

STONEHAVEN

Stonehaven Estates

Homeowner Association

Welcome Packet

STONEHAVEN

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Welcome to Stonehaven Estates

We would like to welcome you to Stonehaven Estates. You have selected a beautiful community for your new residence, and we hope you will soon feel at home with your new neighbors. This welcome packet is intended to ease your transition to your new home in the Stonehaven Estates Community, and to ensure that your experience is as pleasant and rewarding as possible. Our community consists of 253 homes, on 133 acres of unincorporated land in West Palm Beach, built by Centex Homes.

This gated community employs 24 hour on-site security guard service to manage approved guest access to the community. The guards also monitor the clubhouse area via 12 strategically placed security cameras. In addition, there are security cameras that monitor the entrance and exit gates.

Our community has its own web page, www.StonehavenEstates.org, email distribution, a message board periodically posted at the resident entrance, and one webpage for community notices and one for social notices. These five forms of communications are regularly used to communicate important information, or information of interest regarding the community affairs. We also, on occasion, distribute flyers to each home to communicate important information.

Sign up for e-mail distribution by filling out our on-line e-mail registration form
stonehavenestates.org/emailregistration.php
on our web site.

To receive Community Management notifications, please login to your account to opt in via:
<https://stonehavenestates.connectresident.com/>

HOA (Home Owner Association) Meetings are held the 2nd Thursday of each month at the Clubhouse from 7:00 PM to 9:00 PM, and are open to all homeowners. Community business is presented by the Board and the Management Company, followed at 8:00 PM by an open discussion of whatever homeowners want to discuss. The Board workshop meetings are held the last Friday of each month at the Clubhouse at 10:00 AM to review status, discuss issues and approve buyer/renter applications.

The clubhouse is available to all homeowners and their guests. The main hall can be used for gatherings or lounging and can be reserved for private parties and meetings. A television is located in the main hall for your viewing pleasure. A refrigeration, micro-wave and dish-washer are located in the kitchen for your convenience. The exercise room provides free weights, treadmill, Elliptical walker, exercise bike, multi-station weight lifting unit, and a television to help ease your workout. The tot-lot is a fun place for our young children, but parents are asked to always supervise. The pool / spa are great for sunbathing, socializing, swimming or just having fun in the water. Please keep the gates closed at all times to prevent unsupervised minors and accidents. Also, no pets are allowed in the pool / spa area. The patio is a great place to socialize, eat, play games and get out of the sun. Play for fun or seriously or just practice your game on our tennis court.

If you have any questions, or need information, please feel free to contact the Property Manager, any HOA Board Member and / or Committee Members on the Community Contact List.

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A Good Beginning

What you should have received at Closing

- A copy of the community Declaration of Covenants, Conditions and Restrictions (*Note: A softcopy of these documents are available on our web site*)
- Remotes that operate each garage door. There should be one remote for each garage bay, i.e. for each vehicle that can be parked in the garage.
- Keys to your new house.
- At least one facilities key for access to the exercise room, pool / SPA and rest rooms. Additional keys are available to purchase for \$25.00 each via check or money order, made payable to Stonehaven Estates HOA. If you did not receive a key for the amenities, please email the Property Manager at Gemelyn.Santos@fsresidential.com to purchase a key.
- Home security system master code.

What you need

- Vehicle transponder that, in conjunction with the transponder reader and controller, operate the resident entrance gate. Submit application, via our online forms <https://www.stonehavenestates.org/ResidentGateForm.php> , along with a copy of the vehicle registration, and payment to the management company. *Note: the vehicle registration must show that the vehicle is registered to the owner of a home in Stonehaven Estates. If it is a company owned vehicle assigned to the homeowner, then a letter from the business assigning that vehicle to the resident is required.*
- Hurricane panels (with layout map) / shutters for all the windows and glass doors, except where Hurricane Rated Glass, permanently installed Accordion or Roll-down shutters are used. These should be located in the garage or permanently installed.
- Two recycling bins (one yellow and one blue). These should have been left by the previous owner, or new ones can be obtained from the garbage / trash service provider.
- Activate security system monitoring, and ensure that the previous owner has discontinued theirs. Reference “Home Security Systems” for details at <https://www.stonehavenestates.org/homesecurity.php> .
- HOA payment coupons for the remainder of the year. These will be mailed to you by our Management Company after closing. Contact the Property Manager if coupons are not received.

STONEHAVEN

Community Contacts

Board of Directors			
President	Dave Mills		cdm018@earthlink.net
Vice President	Scott Mackenzie		s.mackenzie900@comcast.net
Treasurer	Jim Gesacion		gesacionj@gmail.com
Secretary	Margaret Farraher		ikolekt2@gmail.com
Director	Annalisa Moradi		Annalisaaleman@yahoo.com
ARC - Architecture Review Committee Chairperson			
Scott Mackenzie			s.mackenzie900@comcast.net
Michael Morin			Michael.morin30@yahoo.com
Gabriel Zeno Hernandez			gabrielzeno@hotmail.com
FirstService Residential Florida Property Management Services			
Management Office	Hours: 8 - 4:45 M-F	561-795-7767 561-793-8606-fax	contactus.south@fsresidential.com
Property Manager	Gem Santos	561-328-6084	Gemelyn.Santos@fsresidential.com
Emergency Contact	24 x 7	866-378-1099	
Stonehaven Estates Clubhouse			
Clubhouse			
Clubhouse Reservations		https://www.stonehavenestates.org/reservationform.php	
Clubhouse Calendar		https://www.brownbearsw.com/frecal/Hogiesmom	
Stonehaven Estates Guard Booth			
561-795-1505			
United K9 Security			
Iva Wummer		561-301-8399	
Website / Email Distribution List			
Website		stonehavenestates.org	
Email Distribution List		stonehavenestates.org/emailregistration.php	
Better Business Bureau			
561-842-1918			
Garbage / Trash / Recycling Information			
Garbage Pick-up / Recycling Bins		Wednesday (Garbage & Recyclables)	
Garbage Pick-up / Yard Debris / Other Trash		Saturday (Everything except Recyclables)	

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Community Committees

Compliance Committee
Fahad Ahmad
Fred Wallner
Cecilia Wolf
Community and Lake Cleanup Committee
Rebecca Malek
Gate Access and Security Committee
Glenn Lite
Rich Segedin
Mike M'Sadoques
Adam Zeller
Social and Events Committee
Lara Chapman
Saaima Farooq
Tori Segedin

STONEHAVEN

Property Management Company

The Stonehaven Homeowners Association employs a management company to assist with and to manage many aspects of running a community, including administrative, financial, and supervisory services. Our management company is FirstService Residential, a licensed community association management company. The Licensed Community Property Manager, listed above on the Community Contacts page, has an on-site office at the Community Clubhouse, located opposite of the Tennis Court walkway. The management company's contact information is:

FirstService Residential
11621 Kew Gardens Avenue, Suite 200
Palm Beach Gardens, FL 33410

Phone: 561-795-7767, 866-378-1099 / Fax: 561-793-8606

The management agent is responsible to the Board of Directors and to you as members of the HOA, for the administration and maintenance of the community. The following is a condensed list of services the Management Company provides:

FINANCIAL SERVICES

1. Assist with preparation of annual budget based on actual operating expenses from the previous year, as well as projected future expenses.
2. Billing, collection, credit and deposit of all HOA assessments, issuing delinquency notices, and coordinating with attorney for further collection action.
3. Prepare accounts payable for all validated invoices.
4. Provide monthly financial reports including Balance Sheet, Income and Expense Report, Reconciliations, General Ledger, Delinquency Report, and Prepaid Homeowners Report.
5. Assist the Board or its consultant in the preparation of reserve policies or studies.
6. Assist accountant in the preparation of the Annual Financial Review.

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ADMINISTRATIVE SERVICES

Preparation of notices and correspondences required for the efficient operation of the HOA.

1. Respond to homeowner telephone calls and correspondences relating to questions, suggestions, complaints, and rule enforcement.
2. Attend HOA Board Meetings.
3. Prepare, record, and store Board Meeting Minutes.
4. Enforce the HOA governing documents to assure all homeowners are in compliance, including preparation of violation letters and coordination with legal counsel under the direction of the Board.
5. Prepare collection notices, and coordinate with legal counsel under the direction of the Board.
6. Assist in the enforcement of the HOA's Architectural Control Standards.
7. Act as liaison between the Board of Directors and the HOA members.
8. Conduct annual review of HOA insurance policies.
9. Maintain current roster of homeowners.
10. Obtain bids for contractual jobs under the direction of the Board.
11. Advise Board of Directors on changes to Florida Statutes affecting HOA's.

SUPERVISORY SERVICES

1. Oversee the maintenance, repair, and improvement of property owned by or which is the responsibility of the HOA.
2. Verify that all vendors providing services to the HOA are performing in accordance to their contracts.
3. Respond to all homeowner inquiries within 48 hours of receipt.

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Procedure for Exterior Improvements

The Architectural Review Committee (ARC) is responsible for ensuring that all exterior changes, i.e. landscaping, pool, screen enclosure, paint color, roof material and color, fences, etc., conform to the esthetics of the community as set forth in the community declarations and rules and regulations. ARC requests forms should be submitted to the management company for all changes to the exterior of a homeowner's property. General maintenance of existing exterior does not require approval. The ARC has 30 days in which to review and approve or disapprove requested changes. Homeowners may meet with the ARC to fully explain the desired changes. If a change is disapproved, the homeowner has the option to appeal to the Board of Directors. The decision of the Board is final.

How to Submit ARC Request Forms:

ARC Request Forms are available on the Stonehaven website, <https://stonehavenstates.org/ArcRequestform.php>, or from the Management Company. This form serves as the basis by which exterior renovations or improvements can be made. When submitting a form, be sure to include a detailed description of the work you plan to do.

Shutters

Per the Governing Documents:

Section 9.38. Hurricane Shutters. Any hurricane or other protective devices visible from outside a Unit shall be of a type approved by the ARC. Panel, accordion and roll-up style hurricane shutters may not be left closed during hurricane season. Any such approved hurricane shutters may be installed or closed up to seventy-two (72) hours prior to the expected arrival of a hurricane and must be removed or opened within seventy-two (72) hours after the end of a hurricane watch or warning or as the Board may determine otherwise.

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Stonehaven Speed Limit is 25 mph

Speeding and stop sign violations are not a unique Stonehaven problem. All communities with private roads are dealing with the same issue.

Practically speaking, all residents should lower their driving speeds to near 15 mph during the late afternoon and early evening hours when children might be playing outside.

Parents should be carefully monitoring their children while they are playing outside on the driveways and front yards.

Anyone who is guilty of speeding or failing to obey caution or stop signs is subject to a violation from the community. Management will issue violations to the offending residents. The difficulty is in the identification. There are many residents who are hesitant to report speeding incidents as they feel they do not want to “inform” on their neighbors. If there is no identification and no report, then how will there be enforcement?

The situation gets even more complicated when anxious “residents” yell or hail down motorists who are actually doing 25mph. The narrow roadways with the echoing sounds are deceptive and can make vehicles appear to be going faster than they are. Nobody, including the property manager, is clocking vehicle speed with a radar gun. Therefore, there will be angry denials from drivers with the Association having very little recourse proving guilt. Enforcement has to be delegated to one agency which has a definite policy on when and if action should be taken.

The problem of enforcing the rules and regulations concerning the roadways is and will continue to be the responsibility of the Board and the Management Company and will require the cooperation of the residents in the community. The only communities that have made any progress are those where the residents have all decided they will not tolerate dangerous and unsafe driving where they live. They call in and report all residents, guests, delivery and/or service vehicles that threaten their overall safety. Phone or email our property manager, or send an online complaint form (<http://stonehavenstates.org/complaintform.php>). Please include as much information as possible, including pictures.

The Board of Directors of Stonehaven Estates have decided to implement an Interlocal agreement with the Palm Beach County Sheriffs’ office to patrol and issue traffic related citations within Stonehaven.

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Pets

Homeowners are restricted to two non-house pets, i.e. pets that may at times be taken out of doors, such as dogs and cats. All pets must be leashed or confined within a fenced area when out of doors. Pets may not be left outdoors when no one is home. Homeowners must ensure that their pets do not present a nuisance to the community, such as noise, threat, smell, etc. It is a county ordinance, and Stonehaven requirement that homeowners pick up after their pets, even within their own property. Failure to pick up after your pet is punishable by a fine by the County Code Enforcement. As a pet owner, it is up to you to recognize the right and wrong way to handle the elimination of your pet's waste. Throwing any piece of trash into a bin not specifically reserved for you can be legally considered illegal dumping, which is punishable by a fine. **Please do not use other resident's trash cans to dispose of your pet's waste.**

Tip: Use your plastic grocery bags or newspaper bag - slip it up over your hand, pick up the waste, turn the bag inside out to trap the waste in the bag, tie a tight knot and dispose of.

No animals are permitted within the community pool or SPA area.

Effective May 01, 2006:

A Homeowner and/or resident is permitted to own dogs, as defined in the Stonehaven Estates documents; however, under no circumstances will the "Pit Bull" (as herein defined), or any crossbreeds of such breed(s), be permitted on any portion of the community property and/or homeowner property.

A "Pit Bull" is defined as any dog that is an American Pit Bull Terrier, American Staffordshire Terrier, Staffordshire Bull Terrier, or any dog displaying a majority of the physical traits of any one (1) or more of the above breed(s), or any dog exhibiting those distinguishing characteristics which substantially conform to the standards established by the American Kennel Club or United Kennel Club for any of the above breed(s). If it is determined that a Home Owner has a Pit Bull on his/her property and/or the community property, the Home Owner, upon written notice by the Association, will be required to permanently remove the animal from their property and/or the community property.

This rule takes affect immediately. Home Owners who currently own a Pit Bull are permitted to continue to keep the dog within the community, as long as it does not pose a danger or nuisance to the community.

No New Pit Bulls are permitted in the community. Home Owners currently owning a Pit Bull MUST register their Pit Bull with the Management Company, so that we know which animals to grant immunity to. Home Owners failing to register their Pit Bull will have their Pit Bull treated as new and will be required to permanently remove the animal from the community.

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Parking within the Community

Parking on the street:

You probably have noticed that vehicles are being parked on the street during the day and night. Generally this is permitted, but should be held to a minimum so as not to inconvenience or obstruct neighbors, friends and guests within the community. If you must park on the street, please park on one side of the street only. Parking on both sides of the street seriously limits the size of the roadway and can prevent emergency vehicles from passing. Note that street parking is not permitted between 2:00 AM and 5:00 AM, except on Sandstone Ridge Court. All homes have either 2 car or 3 car garages, and the corresponding driveways support 2 or 3 vehicles respectively. Neatly organized garages can be used for storage and still house at least one vehicle. Parking a vehicle in the garage also protects it from harmful ultraviolet rays and excessive heat, salty air and rain, hurricanes and from burglary and vandalism. Vehicles are not allowed to park overnight at the Clubhouse Parking Lot. Parking on the grass is prohibited.

Parking in the street can cause the following problems:

- Obstruct two-way traffic due to the narrowed open street area.
- Complicate entry and exit from driveways due to reduced visibility and reduced roadway area.
- Present an increased hazard to pedestrians, especially our children at play, due to reduced visibility.
- Take away from the esthetics of the community.

There are valid reasons for parking in the street:

- When the driveway is painted or sealed, vehicles need to be park on the street or in a neighbor's driveway for several days.
- When the garage floor is painted or sealed, vehicles may need to be park on the street or in a neighbor's driveway for several days.
- When guests are visiting and there is not sufficient space in the garage or in the driveway.
- When someone is moving in or out, they may employ a POD for temporary storage, which is placed on the driveway and consumes valuable parking space.
- When vendors are present.

If a vehicle that is parked in the street presents a problem and/or safety hazard, we will investigate the situation and, if need be, address it with the owner of the vehicle. Any homeowner can report a problem to the Management Company, regarding vehicles parked in the street. The report needs to include the reporting homeowner's name and phone #, the offending vehicle's license plate #, vehicle owner's name and phone # if known, street location, day and time of the occurrence, and the nature of the problem. The Management Company will investigate the report to determine how best to resolve the issue and who needs to be consulted.

Please help our community by being a considerate resident and always park your vehicles in your garage or driveway, whenever possible.

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Garbage / Trash / Recycling Information

Section 9.7. Garbage and Refuse Disposal. No cans, bags, containers or receptacles for storing or disposal of trash, garbage, refuse, rubble, or debris shall be stored, kept, placed or maintained on any Lot where visible from any street adjacent to any Lot except solely on a day designated for removal of garbage and rubbish and on which days only such cans, bags, containers and receptacles may be placed in front of a residence and beside a street for removal but shall be removed from view before the following day. No debris can be placed for pick up prior to the day before the scheduled pick up day. This includes but is not limited to debris, yard trimmings, and yard waste.

Garbage Pick-up / Recycling Bins

Wednesday
(Garbage & Recyclables)

Garbage Pick-up / Yard Debris / Other Trash

Saturday
(Everything except Recyclables)

Garage Door Remotes

The original garage door openers that came with our homes are Chamberlain LiftMaster Model Series 1200 units. The LiftMaster web site is www.liftmaster.com.

The original garage door remotes are Chamberlain LiftMaster Model 972LM units. These are two button remotes with one button having a raised line across it. That button was intended for the Resident entry gate, while the other is for the garage doors. The builder provided one remote for each garage door. Additional remotes can be purchased through LiftMaster. Check their web site for details. Other brand remotes can be purchased from other sources such as Lowes or Home Depot. The opener should be set to recognize the frequency of the remote. If this is not the case, follow the instructions below to reprogram the garage door opener.

The instructions for programming the remote for the Resident Gate are below the instructions for programming the garage door opener.

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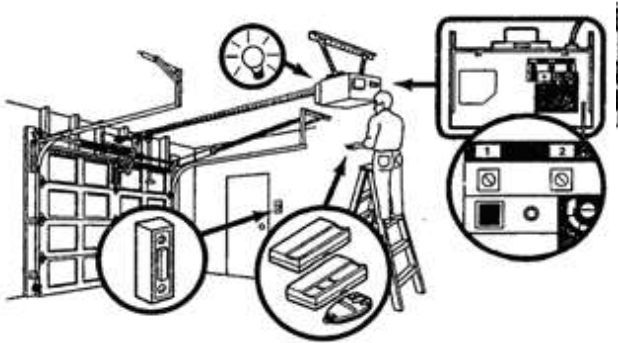
Programming Garage Door Opener

Your garage door opener has already been programmed at the factory to operate with your hand-held remote control. The door will open and close when you press the push button.

Below are instructions for programming your opener to operate with additional Security+ remote controls.

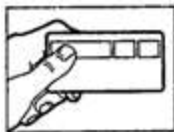
To Add an Additional Hand-held Remote Control

USING THE "LEARN" BUTTON



1. Press and release the "learn" button on the motor unit. The learn indicator light will glow steadily for 30 seconds.

2. Within 30 seconds, press and hold the button on the hand-held remote* that you wish to operate your garage door.



3. Release the button when the motor unit lights blink. It has learned the code. If light bulbs are not installed, two clicks will be heard.

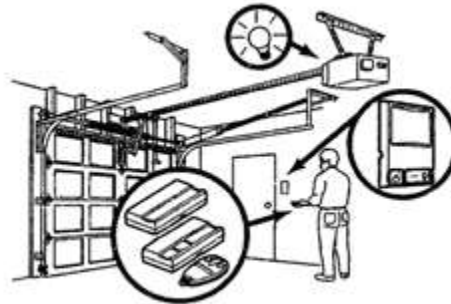


To Erase All Codes From Motor Unit Memory

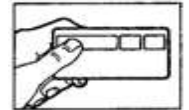
To deactivate any unwanted remote, all codes: Press and the hold "learn" button on motor unit until the learn indicator light goes out (approximately 6 seconds). All previous codes are now erased. Reprogram each remote or keyless entry you wish to use.



USING THE MULTI-FUNCTION DOOR CONTROL



1. Press and hold the button on the hand-held remote* that you wish to operate your garage door.



2. While holding the remote button, press and hold the LIGHT button on the Multi-Function Door Control.



3. Continue holding both buttons while you press the push bar on the Multi-Function Door Control (all three buttons are held).

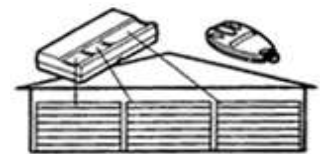


4. Release buttons when the motor unit lights blink. It has learned the code. If light bulbs are not installed, two clicks will be heard.



**3-Channel Remotes*

If supplied with your garage door opener, the large button is factory programmed to operate it. Additional buttons on any Security+ 3-channel remote or mini-remote can be programmed to operate other Security+ garage door openers.



STONEHAVEN

Replacing Remote Control Battery

New / Replacement Remote Controllers are available from the Management Company for a fee.

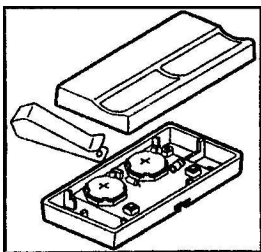
The Remote Control Batteries

▲ **WARNING**

To prevent possible **SERIOUS INJURY** or **DEATH**:

- NEVER allow small children near batteries.
- If battery is swallowed, immediately notify doctor.

The lithium batteries should produce power for up to 5 years. To replace, pry open case with visor clip or screwdriver, as shown. Insert batteries, *positive side up* (+). Dispose of old batteries properly.



Replacement Parts

Model 972LM Security+ remote case 41 A5059-2
(circuit board not included)
3V2032 Lithium battery (2 required) . . . 10A20
Visor clip 298137

FOR SERVICE DIAL TOLL FREE

NUMBER:

US: 1-800-528-2817

CANADA: 1-800-654-4736

STONEHAVEN

Community Access Control

Register yourself as a homeowner:

When you purchase a home in Stonehaven, you need to register yourself as a homeowner by filling out the **Resident Registration** form stonehavenstates.org/residentinfoform.php on our web site, and it will be sent to the management company. This information will be used to identify you as a valid homeowner, provide information for entrance guard to homeowner communications, and define your guests.

You're guests are always welcome:

We all want to ensure that our guests have easy access to our community. When I say guests, I include family, friends, business associates, lawn service, pool service, or whoever you invite to your home. Our guards are instructed to ensure that everyone is approved by the homeowner before granting access to the community. All you have to do is to inform the guards as to whom your guests are. You can do this in several ways:

1. If you have a guest who regularly visits you, then the best and most efficient way to grant your approval is to register them. To do this, simply fill out the **Permanent Guest List** form stonehavenstates.org/residentguestform.php on our web site and it will be sent to the management company. Each submission will supersede any previously submitted list, so ensure that each submission is a complete list of all your registered guests.
2. If the guest visit is a one time occurrence, or is infrequent, then the best way to grant your approval is to merely inform the guard as to who and what day they will arrive. The guard will add them to the daily list and all guards will be able to verify your approval when your guest arrives, no matter what time of day it is.
3. The last and most inefficient and most risky option is to not inform the guards. When your guest arrives at the gatehouse, the guard will attempt to contact you to verify that this guest is welcome. If they can not reach you, your guest will be turned away. Our guards take their jobs and our community access serious and it will help them and us if you **always pre-approve your guests.**

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Stonehaven Home Security Systems

Each of our homes came equipped with a security system to provide additional security, whether we are home or away. At a minimum, I would recommend that the system be used when you are away, to sound the alarm for any unwanted intrusions. Just the sound of a shrieking alarm will ward off most intruders. However, the use of a security monitoring service, provided by **TMC (The Monitoring Center)**, adds an additional level of security. **Note that the cost of monitoring your system is included in your HOA dues**, so it makes sense to activate the monitoring services. Once you activate the monitoring service, ADT will be notified, via automated phone call from your security system, whenever the alarm has been triggered. They will in turn call your phone number on record to verify whether or not the alarm was warranted, or merely a false alarm. Did you know that more than 95% of all alarms are false, but it's those few for which you will be thankful you have the service. For all alarms events, TMC will notify PBSO (Palm Beach Sheriff's Office). However, you need to have an active PBSO Alarm Permit to ensure that PBSO will respond. The cost for the permit is approximately \$25.00 annually and the application can be found at www.pbso.org/documents/Burglar_Alarm_Permit_Form.pdf (linked to from the www.pbso.org web site), or by calling PBSO at 688-3695.

So you have the following options:

- Don't use the security system
- Use the security system without monitoring
- Use the security system with monitoring, but without PBSO Alarm Permit and risk being fined \$260.00 by PBSO.
- Use the security system with monitoring with PBSO Alarm Permit – **Recommended for maximum security**

To activate monitoring, contact TMC at 866-247-4999. For activation of the monitoring service, a TMC representative will be dispatched to your home to obtain pertinent information and to test your system. There is no cost for this service, but any repairs and additions to the system, that you authorize, will be billed to you.

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Numbers to Know

		General Information	355-2040
<u>Important Numbers</u>			
All Emergencies	911	Iguana Control	855-525-5656
Information & Referral/Crisis Intervention	211	Main Office	355-3623
Poison Control Center	800-282-3171	Marriage Licenses	355-2230
<u>Fire</u>			
Administration & Information			
- Palm Beach	616-7000	Occupational Licenses	355-2272
- Wellington	790-6056	Parks & Recreation	966-6600
<u>Police</u>			
Crime Stoppers	800-458-8477	Passports	697-2028
Florida Highway Patrol	540-1145	Palm Beach County Public Schools	434-8000
Palm Beach Sheriff's Office	688-3000	Palm Beach International Airport	471-7420
Royal Palm Beach	790-5150	Post Office - Wellington	793-5883
Wellington	753-8547	- Toll Free	800-725-2161
<u>Hospitals</u>			
Bethesda Memorial	737-7733	Property Appraiser	355-3230
Columbia	842-6141	State Attorney	355-7100
Good Samaritan Medical Center	655-5511	Supervisor of Elections	656-6200
JFK Medical Center	965-7300	Tax Collector	355-2264
Palm Bch Gardens Medical Center	622-1411	Voter Registration	656-6200
Palm's West	798-3300	<u>Utilities</u>	
St. Mary's Medical Center	844-6300	Cable TV- Comcast	848-1600
Wellington Regional Med. Center	798-8500	Call Sunshine (before you dig)	800-432-4770
<u>Palm Beach County</u>			
Alligator Hotline	866-392-42986	Electric - FPL	697-8000
Animal Care & Control	233-1200	- Power Outage	800-4-OUTAGE
Auto Registration/License Plates	355-2622	Gas - Florida Public Utilities	832-2461
City Hall	822-1200	Libraries	
Clerk of Court	355-2996	- Wellington	790-6070
County Court Houses		- Greenacres	641-9100
- Central (WPB)	355-2040	- Palm Beach	233-2600
- South County	355-2040	- Royal Palm Beach	790-6030
County Health Unit	840-4500	Sanitation - Waste Management	547-4000
Crime Stoppers	800-458-TIPS	Telephone - Bellsouth	780-2355
Drivers License Bureau	681-6333	Trash Disposal	
Emergency Mgmt (Hurricane)	712-6400	- Solid Waste Authority	697-2700
		- Recycle Bins	866-639-2467
		Water & Sewer – PB County	740-4600
		<u>Mail Boxes</u>	
		Beautiful Mailboxes	954-792-6245
		<u>Security (Home Security Monitoring)</u>	
		TMC	866-247-4999

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Websites to Know

Animal Control	www.pbcgov.com/oubsafety/animal
ClickPay	https://fsresidential.com/corporate/pay-association-fees/
Florida Power & Light	
Report Power Outage	https://www.fpl.com/my-account/web-outage.html#wors/mainTab/phoneTab
Street Light Out	https://www.fpl.com/my-account/streetlight.html#landingView
Stonehaven Estates	www.stonehavenestates.org
Trash Disposal	
Solid Waste Authority	www.swa.org
Recycle Bins	www.swa.org/site/recycling/residential_recycling.htm
Water & Sewer	
Palm Beach County	www.pbcwater.com

STONEHAVEN

Comcast Bulk Center of Excellence

Step by Step Contact Process:

1. Dial 1-800-934-6489 (Xfinity)

2. New Move-in Residents

- If you are a new or returning customer without an established account, your initial interaction will be supported by our inbound sales group. After your account is established, your future contacts will be supported by the Bulk Center of Excellence (COE)*.

*Please note: Dependent on your account status, your call may land in a “specialty group” in instances that the Interactive Voice Response identifies an escalated account status out of the Bulk COE demarcation.

3. Our Automated System is a voice command system by default (Interactive Voice Response)*

- If the phone number is not recognized via the caller id, it will prompt the customer to say an account number or phone number associated to the address you are calling about.
- If you are dialing from a phone that is not associated to your XXXXXX account, please be sure to speak or using your dial tone, announce a phone number that is tied to your ACTIVE account.
- You also have the option to utilize your Account number to authenticate.

*Please note: The system does track the callers ID and will auto-recognize if the customer is calling from an Active Bulk address and associated phone number.

4. If you have more than one ACTIVE ACCOUNT, we recommend entering the account number associated to your reason of contact.

- Note: This is an important step!
- If you DO NOT have your account number, you can listen to the alternate logic the system will ask.
- This will help determine which of your multiple accounts you are calling about.
 - i. Please be sure to listen carefully to the options before selecting your prompt.
 - ii. If we cannot identify or find your Bulk address based on the selection made, the decision engine cannot tell where to route the call.
- Selecting the correct address associated to your XXXXX address, will help confirm correct routing.

5. Once your account is found, you will be prompted the following question: “In a few words, tell me how I can help you today?”

- Note: In this step, you should reply clearly with a few key words. For example: “technical support”, “billing questions” or “add new service”.

6. By this step, you are likely prompted a few follow up questions which are designed to get you to the right skilled agent.

- For example, for troubles with services, we may ask “what product are you experiencing technical difficulties: TV, Internet or Phone? “

7. Finally, on almost every call, we ask if you would like to take a survey. If you say “YES”, you will be contacted shortly after your call concludes.

- Note: We value all the feedback we can gain!

STONEHAVEN

Monthly Payments

Please make your check or money order payable to Stonehaven Estates HOA with your account number on the notes line and mail your payments to:

FirstService Residential

PO Box 30351

Tampa, FL. 33630

Please do not mail payments to the Wellington office, as they do not process payments there.

FirstService Residential also provides a convenient and secure way to make payments online. Signing up is easy. Just visit fsresidential.com, click on Make a Payment or call 1.888.354.0135 and press Option 1.

By using ClickPay, you can

- Pay for **FREE** by e-check
- Pay by credit/debit card
 - (credit card payment fee is 2.95% of the balance)
 - (debit card payment fee is \$3.00 for every \$100.00, anything over \$300.00 is \$9.95)
- Set up automatic payments
 - (free with checking account)
 - (fee with debit/credit card)
- Pay from your phone/tablet
-

STONEHAVEN

Payments by phone have a fee of \$6.95, to pay with a representative. To avoid this fee please log in to your account to make a payment.

Any questions? Visit ClickPay.com/GetHelp or call 1.888.354.0135 and press Option 1.

Need a coupon book?

Please send an email request with your name, account number, and mailing address to Gemelyn.Santos@FSResidential.com