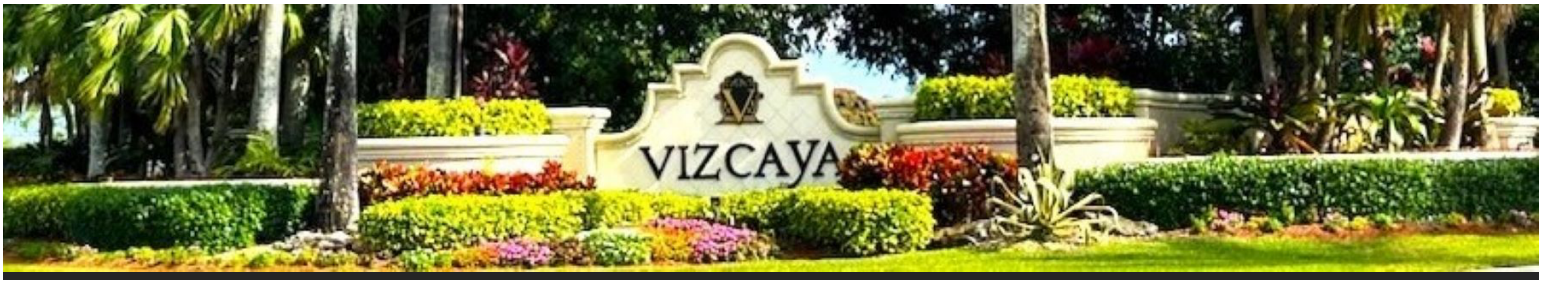
VIZCAYA POA



FREQUENTLY ASKED QUESTIONS

Becoming a Vizcaya Resident

Sales & Leasing

What is the sales & leasing application requirement?

A tenant evaluation must be submitted for board approval; click here (https://drive.google.com/file/d/1x_DbTnuaSqmDXrrQu2Aim7eEaw2m_7uI/view?usp=sharing) for instructions

Is there a sales & leasing fee?

Yes, $150 application fee + $100 background check processing per person

What is the transfer fee required for purchase?

Transfer fee is equal to 3 times the Association's current monthly assessment

Are there move in and move out restrictions?

Moving in or out must take place Monday – Saturday, 8:00 am - 8:00 pm and cannot be done on Sundays or holidays

Are portable storage units allowed during a move?

Yes

Are there lease restrictions?
Yes, minimum of 4 months, maximum of 1 year,limited to 3 persons per household, and must be approved prior to lease; no subletting is allowed (see Rules & Regulations (/9) and Declarations (/10) for additional information)

Can just a room be rented?
If renting just a room, it must be to an immediate family member with a $200 non-refundable application fee; all other leasing restrictions apply

What rights do renters, occupants, and representatives have?
See Rules & Regulations (/9) and Declarations (/10) for additional information

Utilities & Services Setup

What utilities and services require setup at my new residence?
Comcast / Xfinity: 561-266-2278
Cypress Trace Security: 800-252-7688
Florida Power & Light: 561-994-8227
Palm Beach County Water Utilities Department: 561-740-4600
Solid Waste Authority: 866-792-4636

My Vizcaya Home

Maintenance

Who is responsible for monitoring the alarm system?
Cypress Trace Security, 800-252-7688 and for alarm registration with Palm Beach County Sheriff's Office, an annual $25 registration fee is required.

Who is responsible for exterior painting?
The Association paints homes every 5 years with an approved color palette

What interior maintenance is the owner's responsibility?
Owners are responsible for all interior maintenance of their home

What exterior maintenance is the owner's responsibility?
Owners are responsible for all exterior maintenance of their property including roof and mailbox repair and/or replacement, but EXCLUDING exterior painting, mowing, irrigation, original trees and shrubbery, Eco-Clean roof treatment, and street lighting fixture (if on owner's property)

NOTE: Mailbox replacement, if necessary, must be purchased through Beautiful Mailboxes via email to sales@beautifulmailbox.com (mailto:sales@beautifulmailbox.com)

What interior maintenance is the Association's responsibility?
The Association is responsible for all interior maintenance of common area structures, including but not limited to the clubhouse, guardhouse, tennis pro shelter, and bathrooms by Linton Ave. courts

What exterior maintenance is the Association's responsibility?
The Association is responsible for all exterior maintenance of common area property as well as owner's home exterior painting, mowing, mulch for front landscaping beds, irrigation, original trees and shrubbery, roof Eco-Clean treatment, and street lighting fixture (if on owner's property)

Who is responsible for repairs required due to exterior damage caused by Association vendors on your property?
Report the incident to the property management office

How do I submit a maintenance request for my home's exterior?
Residents can submit an online request after logging into their TownSq account or by completing a paper form and submitting it to the property management office

What type of insurance should I carry for my home?
Homeowner’s insurance for owners, renter’s insurance if leasing

Are fences permitted?
Yes, limited to five feet tall and see through, subject to Architectural Review Board approval.

Are satellite dishes or solar panels permitted?
Yes, subject to Architectural Review Board approval

Are dumpsters allowed?
Yes, on your driveway with plywood underneath with Property Manager approval during active construction

Landscaping & Irrigation

What is the landscaping and lawn service schedule?
See the monthly Landscape Schedule under the Documents section in the TownSq portal

Who is responsible for tree trimming and pruning on my property?
Association is responsible for trimming and pruning originally installed trees and landscaping; all other trimming and pruning is the responsibility of the homeowner

What is the irrigation schedule for my home?
The schedule is controlled by the Association and is subject to change

Parking

What are the car and parking restrictions?
Street parking from 6:00 am – midnight must be on the even-numbered or odd-numbered side of the street based the month (i.e., January is an odd month,

February is an even month)

Parking cannot block emergency access, mailboxes, sidewalks, or driveways

No parking is permitted on grass

Car covers are permitted only from dusk to dawn

Is overnight parking permitted?
Street parking is not permitted from midnight – 6:00 am; overnight parking is permitted at the clubhouse with a parking permit obtained from the management office during office hours

Is truck or commercial vehicle parking permitted?
No

How are parking violations handled?
Vehicles in violation are tagged, then booted after 24 hours

Waste & Recycling

What days are waste picked up?
Monday and Thursday – Trash in plastic bags in vendor-supplied container

Monday - Paper & can recycling in vendor-supplied bins

Thursday - Landscape waste & bulk pick-up curbside

Trash, garbage, and recycling containers cannot be in public view, except from 6:00 pm the night prior to pick up and 7:00 pm day of pick up

Architectural Review Board

What is the ARB?
The Architectural Review Board (ARB) consists of a board-appointed committee of Vizcaya homeowners who meet monthly and is responsible for approving/disapproving all exterior modifications of an owner's property

What are the guidelines for ARB requests?
Guidelines are specified in the ARB application which is available at the property management office or on the website at Request for Architectural Review

Are there any fees associated with an ARB request?
No

What is the timeframe for an ARB approval process?
45 days maximum

Property Guidelines

Are there pet restrictions on animal types and how many are permitted?
Not more than 2 dogs or cats per household or/and one non-poisonous reptile are permitted

Do pets need to be registered?
All animals must be registered with the Property Manager at time of closing, the beginning of a lease and/or renter’s agreement, or when procured after moving in. All animal owners must have proof of necessary health shots and other applicable health records for their species

Are there restrictions on pet activity?
Pets must always be leashed when outdoors, except if the animal is in an enclosed area

Waste must be picked up immediately and disposed of in the pet owner’s trash receptacle

Are "FOR SALE" or "FOR RENT" signs permitted?
Yes, limited to 1 foot by 1 foot in interior window only

Are garage sales permitted?
No

Are generators permitted for my home?
Yes, subject to the community's Rules & Regulations (/9) and Declarations (/10)

How are property violations handled?
See Rules & Regulations (/9) and Declarations (/10)

Hurricane Guidelines

What are the restrictions on hurricane shutteruse?
They cannot be applied or closed any sooner than 72 hours prior to a declaration of a hurricane warning and they must be removed or opened within 72 hours of all clear

Are there any hurricane guidelines?
See Castle Group Hurricane Guide (https://www.castlegroup.com/online-forms/#hurricane-guide)

My Vizcaya Community

Community Access

How does a resident obtain access to the community?
Vehicle gate stickers ($25 each) and ID cards ($10 each) must be purchased; they are nontransferable and are deactivated upon moving out

Are there guards or is the gate unmanned?
A 24-hour unarmed guard is posted at the Atlantic Ave. entrance; resident only access is available at the Linton Blvd. entrance with issued car transponder, ID card, or pedestrian walking gate keys (gate keys are available for $20 as an accommodation for residents who need them)

What is the guardhouse phone number?
Automated: (561) 496-3464; Guard (561) 638-4497

How do I register guests for gate access?
For temporary access today or tomorrow, call the automated number - (561) 496-3464

For permanent access, contact the management office to add guests to your profile

Amenities, Activities, & Services

What amenities are included? For a complete list, see the About Our Community section of the Home page (/0)

How do I learn about activities/events? Check the online Event Calendar, review the News & Events section on the TownSq portal, watch the local access Channel 63, or pick up a flyer at the clubhouse

What are the clubhouse hours?
The clubhouse is open 6:00 am to 12:00 am; the property management office is open 9:00 am to 4:00 pm

What are the clubhouse rules?
See Rules & Regulations (/9) and Declarations (/10)

Can the amenities such as the ballroom, pool, or cabana be reserved for private use?
No

What are the pool, tennis, pickleball, and bocce hours?
Dawn to dusk

Can I reserve tennis, pickleball, or bocce courts? Reservations can be made online on the ReserveMyCourt website (https://login.reservemycourt.com/login)

What services are provided by the tennis/pickleball pro? Private and group tennis and pickleball lessons, tennis racket restringing, court grooming (tennis, pickleball, and bocce)

Where can I purchase show tickets? Show tickets can be purchased online with a credit card at Thundertix (https://vizcayapoa.thundertix.com/) or at the management office during office hours with a personal check

Is fishing allowed in the lakes? Yes, catch and release only

Governance & Administration

How do I obtain the Association's documents?
For the general public, Rules & Regulations (/9) and Declarations (/10) are accessible; for residents, all documents can be found under the Documents section in the TownSq portal.

What is the charge for hard copies of community documents?
$0.25 per page

What is the Association’s address, phone number, and office hours?
See Contact Us (/1)

Who do I contact for after-hours emergencies?
Guardhouse (see Contact Us (/1))

When are board meetings held? Monthly on a Wednesday at 7:00 pm in person in the clubhouse ballroom or remotely via Zoom or the local access cable Channel 63

The annual membership meeting is the third Wednesday of November

What is the current monthly assessment for Vizcaya and what does it cover?
See Monthly Assessment (/8)

When is the monthly assessment considered late?
After the 15th of the month, $25 is incurred for processing a late letter and if payment is not received by the end of the month, an additional $25 is incurred for processing a default letter; if payment is still not received within 30 days of the default letter, the matter will be turned over to the Association attorney for collection

Are there any age restrictions?
At least one resident of each unit must be at least 55 years old and residents under 19 may not reside in Vizcaya for more than 60 days per calendar year

Anyone under the age of 16 must be accompanied by a resident adult while in or at any of the clubhouse facilities, including the pool area, social room, fitness room, tennis courts, billiard room, card rooms, ballroom, kitchen, crafts room, bocce court, running track and lakes
No one under the age of 12 will be allowed in the spa at any time, whether accompanied by an adult or not

No one under the age of 16 is allowed in the fitness center or to play billiards