



Welcome to Solterra Resort,

We are a Resort community, having many active events and amenities for our residents and guests.

The Solterra website is [www.SolterraHOA.com](http://www.SolterraHOA.com). You can sign up for your homeowner portal on the website. The Registration code is Evergreen. Homeowner Association Assessments are due on the first day of each quarter. Be sure to sign up to receive our email blasts to keep up to date with community events and happenings.

**Amenity Hours:**

Gym 5:00 AM to 11:00 PM  
Main Pool 9:00 AM to 9:00 PM  
Lazy River 10:30 AM to 5:00 PM  
Water Slide 10:30 AM to 5:00 PM  
Clubhouse 9:00 AM to 5:00 PM

Some information that you need to know about your new community:

- Your HOA assessment includes lawncare and irrigation maintenance. If you have a lawncare or irrigation need, please complete a work order request on the [www.SolterraHOA.com](http://www.SolterraHOA.com) website.
- Valet Trash is also included. Each home is initially provided with a brown trash bin. Place your bagged trash in the bin by 6am each morning and it will be picked up daily. All trash must be in trash bags, loose trash will not be removed from the bin. Cardboard boxes must be broken down flat and placed beside the bin. Large bulk items are not included in your valet trash. These can be picked up for a reasonable cost. Contact us to arrange pick up of bulk items. Cost will vary dependent upon amount of bulk trash. Dumpsters used for renovation must be placed in the driveway of the home. The amenity dumpster is for amenity use only. Cameras will capture your plate number and you will be charged.
- Internet Service is also included. Call Spectrum Bulk services at (877) 647-7732 to get this set up.
- You may reach the Resort Concierge at (863) 547-9839.
- All irrigation and landscape issues should be submitted through the work order system on the [www.SolterraHOA.com](http://www.SolterraHOA.com) website.

Here are a few basic rules, check out the full list of rules in your governing documents on the website.

- Parking on the street is only allowed in marked spaces. Each home is allotted only 5 guest passes. An overnight parking permit is required on Friday and Saturday nights. Boats and trailers are not allowed to be parked in driveways or on the street. RVs are allowed only for loading or unloading. Motorcycles must be parked in a garage. Towing is strictly enforced 24 hours per day.
- ATVs, dirt bikes, etc. are not allowed to be ridden on common areas or the streets. Golf carts must be legally licensed to drive on the street.
- All exterior alterations must be approved by the HOA, such as adding lighting and painting.
- Children must be supervised in the tennis courts, playground, and pool. Children under the age of 13 are not allowed in the pool unsupervised at any time. No lifeguard is on duty. Swim at your own risk.

270 W Plant St Ste #340  
Winter Garden, FL 34787

(877) 221-6919  
EVERGREEN-LM.COM



# SOLTERRA RESORT

- Bicycles cannot be parked in the clubhouse breezeway, there is a bike rack next to the tennis court. You are responsible for securing the bicycle.

If you are short term renting your home and using a management company, you are required to submit a copy of the management agreement. If you are renting your home long term, your tenants are required to submit an executed copy of the lease agreement. Each time a lease is renewed, the current lease must be submitted to the concierge as gate access will expire as of the last day of the current lease. All guests whether short term or long term are subject to the rules of the resort.

In a few weeks, you should receive a Welcome Packet and payment booklets from Evergreen Lifestyles Management. If you don't receive the packet within 6-8 weeks, please call customer service at 877-221-6919.

Again, welcome to Solterra Resort. If you have any questions or concerns, please feel free to reach out to me.

Best Regards,

*Zay Lorenzo*

Zay Lorenzo, LCAM  
Solterra Resort Community Manager  
Direct: 863-547-9839  
Evergreen Lifestyles Management, Inc.

270 W Plant St Ste #340  
Winter Garden, FL 34787



**EVERGREEN**  
LIFESTYLES MANAGEMENT

(877) 221-6919  
EVERGREEN-LM.COM



Date: \_\_\_\_\_  
 Homeowner Name: \_\_\_\_\_  
 Property Address: \_\_\_\_\_

**Please provide the following information:**

Will your property be managed by a third-party management company? If yes, please provide their information:

Company Name: \_\_\_\_\_

Company Contact (Manager): \_\_\_\_\_

Company Contact Number: \_\_\_\_\_

Emergency Contact and Number: \_\_\_\_\_

**Please note, you will be required to provide a copy of the management contract.**

Is your home a new build? Yes \_\_\_\_\_ No \_\_\_\_\_ (Access cards are \$25 each)

Do you want you and your management company to receive emails from the association regarding the resort?

Yes \_\_\_\_\_ No \_\_\_\_\_

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

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

**Noise Disturbances and Nuisances**

**There is a \$500 fine that may be assessed several weeks after a rental occurs if the guests call a disturbance in the community. A disturbance is defined as any nuisance that requires the intervention of security, management or the Polk County Sheriff.**

**Parking**

**Parking in the resort is limited. We recommend that your guests be limited to the number of vehicles that your driveway holds. We do have additional parking for guests but no more than 5 additional guest passes will be issued for each home. Your guests should be notified not to park on the grass at any time. This includes your home, any other home or common area of the resort. All street parking must be in marked spaces, passes are required to park in the spaces and overnight parking passes are required for overnight parking. Anyone not in a marked parking space may be towed at the vehicle owner's expense.**

**Trash: All trash must be placed in bags. Loose trash will not be picked up. The homeowner is responsible for maintenance of the bin. Replacement bins are \$125.**

**I understand that I will receive emails from the Association or CDD. I understand that a fine may be issued weeks after the violation occurrence. I understand that my guest's vehicles may be towed if they are parked in violation of the parking restrictions. The towing company, guards, the Solterra Resort Homeowners Association, and/or the Solterra CDD are not responsible for any fees or damages incurred.**

Homeowner Signature: \_\_\_\_\_

Homeowner Signature: \_\_\_\_\_

OFFICE USE ONLY: Bin Requested? _____ Added to Bulk Internet Account? _____ Mgmt Agreement Rec? _____
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**Solterra Resort Homeowners' Association, Inc.**

**APPLICATION FOR ARCHITECTURAL MODIFICATION**

Please return completed application to:  
ARCHITECTURAL REVIEW COMMITTEE  
270 W Plant St Ste #340 Winter Garden,  
FL 34787

Telephone #1-877-221-6919  
ARCAApplication@Evergreen-LM.com

This is a request form to be completed by the homeowner and submitted to the Architectural Review Committee for approval **BEFORE** any work commences. Please refer to the Governing Documents and Design Guidelines for additional information. Reviews may take up to 30 days for processing from the date a completed application is received in our office.

Name of Owner (s):		Email Address:	
Street Address:			
Date:	Lot #	Phase #	Phone number:

Approval is hereby requested for the following modification(s), addition(s) and/or alterations as described below and on attached pages: (Check applicable box and/or describe below):

- |   |   |   |   |
|---|---|---|---|
| <input type="checkbox"/> Additions                    | <input type="checkbox"/> Hurricane Shutters | <input type="checkbox"/> Screen Enclosure | <input type="checkbox"/> Pool/Spa       |
| <input type="checkbox"/> Landscaping                  | <input type="checkbox"/> Landscape Curbing  | <input type="checkbox"/> Patio/Pavers     | <input type="checkbox"/> Exterior Paint |
| <input type="checkbox"/> Doors                        | <input type="checkbox"/> Wall/Fence         | <input type="checkbox"/> Solar            | <input type="checkbox"/> Yard Art       |
| <input type="checkbox"/> Generator / Gas Tank / Water | <input type="checkbox"/> Misc / Other       |   |   |

IS THIS A RESUBMITTAL  Yes/No

Additional Information: \_\_\_\_\_  
\_\_\_\_\_

- Location: Attach a copy of the plot plan/survey showing where the addition is located relative to the home and the property lines. Plot plan/survey should be included in your closing documents. If not, a copy can be obtained from the county property appraisers office.
- Specs: Attach copies of plans from any contractor or vendor providing service. Including color samples, photos, dimensions, etc.
- You are responsible for obtaining any necessary permits from the appropriate Building and Zoning Department(s).
- Access to area of construction is only allowed through your property, and you are responsible for any damages. If access is needed on neighboring properties, please check with your neighbors before commencing any work.

Owner's Signature	Completion Date: <b><i>Please contact HOA upon completion for final inspection</i></b>
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Approved       Denied

Date of Approval/Denial: \_\_\_\_\_ Signed: \_\_\_\_\_  
Community Manager

Your Approval is subject to the following attached Addendum(s) \_\_\_\_\_

# ILLEGAL PARKING TOW-AWAY FORM

       As the property owner, manager, or lessee; Tow Away signs are posted as per FS 715.07. I am hereby requesting removal of this vehicle. I agree to hold harmless from any and all costs, damages and attorney's fees resulting from the removal and towing of this vehicle.

       As the property owner, manager, or lessee; This vehicle is restricting normal operation of business as per FS 715.07(5)(f). I am requesting the removal of this vehicle without Tow Away signs posted. I agree to hold harmless from any and all costs, damages, and attorney's fees resulting from the removal and towing of this vehicle.

Name (Print): \_\_\_\_\_

Company Name (Print): \_\_\_\_\_

Property Address: \_\_\_\_\_  
\_\_\_\_\_

Phone: \_\_\_\_\_

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

Sign: \_\_\_\_\_ Date: \_\_\_\_\_

Vehicle Yr: \_\_\_\_\_ Color: \_\_\_\_\_ Make: \_\_\_\_\_

Tag Number: \_\_\_\_\_ State: \_\_\_\_\_

VIN Number: \_\_\_\_\_

POLICE DEPT. NOTIFIED \_\_\_\_\_ TIME: \_\_\_\_\_ DATE: \_\_\_\_\_

TOWING COMPANY BOLTON'S TOWING SERVICE, INC.  
PHONE (863) 299-9966 FAX (863) 293-8112