



How many homes will be built at Esplanade Lake Club?

Answer: Esplanade Lake Club has approval for an estimated 814 residential units.

Who is the Property Management Company for Esplanade Lake Club?

Answer: Troon Management

Esplanade Customer Care Hours: Monday - Friday, 9am - 5pm Phone (800) 720-0028

Who do I contact if I have questions about the association dues?

Answer: Your Community Association is managed by Troon Management, who can assist you with those questions. Contact them by phone at (800) 720-0028.

When do I pay my association dues?

Answer: The Esplanade Lake Club Association assessments are due quarterly on the 1st of each quarter. Please contact Troon Management for additional information on paying dues.

How do I pay my association dues?

Answer: The Community can accept payments from a website through Truist Association Services' optional Online Payment System.

Homeowners can make a payment online or enroll in Association Pay (Direct Debit/Automatic payments) online by going to:

Truist.com/Payments and clicking the Pay your HOA dues Pay now or enroll.

You do need your Bill Pay Account Number, Unit number and Serial Account Number to sign in. You can obtain these by either contacting the Troon office at (800) 720-0028 or by contacting the Community Association Manager.

Bill Pay Account Number:

Serial Account Number:

Unit Number:

Amount Due Quarterly:

Due dates: January 1st, April 1st, July 1st, October 1st

■ **Enroll in Association Pay (ACH) DIRECT DEBIT/ AUTOMATIC PAYMENTS**

Enroll online through the 25th of the month to be effective for the next debit month by visiting [Truist.com/Payments](https://truist.com/payments)

Homeowners can enroll online for Association Pay (ACH) to authorize recurring electronic funds transfers by ACH debit from their bank account at a U.S. financial institution. When payments are due, the account is debited automatically on the third of the month. If the third falls on a weekend or holiday, accounts are debited on the next business day.

■ **Make a Payment by eCheck**

Homeowners can pay by a one-time electronic funds transfer by ACH debit from their checking or savings account at a U.S. financial institution. **Payment is processed within four business days. No convenience fee is charged for payments made online by eCheck.**



■ Make a Payment by Credit or Debit Card

Homeowners can pay using Visa®, MasterCard®, American Express® or Discover®. **Payments are processed the following business day.**

If you use a CREDIT CARD, A convenience fee of 2.95% of the transaction amount is charged per transaction for payments made online.

If you use a DEBIT CARD, A flat \$4.95 convenience fee is charged per transaction for payments made online by U.S. Financial Institution debit card.

■ Online Bill Pay Service

Using a bill pay service **may delay payment processing**. We suggest making or scheduling your payment well in advance of the due date.

If you use an online bill payment system, you will need your bill pay account number to use as the account # that goes on the check.

You will need to set that up as follows:

Payee (association Name): Bill pay number:

Payee Address: PO Box 628207 Orlando FL 32862-8207

Payee Phone Number: 1-888-722-6669

■ Mail in a personal check.

Please put your serial account number in the memo line

Association Name

Truist Association Services

PO Box 628207

Orlando FL 32862-8207

For information about making payments online, call Truist Association Services at 727-549-1202 or toll free 888-722-6669.

How do I access the community website? Answer:

www.esplanadelakeclublifestyle.com

Once you have arrived at the landing page, click the login/register button. On the right side of the screen under **REGISTRATION PASSCODE**, enter the passcode **Esplanade** and click submit. You will then be able to complete your account registration to access our community website.

How do I access the governing documents of the association?

Answer: The Declaration is the primary governing document of the association. It is located on the website by logging into your HOA account under the Documents tab.

Can I make an addition or change to my home?

Answer: Approval from the ARC Committee is required for all exterior additions or renovations to existing homes and landscape. The ARC Application Package is available for print or download by logging into your HOA Account or by



contacting management for forms and instructions. Items requiring approval but are not limited to: Paint colors, screen enclosures and doors, landscape renovations, satellite dishes, roofing changes, pools and spas, fence additions, accessory/decorative structures and awnings, solar panels, driveway materials, storm shutters, lawn ornament/Statues, exterior building modifications (Including changes within a lanai), signage, color approval, flags and flagpoles, accent lighting, door replacement, recreation equipment, golf carts for use on community streets. This process ensures the Community Standards are applied consistently and the integrity of design for your community or neighborhood is retained.

Can I lease my home?

Answer: The lease must be approved by Esplanade Lake Club's Board of Directors. Leasing forms are on the website, or you can contact the Community Association Manager for forms and instructions.

How do I gain access into the community after hours?

Answer: From the entry device that is located on the left side of the resident entry lane, wave your key FOB that you received at closing across the scanner on the left side and the gates will open. Or approach the Gate Attendant in the visitor entry lane under the portico.

When does trash get picked up?

Answer: Homeowners should call Waste Pro to set up their account and request trash and recycle bins. The Waste Pro phone number is (239) 337-0800. When calling Waste Pro to activate your account, ask for requirements for your household trash bin. Bulk trash, recycling, yard waste and regular trash is collected on Fridays. Waste Pro is not a vendor of the HOA and does not manage resident accounts or resident trash/recycling services.

Bulk and appliances must be scheduled for pickup by calling 407-774-0800 (Option 1)

Bulk – (2) free pickups per month (not to exceed a total of 8 yards) this includes but is not limited to:

- Furniture
- TVs
- Empty large boxes
- Small remodels such as a toilet, a small cabinet, or cut up rolls of carpet (no more the 10 rolls)
- Dishwasher (mainly plastic)
- Empty water softener
- Broken down basketball hoop

These will be scheduled for the same day as your yard waste day. If items are already out, the items will be scheduled for pickup and removed within 3 business days of your call. **For excessive amounts (over 8 cubic yards) charges may apply.**

Appliances:

- Stove
- Refrigerator
- Freezer
- Oven
- Washer
- Dryer



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- Hot water heater
 - Window AC unit

These will be scheduled for pick up on Tuesdays and Thursdays. Requests must be made by 3:00 p.m. the day prior for next-day service. Fence debris is included with your bulk pick up but must be limited to 4 cut down panels (cut into 4 ft by 4 ft sections) with no nails exposed. If it is not cut down or if a claw truck is required, charges may apply. This will be scheduled for Monday, Wednesday, and Friday. For special pickups that require a claw truck, there will be a minimum charge of \$75.00.



Who do I call if there are warranty issues on my home?

Answer: Your individual builder Warranty Representative will assist you with matters concerning the construction of your home, lot & warranty items.

For Taylor Morrison builds:

Taylor Morrison Warranty Department contact information

Napleswarranty@taylormorrison.com or call (855) 928-1445

For Pulte Builds:

Pulte Warranty Department contact information

Sflcustomerservice@pulte.com or call (888) 898-9712

What maintenance does the HOA provide?

Answer: The HOA provides mowing, trimming, edging, weeding, lawn and shrub pest control, irrigation repairs and programming. All questions and concerns about these issues should be directed to the Property Management Co. All concerns about the home construction itself including driveways and lanais should be directed to your individual builder's Warranty Representative. The Association also maintains all amenity areas, master irrigation system, gates, parks, and the common area landscape.

Is there a CDD?

Answer: Yes. Esplanade Lake Club is part of a CDD (Community Development District). For more information, please visit www.esplanadelakeclubcdd.com.

What is the CDD responsible for maintaining annually?

Answer: The CDD maintains the interior bodies of water, lake banks and nature preserve within the community gates.

Who maintains the canals?

Answer: The CDD and the HOA will maintain the canals associated with the community.

Who maintains the lake banks?

Answer: The CDD and the HOA will maintain the lake banks of the community.

What should I do if I witness suspicious activity?

Answer: First, call 911 or the local Police Non-Emergency phone number. Then, contact your Community Association Manager by the next business day to report what was witnessed and that the Police Department was contacted.

If I am leaving for the summer, can I hang my hurricane shutters before I go?

Answer: No. Per the governing documents, hurricane shutters, and/or temporary protective coverings and screens shall not be allowed to cover openings until an official storm warning has been issued. Protective coverings must be removed after the storm warning has ended.

Am I permitted to enter the preserves?

Answer: The preserves will have walking/biking trails throughout the community that we will promote residents to utilize. Entering the preserves off the trails is prohibited.



What is the depth of the lakes and what is done when the water level in a lake is down?

Answer: Water levels in the lakes vary and may rise and fall significantly due to, among other things, natural causes including rain or fluctuations of ground water elevations in surrounding areas. We do not have the ability to raise or lower the water level in the lakes. Whether the level is up or down, they are filled naturally by rainwater – a part of the natural Florida environment.

Is fishing allowed?

Answer: Fishing by residents is allowed in some areas accessible from common area property and your personal private property. Fishing is not allowed in the lakes where “No Fishing” signs are posted. Fishing on the lakes is strictly on a “catch & release” basis. Fishing is not permitted on community bridges.

Do you allow parking on the street?

Answer: No. According to our Use Restrictions, vehicles may not be parked on public or private streets or thoroughfares except for construction, service, and landscape/lawn service vehicles. Continued parking in the streets will lead to towing of vehicle at the owner’s expense.

Can I have Century Link or Comcast?

Answer: Both services are available to residents of this community. You simply have to choose which provider you would like and make arrangements for whatever level of service you are interested in. By not having a group plan, you have the flexibility to select the provider that meets your needs. You may contact either at the following new customer numbers:

Century Link – 855-459-3169

Comcast/Xfinity – 800-934-6489

What size boat can I have and can I have a jet ski?

Answer: Residents may have up to a 23ft boat and jet skis are not permitted on the lakes. There will be no permanent boat storage in the community at this time. However, we will have day trailer parking available for residents.

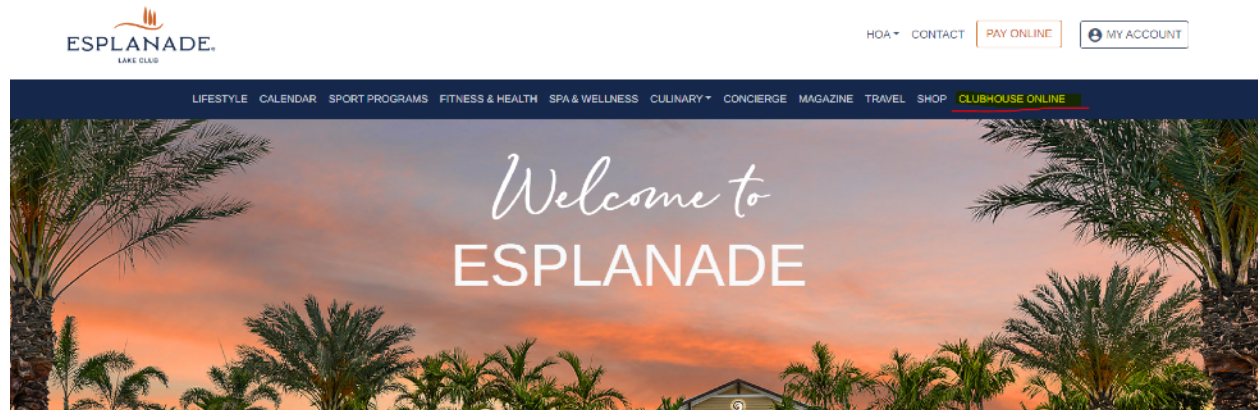
What is the Pet Policy?

Answer: Residents are limited to a reasonable number of domestic pets allowed to a single dwelling; however, under no circumstances will any “dangerous or vicious dog breeds” be allowed.

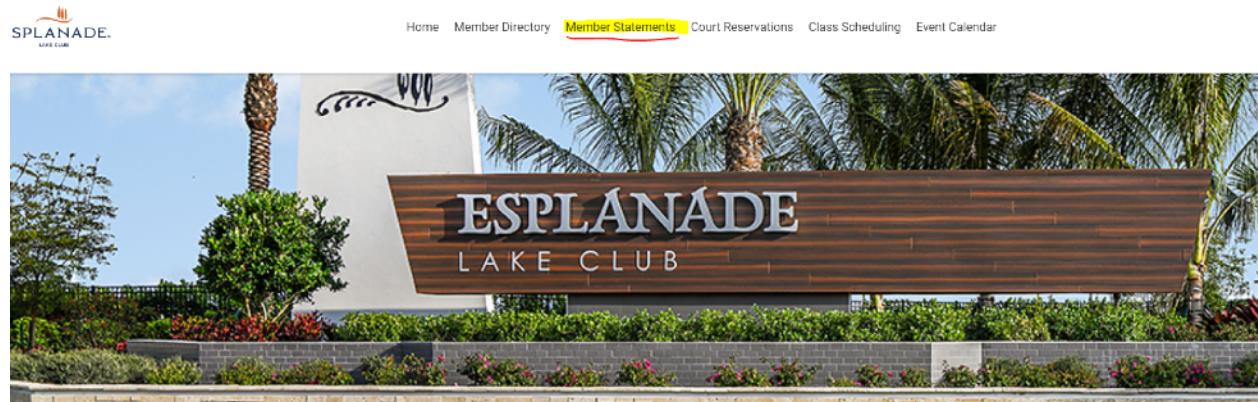


How do I pay my monthly Food & Beverage bill?

How to View and Pay Your Monthly F&B Charges



Log into the EsplanadeLakeClubLifestyle.com website. In the upper right hand corner, click on the Clubhouse Online link.



Click the Member Statements link.



[Account Summary](#)
[Statement Period](#)
[Help](#)

Current Balance

\$156.49

Balance Due

\$151.50

?

PAY NOW

CONTACT ACCOUNTING

PRINT

Tony Sahyoun - 5001

Updated - October 02, 2023

Current Activity	Balance Forward	Charges	Amount Paid	Balance
<u>OCTOBER 31, 2023</u>	\$151.50	\$6.87	\$1.88	\$156.49 >
<u>SEPTEMBER 30, 2023</u>	\$0.00	\$191.41	\$39.91	\$151.50 >

Billed Statement	Balance Forward	Charges	Amount Paid	Balance
<u>AUGUST 31, 2023</u>	\$0.00	\$9,494.15	\$9,494.15	\$0.00 >
<u>JULY 31, 2023</u>	\$0.00	\$0.00	\$0.00	\$0.00 >
<u>JUNE 30, 2023</u>	\$0.00	\$0.00	\$0.00	\$0.00 >
<u>MAY 31, 2023</u>	\$0.00	\$0.00	\$0.00	\$0.00 >

Your account will look similar to this. Your account number is located next to your name in the upper right-hand corner. By clicking either the Current Activity or the Billed Statement dates, you will then be able to see the individual charges that make up that statement/bill.

Aug 09, 2023	Toasted Cafe	<u>86000006</u>	\$0.00	\$0.00	\$0.00	\$0.00	>
	Bahama Bar	<u>87000032</u>	\$41.00	\$7.38	\$2.67	\$51.05	>
	Bahama Bar	<u>87000037</u>	\$39.00	\$7.02	\$2.54	\$48.56	>
	Bahama Bar	<u>87000038</u>	\$56.00	\$10.08	\$3.64	\$69.72	>
	Bahama Bar	<u>87000031</u>	\$169.00	\$30.42	\$10.99	\$210.41	>
	Bahama Bar	<u>87000035</u>	\$75.00	\$13.50	\$4.88	\$93.38	>
	Bahama Bar Dining	<u>88000016</u>	\$119.00	\$21.42	\$7.74	\$148.16	>
	Bahama Bar Dining	<u>88000018</u>	\$80.00	\$14.40	\$5.20	\$99.60	>
	Bahama Bar Dining	<u>87000033</u>	\$211.00	\$37.98	\$13.72	\$262.70	>
	Bahama Bar Dining	<u>87000036</u>	\$34.00	\$6.12	\$2.21	\$42.33	>
	Bahama Bar Dining	<u>88000015</u>	\$46.00	\$8.28	\$2.99	\$57.27	>
	Bahama Bar Dining	<u>88000019</u>	\$84.00	\$15.12	\$5.46	\$104.58	>

If you then want to see the itemized chit (ticket), just click on the number.



Esplanade Lake Club HOA, Inc.

----- Chit Details -----

Member: 5001 Sahyoun, Tony

Server: Katey

Area: Bahama Bar

Chit #: 87000031

Date: Aug 9/23 Time: 8:34pm

L Mrc Proscoco 750ml.	6.00
House Chardonnay	6.00
House Chardonnay	6.00
Thai Beef Let Cups	14.00
Thai Beef Let Cups	14.00
Tuna Tostadas	14.00
Tuna Tostadas	14.00
Rostd Brussl Sprouts	9.00
Thai Beef Let Cups	14.00
Fish Sandwich	15.00
Chicken Quesadilla	14.00
Chicken Quesadilla	14.00
Chicken Quesadilla	14.00
Fish Sandwich	15.00
Service Charge	30.42

Sub-Total:	199.42
Sales Tax	10.99

Chit Total: \$210.41

Member Charge \$210.41-

Extra Gratuity: _____

Total: _____

Member's Number



You will then see the itemized chit information for that transaction.

Current Balance **\$569.44** Balance Due **\$244.87**  **PAY NOW**  [CONTACT ACCOUNTING](#)  [PRINT](#)

Updated - September 20, 2023

Current Activity	Balance Forward	Charges	Amount Paid	Balance
SEPTEMBER 30, 2023	\$244.87	\$324.57	\$0.00	\$569.44 >

Minimum Balance

Plan Name	<u>Min. To Spend</u>	<u>Spent To Date</u>	<u>Left to Spend</u>	Starting	Ending
F&B Minimum	\$195.00	\$418.00	\$0.00	Aug 10, 2023	Dec 31, 2023

Billed Statement	Balance Forward	Charges	Amount Paid	Balance
AUGUST 31, 2023	\$0.00	\$244.87	\$0.00	\$244.87 >
JULY 31, 2023	\$0.00	\$0.00	\$0.00	\$0.00 >

Your account will show like this, with the Annual Minimum to Spend amount, what you have spent to date and what is left to spend. Your account will have a Pay Now link embedded in it. This is where you can set up payments just like for your association dues...ACH, Bank Draft, Credit Card (3% added service charge). The Pay Now button is live as of today.