



Valencia Golf and Country Club Homeowner's Association

1711 Double Eagle Trail

Naples, FL 34120

239-354-4750

vgccpropmang@gmail.com

Frequently Asked Questions

1. What is the monthly assessment fee?

- a. The 2018 monthly assessment fee is \$264.00.

2. What are the VGCC office hours?

- a. The VGCC office hours are 8:00 a.m. to 5:00 p.m. on Mon, Tues, Wed. and Fri. Thursday the VGCC manager is at KPG Accounting working for VGCC. Please call 239-354-4750 on any day and calls will be forwarded the KPG office or feel free to stop by the KPG office at 3400 Tamiami Trail N. Naples, Florida 34103. Most business may be conducted from the remote office.

3. What does the HOA assessment fee cover?

- a. Irrigation
- b. Landscaping
- c. Clubhouse maintenance
- d. Pest control in the landscaping (only turf destroying pests)
- e. Home alarm Monitoring-ADT
- g. Access Control at Guardhouse
- h. Clubhouse amenities-Fitness Center, Billiard Room, Theater Room, Social Room, Café, Kitchen, Pool

4. What is covered under landscaping?

- a. Mowing, weeding, shrub trimming and trimming of trees **12ft. and under**. Homeowners are responsible to remove any dead trees and plants as well as replace them. The HOA will hire an arborist to trim trees on a trim schedule which is determined by the BOD.

5. Who do I contact if I have an issue with the irrigation or landscaping?

- a. Contact Cintron via the website at cintronlawnmaintenance.com. To submit a work order please go to CONTACT and under that will drop a Work Order box. Click on Work Order and VGCC window will be available to enter your work order.. **Do NOT stop the landscaping crew while they are working.**

6. Who is responsible for plant replacements at the homes?

- a. The resident is responsible to maintain their property and if a plant dies, it is the homeowner expense to replace.

7. Do the HOA residents get special pricing at the Golf Pro Shop?

- a. No, they are separate businesses.
- b. For pricing or tee times, contact the Golf Pro Shop at: (239) 352-0777

8. Who do we call to initiate water services?

- a. Collier County Utilities at 239-252-2380.

9. Who would I contact to initiate cable TV?

- a. Comcast at 800-266-2278.

10. Who do I need to contact for the home alarm system?

- a. ADT at 800-878-7806.

11. What is the phone number and hours for the guard house?

- a. Guard house phone number is 239-348-7842. Guardhouse hours are Sun. –Sat. 6:00 a.m. to 10:00 p.m.

12. What is the Valencia Golf & Country Club website address?

- a. WWW.VGCCHOMEOWNERS.ORG

13. Where can I find Sales Applications, Rental Applications, Clubhouse Rental Forms, Gate House Guest List Forms, ARC Forms, Rules and Regulations, and VGCC Covenants?

- a. On the VGCC Website at WWW.VGCCHOMEOWNERS.ORG.

14. Who provides a copy of the estoppels?

- a. Contact www.homewisedocs.com.

15. Who do I contact to get a pass card for the clubhouse?

- a. Contact the Property Manager – They are \$35.00 each and a check made out to “Valencia Golf and Country Club HOA.” You must be a member in good standing in order to purchase a pass.

16. How do I add guests/vendors to allow them access through the gatehouse?

- a. Gatekeyresident.com is the website for VGCC Visitor Management system Gate Key. You will need to contact the property manager to establish your Username and Password.

17. Under what conditions do I need an ARC approval?

- a. If you do anything to your property that affixes to the actual house, landscaping issues to remove/add plants or other changes as stipulated in the actual Rules and Regulations documents – see the website for the document. Homeowner only can submit an ARC request.

18. What days are trash pick up and recycling pick up?

- a. Trash pick up days are Tuesdays and Fridays. Recycle day is Tuesday. Bulk pick up is Tuesday. Please do not set cans out until after 6:00 p.m. the night before pick up. Please put the cans back in as soon as possible and do not set them in front of the garage doors or anywhere in sight. The garbage and recycle cans should be in the garage or on the side of the home hidden from view by shrubs. Waste Management:649-2212.

19. Is there WiFi at the pool area/clubhouse?

- a. No. The WiFi is for office use only.

20. Is street parking available?

- a. No. Street parking is prohibited. Vehicles parked on the streets are subject to tow. You may contact the office for a 4 hour temporary parking pass for guests and vendors.

21. Who is responsible for cleaning and repairs to roofs?

- a. The unit owner is responsible to keep their roofs clean and repaired.