

HERITAGE KEY VILLAS

2023 FALL NEWSLETTER

Heritage Key contact information:

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After hours:

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Maintenance: (407) 572-992

Staffing Changes:

We would like to note some of our staffing changes. Pedro is no longer with the company however Jonathan is still on staff. With this we would also like to give a warm welcome to some of our new staff members!

Alexa who is our receptionist in the office and Gilberto, our new maintenance technician. We are happy to have them apart of our team.

Disposal of Trash

Please be sure you are disposing your trash in the designated areas. We have a compactor located at the *front* of the community for your typical household trash. For boxes and larger items, we have a dumpster located at the end of *Cornerstone Dr. and Heritage Key Blvd.*

As everyone does live in close proximity to each other, trash should not be left on your patio or at your front door. With our Florida heat this causes a bad odor for others, this also brings attention from insects and wildlife. Violations will be sent to households who are found to be in non-compliance.

Payments:

- Payments can be done over the phone using a debit/credit card, you may submit a money order/personal check in our drop box located behind our office at the blue door or you may use the online option. Please contact us for information if you would like to pay online.
- When making payment using a money order or personal check, please be sure to have your address written on the payment so we know which home it belongs too.

Pet Reminders:

- We have pet stations located throughout the community that includes pet waste bags along with a trash can. All pet owners MUST pick up after their pet. This is to ensure a happy and peaceful living space for all.
- All pets must be kept on a leash when outside of the home. This is not only for the safety of the other residents and their pets but also the safety for you and your pet.
- *Choosing not to follow the community pet policy can lead to HOA violations and fines of \$100 per incident.*

****Please remember that you are living in a shared space. This requires all pet owners to do their part in keeping the space clean for all to enjoy.**

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Pool and Amenity usage:

- Residents must be wearing amenity bands to be able to use the pool, gym, etc. otherwise, you may be asked to leave.
- Guests **MUST** be accompanied by a resident to be able to use the pool and other amenities.
- Children 12 and younger must be accompanied by an adult at the pool.
- Security will still verify those using the amenities to ensure they are residents of Heritage Key. The purpose of this is to make sure the amenities are being used correctly, and by residents. On occasion we have had people from outside of the community come in to take part in our amenities which is not permitted, because of this, when using community amenities, you may be asked to verify your residency until the guards remember your household. If it is found a non-resident is using the amenities, the guard will ask them to leave.

Entrance Gate:

The code for the front gate is for resident use only, giving the code to non-residents could result in a \$100 fine per incident. If you have a guest who is needing to enter, they will need to find your name in the call box, once you have verified who it is, you will then press "9" on your phone which will allow the gate to open.

Parking:

When at the mailboxes, compactor, etc. vehicles must be parked in a parking space and not in the street. Not doing so is hazardous as other vehicles are needing to drive around your vehicle which can cause an accident. This also prevents others from using the available parking spaces.

Message from the Heritage Key Office:

We continue to strive to have a clean and beautiful community for our residents. As we are not able to always be in the community, we do rely on our residents to report issues that are occurring. If you are seeing something, take place on property that you would like to report, feel free to contact our office by phone or email, items reported to us are always kept confidential.