

**CAPTIVA PROPERTY OWNERS ASSOCIATION INC.**  
**C/O SOLID ROCK PROPERTY MANAGEMENT, LLC.**  
**PO BOX 880475**  
**BOCA RATON, FLORIDA 33488-0475**  
**Captivapoa.com**

**Owner Name**  
**Owner Address**  
**City, State, Zip**

Month 01, 20XX

Welcome to Captiva Property Owners Association!

Congratulations on the purchase of your new home! We are delighted to have you as new neighbors. Moving into your home can be stressful so we have compiled a list of items that may be beneficial to you as new homeowners.

As a member of the community, you have joined the Captiva Property Owners' Association. As a member you are required to adhere to the Captiva Documents and Rules and Regulations. You should have received a copy of the documents at your closing. If you did not, they are available at *Captivapoa.com*. Failure to be aware of the legal documents items and the Rules and Regulations is not an excuse for failure to comply.

You should also have received a Medco key for the recreational facilities at your closing. If you did not receive a key, they are available from the Management Company, Solid Rock Property Management LLC. The management company may be reached at 561-213-1742. There is a \$25 fee for a key. Checks should be made payable to "Captiva POA". Only one key is issued per household.

Lastly, you should have received a "coupon book" for remitting your monthly assessments. Labels are provided in the back of the coupon book for mailing your payments to the address above. Payments must be received by the 15<sup>th</sup> calendar day of the month to avoid late fees. Check with your closing agent regarding the date when your first payment is due.

As a member of Captiva you are entitled to maintenance services. These services include landscaping, annual tree trimming, lawn pest control, irrigation, fence and gate repair, mailbox repair and painting of the exterior of your residence once every six years. If you require unscheduled service for any of these items please call the Management Company at 561-213-1742 or complete a "work order" on the Captiva website. The Management Company will schedule your service request with the appropriate vendor.

Basic cable TV services are also included in your assessment fee. The service is provided through a bulk contract with Comcast (Xfinity). If you require service or if you want to add other services (e.g. internet, premium channels etc.) you must call Comcast at 888-930-3126. Do not call the Management Company for cable services or repairs.

As a member of Captiva you are also a member of the Master Association, Boca Del Mar Improvement Association. Your monthly assessment for the Master Association is part of your Captiva assessment. Captiva remits your assessment to the Master Association. If you require any of their services or have questions regarding the Master Association (e.g. lakes, roads etc.) please contact them directly at 561-368-1503.

Trash collection for household items is provided twice per week by the Solid Waste Authority (SWA) on Monday and Thursday. You should place your trash receptacles at the curb the evening before and remove the empty receptacles by the evening of the pickup day. Vegetation refuse is only picked up on Mondays and recyclables are only picked up on Thursday. If you have combustible materials (e.g. paint cans, propane tanks etc.) do not place them in your trash, you must bring them to a SWA drop off site. If you require directions to a drop off site or if you need containers for recyclables contact SWA at 561-697-2700.

If you plan renovations to the outside of your home you need to submit an Architectural Request form to the Captiva Board for approval at least four weeks before the scheduled start of construction. The form is available on the website. For the consideration of others, please do not schedule work by vendors that will result in excessive noise on weekends.

Captiva Board Meetings are normally held monthly on the third Tuesday of the month at 7:30 PM at Sugar Sand Park and are open to all members. Signs regarding the meetings will be posted at entrances 48 hours prior to the meetings. Members are encouraged to attend these meetings to stay advised on upcoming events.

Remember, our website: **[captivapoa.com](http://captivapoa.com)** contains most forms, documents, meeting dates and minutes, improvements, alerts and notices. Please consult the website for information. You may also submit a work request for fence, mailbox and sprinkler repairs via the website or to contact the management company.

Other useful contact numbers below for your convenience:

Palm Beach County Sheriff Non-Emergency number.....561-688-3400

City of Boca Raton Water Department.....561-393-7750

Palm Beach County Animal Control .....561-233-1200

Welcome to the neighborhood. !!!!

Sincerely,

The Captiva Board of Directors

If you have any questions regarding this letter please do not hesitate to call the Management Company at the (561) 213-1742 or email at [admin@solidrockpm.us](mailto:admin@solidrockpm.us).