. Trucks, commercial vehicles, recreation vehicles, mobile homes, boats, campers, and trailers. For purposes of this section, a truck shall be defined as any vehicle whose payload capacity exceeds one half ton or any vehicle, the primary purpose of which is to carry cargo other than passengers. Sport Utility Vehicles, within the commercial meaning of that term, shall not be considered trucks, for the purposes hereof. A commercial vehicle is defined as any vehicle primarily used for business or commercial purposes.



## **AMENITIES, continued**

- (a) No truck or commercial vehicle of any kind shall be permitted to be parked for a period of more than four hours, unless such vehicle is necessary in the actual construction or repair of a structure unit, or in grounds maintenance.
  - (b) No truck or commercial vehicle, no motorcycle and no recreation vehicle or mobile home shall be parked overnight.
  - (c) No boat, boat trailer or other trailer of any kind, mobile home or disabled or unlicensed vehicle shall be parked or stored on the premises.
  - (d) No vehicle may be used as a domicile or residence, either permanent or temporary, on the Chateaumere property.
  - (e) Only vehicles belonging to an owner, renter, or guest in residence may be parked overnight on Chateaumere property.
7. Service vehicles must park only in guest parking.
8. Use of Driveways
- (a) Speed limit on all Chateaumere driveways is 10 MPH.
  - (b) Driveway under the C Building is not to be used as a thoroughfare.
  - (c) Automobiles may only be washed in area so designated.
  - (d) Only emergency vehicular repairs may be done on the property.

## **BICYCLES**

1. Bicycles must be registered with the Chateaumere Manager and be tagged.
2. Bicycles must be stored in the bicycle areas located in each of the buildings, or in an owner's unit.
3. Bicycles cannot be chained to pillars or trees, or ever left in any parking space overnight.
4. Due to the relatively high value of electric bicycles (and to protect their electronics from the humidity and salt air) it is strongly recommended e-bikes be stored in your unit at all times.
5. It is recommended seasonal owners store their bicycle in their unit when away from Chateaumere to prevent damage from the humidity and salt air in the bicycle areas during the summer months.
6. Bicycles in violation of these bicycle rules shall be removed at the discretion of the Chateaumere manager.

## GENERAL RULES

### 1. SMOKING

Chateaumere is a smoke-free environment. Smoking is not permitted in any of the common areas, (i.e. lobbies, elevators, hallways, exercise room, Royale Room, pools, decks, bathrooms, driveways, etc.). A designated smoking area is located behind the C Building rear covered parking, in front of the B Building guest parking. Look for the gravel area with bench facing the pond to know you are in the right spot.

### 2. PETS

The keeping of pets on condominium property is prohibited. Any owner, renter or guest contending that an exception is required for a service animal under the Fair Housing Act shall provide the Association with prior notice and documentation to support the claim for an exception.

When any owner, renter, or guest establishes, by a preponderance of evidence, that he or she has a handicap which substantially impairs the resident in one of life's major functions, that resident will be afforded a reasonable accommodation which is part of the resident's therapy.

### 3. TRASH & TRASH CHUTES

- a. Please recycle. We recycle newspapers; plastic containers; brown, green, and clear glass; and metal and aluminum cans. The recycle containers for D and E buildings are located behind the Pool/Cabana building. For A, B, and C buildings, use the recycling building. Since recycling requirements may change, PLEASE ONLY RECYCLE MATERIALS AS SPECIFIED ON THE RECYCLE CONTAINERS. Recyclables should not be deposited in plastic bags as Waste Management will send the whole recycling container contents to the landfill if one plastic bag is present in the container.
- b. No garbage, trash, or combustible items are to be left in unit storage rooms or lockers.
- c. Do not drop garbage or other items down trash chutes after 8 PM or before 8 AM
- d. Plastic bags are to be used for all trash and tied securely.
- e. Do not put any boxes down the trash chute. Flatten all boxes and put directly in recycling or the dumpster for your building.
- f. Paint cans, chemicals, etc. are not to be put in the dumpsters. You can take them to the Collier County transfer station located on Goodlette Frank Rd.

- g. Owners, renters, and outside contractors are subject to a \$500 bulk trash disposal fee for using any dumpster to dispose of construction materials, furniture, or any other large items, unless they obtain permission in advance from the Chateaumere Manager.

## **YOUR UNIT**

### ALTERATIONS

All remodeling alterations within condominiums must be approved by the Board of Directors. Unit owners must request approval in writing, detailing the nature of the change or addition. A \$1,000 security deposit is required by the Association to accompany the application. Chateaumere is considered a commercial building and all remodeling requires Building Permits to be issued from Collier County.

### INTERIOR PLUMBING

If remodeling involves plumbing, and the unit has original interior pipes, all original interior pipes must be replaced throughout the entire unit at owner expense.

### APARTMENT INTERIOR

The installation of ceramic tile or hardwood floors in condominium units above the ground floor is restricted to floors installed over specific industry standard sound insulation material. Any unit owner desiring to install such floors must give the Board written notice at least thirty days prior to installation. The Chateaumere Manager can provide the manufacturer and product name required to be installed. The Manager and Board reserves the right to inspect the installation to assure compliance with this rule.

### LANAI

When installing or changing patio tile on the unit's LANAI, you must request Board approval using the form available in the office. A waterproof membrane is required before installation on exposed lanais. Management will inspect the patio deck after removal of the old covering and prior to waterproofing. Management will also inspect the waterproofing to ensure it complies with specifications as outlined on the form before giving approval to proceed. No carpeting can be used on an open lanai.

## YOUR UNIT, continued

### CONTRACTORS

No contractor work may be scheduled or performed **November 16<sup>th</sup> through April 30<sup>th</sup>**. The Chateaumere construction window is from May 1<sup>st</sup> through November 15<sup>th</sup>.

Collier County building permits are required for all renovations because all buildings at Chateaumere must comply with commercial building codes. It is strongly recommended permits be applied for in January of the year a renovation is planned as permits take 8-12 weeks to be reviewed, approved, and then issued.

Contractors, tradespeople, and service vendors must complete all work and clean-up between 8 AM and 5 PM, Monday through Friday only. No work is to be done on Saturdays, Sundays, and Holidays, except in emergency situations, and with notice to the Chateaumere Manager.

No deliveries or moving services are to be done Saturdays, Sundays, or holidays.

Contractors should be informed that workers are subject to Chateaumere rules such as the \$500 bulk trash disposal fee and the requirement that smoking is prohibited in areas other than the designated smoking area near the B Building guest parking.

Contractors failing to comply with Chateaumere rules may no longer be authorized to work at Chateaumere and may subject the owner to a fine and loss of security deposit.

## **YOUR UNIT, continued**

### **GENERAL RULES FOR USING YOUR UNIT**

- 1) No one is to paint, modify, tamper with, or remove any fire suppression or life safety device.
- 2) Maintenance and care of sliding glass doors and windows are the responsibility of the owner. Instructions are attached as an addendum.
- 3) If you are a seasonal owner, a Home Watch service is required. The name and contact information for the home watch service must be provided to the Chateaumere Manager.
- 4) All hot water heaters using storage tanks which have attained 10 years of age following their initial installation must be replaced at the owner's expense.
- 5) Owners are encouraged to replace all original interior water pipes before leaks occur. All original interior water pipes within a unit must be replaced if a leak develops in an original pipe. Unit renovations involving plumbing must include replacing all original water pipes at owner expense.
- 6) Chateaumere Condominium may not be used for business or commercial purposes.
- 7) Posters and advertisements, business cards, and political or promotional material may not be posted or distributed on the property unless by written approval of the Board of Directors.
- 8) No soliciting of any kind is allowed on the premises without Board approval, including, but not limited to, owners, renters, or guests soliciting other owners, renters, or guests.
- 9) No highly combustible material may be stored on Chateaumere property, except as authorized by the Chateaumere Manager.
- 10) Digital television and high-speed internet are provided for all condominiums through a contract negotiated by the Pelican Bay Foundation and paid for through the annual Pelican Bay Foundation member assessment. Additional premium channels or telephone service can be purchased separately.
- 11) Newspapers are for subscribers only.

- 12) Pest control is provided by Chateaumere. A technician periodically treats the common areas where pests can enter condominiums. The technician does not enter the units. If owners have individual pest problems, the owner should arrange for service by contacting the Chateaumere Manager. Ordinarily there would be no charge for this service.
- 13) No deliveries or moving services are to be done Saturdays, Sundays, or holidays. All deliveries and moving services require advance notice to, and approval by, the Chateaumere Manager so protective materials can be placed in the building elevator. Any and all damage to the elevators or building caused by delivery and moving personnel should be reported immediately to the Chateaumere Manager.
- 14) Insurance - Each unit owner shall maintain a policy of general liability insurance with at least \$100,000.00 of coverage per occurrence. Each unit owner shall also maintain windstorm and all-risk hazard insurance covering the Unit and its contents, with endorsements for leakage, seepage, and wind-driven rain and loss assessment. Each unit owner will provide a copy of the declaration page to the Property Manager once per policy year.
- 15) Grocery/Luggage Carts
  - a) Carts should be returned promptly by user to the proper storage area in each building.
  - b) Contractors and Tradespeople may not use these carts.
  - c) Carts are not to be taken out on the blacktop paved areas, as the tires pick up grease and oil which will be tracked into the buildings.
- 16) Chateaumere Manager
  - a) The manager's office is located in the C Building high-rise. Hours are 9 AM to 10 AM and 3 PM to 4 PM.
  - b) The office phone number is 239-598-2110. The after-hours Emergency Only number is posted on all bulletin boards.
  - c) For security and fire reasons, residents are to notify the Chateaumere Manager when arriving for season and leaving for more than three days.
  - d) If a unit entry door is re-keyed, the manager is to have a copy of that new key.
  - e) The key or combination to a lock that secures a storage locker must be left with the Chateaumere Manager.

## SALES AND MOVING

Moving activity is permitted 8 AM to 5 PM, Monday through Friday. Weekend and holiday moving and deliveries are not permitted. The Chateaumere Manager must be notified and approve in advance all deliveries and moving to ensure protective materials are placed in the building elevator. Movers are responsible for cleaning up the elevators and common areas when they are finished. Owners must inform the movers of Chateaumere's rules and must notify the Chateaumere Manager in advance so proper usage of the elevator and common areas can be maintained.

### SALES OF CONDOMINIUM & OPEN HOUSE MARKETING

1. All sales must be approved by the Association. Appropriate application forms may be obtained from the property management company.
2. Each application is to be accompanied by a hundred dollars (\$100.00) non-refundable processing fee.
3. Florida law requires the seller to provide the buyer with a copy of the condominium documents and current rules and regulations. Florida law requires the seller to also provide a question and answer sheet to the buyer. The one-page document will state six specific questions supplied by the State of Florida. All three documents will be available from the Property Management Company office at an additional cost.
4. Open House Marketing: Two Open House signs are permitted. The first sign may be placed on Chateaumere's property near the sidewalk on Pelican Bay Blvd. If one Open House sign is already there, another sign by another realtor is not allowed. The second sign may be placed in front of the building holding the Open House. Due to the location of buildings B-6060 and E-6020, three signs are permitted. The first sign may be located near the street, the second sign on Chateaumere's driveway leading to the building, and the third one at the building. The Board of Directors reserves the right to eliminate all signs if the rules are not followed.

Realtors must notify the Chateaumere Manager in advance of all open houses. Realtors are not to "prop" open security doors.

## ADDITIONAL HELFUL INFORMATION

### FIRE

**ADVANCE PREPAREDNESS:** If any resident cannot vacate the building via the stairs, you must have a permanent written notice on file with the Property Management Company office. Forms are available from the Chateaumere Manager, who keeps a log for the Fire Department.

#### **FIRE IN YOUR UNIT**

1. If a fire breaks out in a bedroom or bathroom, leave immediately, closing the door.
2. If it is a small fire, call 911; go into the hallway to locate the nearest fire extinguisher; also locate and pull the red “pull” station; remember to use the extinguisher at the BASE of the fire.
3. If the fire within the unit is too large, leave the unit, closing the front door, and find the nearest red “pull” station, and pull handle to alert others in the building.
4. Call 911 or go to a neighbor, if there is time.
5. Leave building via stairs. DO NOT USE ELEVATORS.

#### **FIRE IN HALLWAY**

1. When you hear the fire alarm in the hallway or smell smoke:
  - a. Test front door with hand for heat before opening. IF DOOR IS HOT:
    1. Stay in unit.
    2. Call 911 and the manager, 239-598-2110 to let them know residents are in the unit.
    3. Fill tub and seal cracks around front door and windows.
    4. Turn off the Air Conditioner because of smoke.
    5. If needed, cover face with wet towels, or go out on the balcony if it is safe.
    6. Wait for help.
  - b. IF DOOR IS COOL:
    1. Call 911
    2. Open door slowly. Close door behind you.
    2. If hallway is smoky, stay low.
    3. Leave building via stairs. DO NOT USE ELEVATORS.
    4. If smoke is too intense, go back into the unit, dial 911 and Managers to let them know residents are in the unit; follow the procedures above.

NOTICE: The local smoke detector located within your unit does not notify the fire department. The general alarm which sounds throughout the building does notify the fire department.



# HURRICANE

## ADVANCE PREPAREDNESS:

SPECIAL NOTE: In the event of a hurricane watch or warning, management may check **un-shuttered balconies (& UNENCLOSED LANAIS)** for any items still there, and move them inside, and be held harmless for dirt or damage. A removal fee of \$250 will be charged to the owner when items must be moved.

If you are going to be away from your residence for a period of time, it can be most helpful to you if the Chateaumere Manager knows how to contact you. After the storm, management will contact you as soon as possible regarding damage and when your return to Chateaumere is permitted.

Review your insurance coverage for flood, as well as wind and water, particularly if on the first floor of the "A" and "B" building.

For year-round residents:

1. Keep your car gas tank full
2. If there is a health consideration, develop a plan with your physician.
3. Have these items on hand:
  - A. Battery powered radio
  - B. Flashlights
  - C. Spare batteries for radio and flashlights
  - D. Emergency cooking facilities, such as canned heat
  - E. NO candles, kerosene, alcohol or gasoline stoves or lamps
  - F. Canned foods and canned or powdered milk
  - G. First aid kit
  - H. Medicines
  - I. Plastic gallon containers for drinking water, 1 gallon per person per day
  - J. Bleach for sterilizing bathtub

## PUBLIC ANNOUNCEMENTS . . . . on radio or TV

"Hurricane WATCH" = Hurricane may threaten the area.  
Review your supplies as listed above.

"Hurricane WARNING" = Storm is expected to hit the area designated.

Residents should:

- Bring in all patio/balcony items, except if equipped with hurricane glass or shutters
- Turn refrigerator and freezer to the coldest settings (in the event of power failure)
- Sanitize your bathtub with bleach and fill with water for drinking. Also fill plastic containers with fresh water. Have enough water to last at least three days (1 gallon per person per day)
- If the resident is evacuating
  - Best to turn off electrical circuit breakers, except to fridge.
- Lock sliding glass doors and turn off main water valve into unit.

Note: All announcements, including a possible evacuation order (under certain conditions Chateaumere may or may not be directed to evacuate), and the eventual “all clear”, will be issued over radio by the County Emergency Management Department. You can also register for text message notifications by signing up for “Alert Collier” on the Collier County website. **Emergency Shelter information is available by calling 239-252-8444.**

If you are not evacuating, an interior bathroom is the best place to wait out the storm; an interior closet is also relatively safe. In either case, remember that there is a lull between the two parts of the storm, so wait for the “all clear” announcement.

## **MEDICAL EMERGENCY**

TELEPHONE 911. Give your name, address, name Chateaumere, building number, and your unit number.

## **SECURITY**

1. Report any suspicious person or activity immediately to
  - (a) Chateaumere Manager 239-598-2110
  - (b) Southwest Property Management Company 239-261-3440
  - (c) Collier County Sheriff's Office 239-774-4434
2. Dial 911 to report a crime in progress.
3. Admit only known residents or personal guests to the building.
4. Delivery people are to be met at the main entry. They are not to be buzzed in unescorted. All delivery people for the high-rise are to be met at the garage level.
5. All outside common entry doors must be kept locked at all times and are not to be blocked open and left unattended. Close any open door.
6. Non-residents must obtain entry by using the outside entry phone.
7. Deliveries must be made between 8:00 AM and 5:00 PM, Monday through Friday. Not on legal holidays.
8. Contractors and tradespeople will not be permitted to enter any unoccupied unit unless permission is given, in advance, by the resident to the manager.
9. Buildings A and B: All deliveries should be supervised by the resident.
10. Building C: Instruct delivery people and workers to use the garage level service entrance at the rear of the high rise, not the upper-level main lobby entrance.
11. Buildings D and E: Instruct all delivery people to use the side garage entrances and not the lobby entrance, whenever possible.
12. Packages that are undeliverable should be left at mail stations for owner pickup.

## SEASONAL CLOSE-UP INFORMATION

1. Remove outdoor furniture and all other items from your lanai. \$250 fee if staff have to remove it.
2. Remove all food items from the freezer and refrigerator as summer storm power outages spoil food. \$250 fee if staff have to remove it.
3. Remove all live plants from your lanai and your unit.
4. Store bicycles, e-bikes, or ElliptiGO inside your unit, not in the bike room. Summer humidity and salt air in the bike rooms will cause rust and damage e-bike batteries.
5. Turn off ice makers and empty all ice cube trays or bins.
6. Throw away food items in cupboards to avoid bugs being attracted to cereals, sugars, etc.
7. Run water for 10 sec. in all sinks, tubs, showers, etc., to fill drain traps and prevent sewer gases entering.
8. Pour a small amount of bleach into the toilet, then seal the bowl with plastic wrap.
9. Turn off water valves at the washing machine.
10. Pour a small amount of vegetable oil into the garbage disposal.
11. Lock all slider doors and windows.
12. Close all shutters, blinds, and drapes to keep your unit cooler.
13. Install fresh A/C filter and have A/C unit maintenance performed before you leave.
  - a. If air conditioner has manual thermostat, set A/C to "Auto" fan with 74 to 78 degrees to prevent mold.
  - b. If air conditioner has smart thermostat, set A/C to "Auto" fan with 74 to 78 degrees to prevent mold.
  - c. If you have a humidistat, follow manufacturer instructions, and set it to 60% to prevent mold.
14. Leave the dishwasher, washing machine, and dryer door ajar to allow for air circulation.
15. Open cabinet doors and drawers, and all furniture drawers, to allow for air movement.
16. Unplug small appliances and TVs to prevent lightning damage. Keep Summit Broadband equipment plugged in. Learn about FPL Surge Shield by calling 833-437-5466.
17. Suggest Summit Broadband phone and TV service be put in Vacation Mode by calling 239-529-1500.
18. Turn off the breaker to the hot water heater.
19. Turn off the main water valve to the whole unit.

## ~ADDENDUM~

### CARE OF WINDOWS AND SLIDING GLASS DOORS

Dear Chateaumere Resident:

As you are aware there was a window and door replacement project completed in your unit. There are several items of note you should be aware of as a result of the project:

- The newly installed impact rated sliding glass doors should not be modified in any way, since this may modify their performance and potentially affect their warranty or insurance coverage. Modifications which are prohibited include painting the interior or exterior of the door frame or sill, removal or modification of the vertical sill risers, removal or modification of the door handles or locks, any other modifications which may impact the doors proper operation as intended.
- The aluminum window and door frames can continue to look like new, even years from now, with regular care and maintenance.

#### **Frame Cleaning Do's**

- DO clean window and door frames with a mixture of mild dish soap and water.
- DO rinse complete, with clear water, then wipe dry with a soft cloth.
- DO clean tracks and weep holes.
- DO check weather-stripping and hardware.

#### **Frame Cleaning Don'ts**

- DON'T use a razor blade, putty knife, or abrasive pad.
- DON'T use any petroleum-based, abrasive, or caustic cleaners or solvents because they might cause permanent damage to the frame finish.
- DON'T use a high-pressure spray nozzle when rinsing your windows after washing.
- DON'T use oil-based lubricants or damage weep hole covers/baffles.
- DON'T add attachments to windows or glass unless approved by the manufacturer.

#### **Glass Cleaning Do's**

- DO clean glass with a mixture of mild soap and water.
- DO rinse completely with clear water, then wipe dry to avoid water spots.
- DO clean window screens only by first removing, then washing on a flat, clean surface with mild soap and water and a soft brush. Rinse, wipe, and re-install.

#### **Glass Cleaning Don'ts**

- DON'T wash glass in direct sunlight.
- DON'T use petroleum-based cleaners, or caustic chemicals on your glass.
- DON'T use a razor blade, putty knife, or abrasive pad to clean the glass.
- DON'T use a high-pressure spray nozzle when rinsing your windows after washing.
- DON'T use abrasive or caustic cleaners because they may cause permanent damage to the finish or the glass.

If you have specific questions about the recently completed project or specifically about the windows and door which have been installed, please contact the property manager.