

**ARBOR GREENE  
COMMUNITY DEVELOPMENT  
DISTRICT**

**MANUAL OF POLICIES AND  
STANDARD  
OPERATING PROCEDURES**

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**ARBOR GREENE COMMUNITY DEVELOPMENT DISTRICT**  
**MANUAL OF POLICIES AND STANDARD**  
**OPERATING PROCEDURES**

**PURPOSES OF THIS MANUAL**

The purposes of this manual are as follows:

1. To set out for reference the policies and procedures adopted by the Board of Supervisors (“Board”) for governance and operation of the Arbor Greene Community Development District (“AGCDD”) facilities and other assets; and
2. To ensure that AGCDD staff understands the standards the Board has established for excellence in customer service to be provided to the residents, nonresident members, and authorized guests of AGCDD.

**APPLICATION**

The policies and procedures outlined in this manual have been duly adopted by the Board and, along with any actions and directions duly approved by the Board but not reflected here, shall control in all situations to which they apply. In any instance where an action or direction duly approved by the Board prior to adoption of this Manual conflicts with a policy or procedure set out herein, the latter shall control, and the prior action or direction of the Board shall be deemed rescinded and abrogated. In any instance where an action or direction duly approved by the Board subsequent to the adoption of this Manual conflicts with a policy or procedure herein, the former shall control; and to the extent the Board fails to expressly amend the Manual to reflect the new action or direction, the AGCDD District Manager shall endeavor to draft an amendment to the Manual to reflect the new direction or action as approved as a policy, subject to review, amendment, and approval of the Board.

All staff, residents, nonresident members, and guests shall follow the policies and procedures as set out in this manual and abide by all actions and directions passed by the Board. Staff shall apply and enforce these policies and procedures and the Board’s actions and directions in a friendly, fair, and firm manner based on good sense, without reaction from emotion or preference. Subject to review and approval by the Board, the Community Manager has the authority to make decisions based on reasoned discretion as needed in circumstances and regarding events not specifically addressed by this manual or otherwise by the Board at a regularly

scheduled meeting. To the extent a matter or issue is not otherwise addressed in this Manual, the Community Manager also has the authority to establish rules and procedures for the operation of the Community Center and other AGCDD facilities that are not inconsistent with the policies set out in this Manual. The Community Manager periodically shall report to the Board all such interstitial rules and procedures that he or she has established.

References to “resident” in any policies and procedures duly approved by the Board that grant privileges or access with respect to AGCDD assets or other property, or that permit some action by the resident in connection with use of those assets or property; shall include only 1) persons living lawfully in owner-occupied houses, duplexes, townhouses, and other residential structures within the boundaries of the AGCDD and 2) persons living lawfully in houses, duplexes, townhouses, and other residential structures within the boundaries of the AGCDD pursuant to a current and active lease with a definite term of at least seven (7) months. Nothing in these policies and procedures shall be read to grant any privilege or access to a person that does not meet this definition of “resident,” save for a person who otherwise qualifies as a nonresident member or guest under the policies and procedures set out herein.

## **CHANGES TO POLICIES AND STANDARD OPERATING PROCEDURES**

All changes to the policies and procedures set out in this Manual, including additions and deletions, first must be duly approved by the Board.

## **MAIN GATE ACCESS CONTROL TO ARBOR GREENE COMMUNITY DEVELOPMENT DISTRICT**

### **Controlled Access Parameters**

AGCDD is a controlled access, gated community with 14 villages, six of which have internal control gates. The AGCDD main gate provides access and traffic control for all motor vehicles that enter the district property. For enhanced access control of district property and of residents and guests, access at the main gate shall be strictly controlled, in accordance with post orders and other directions duly adopted by the Board, from 10:00 p.m. until 6:00 a.m.

The front gatehouse, with its access-controlled gates, is staffed 24 hours per day, seven days per week, by security officers working under contract with the AGCDD. The gatehouse attendants shall comply with the post orders duly approved by the

Board and made a part of the contract for access control services provided at the front gatehouse. Those post orders are incorporated by reference into this manual, and no change to those orders shall be effective unless first duly approved by the Board.

Emergency and law enforcement vehicles shall always be admitted.

## **Barcode and Gate Transmitter Sales**

Main gate access barcodes for motor vehicles and village gate transmitters are privileges accorded by the AGCDD as a convenience for residents. The barcodes and village gate transmitters may be purchased by residents legally living in owner-occupied homes within the district; and by residents legally living in homes within the district pursuant to a valid, current lease as required by the Declaration of the Covenants, Conditions, and Restrictions for Arbor Greene of New Tampa Homeowner's Association, Inc... Barcodes also may be purchased by current annual nonresident members and vendors

Gate transmitters are available for purchase by current, legal residents of Carriage Homes, Devonshire, Enclave, Estuary, Parkview, and Retreat villages. Gate transmitters can be purchased at the current established fee and are available at the community center, except for Carriage Homes gate transmitters, which are provided by the Carriage Homes at Arbor Greene Association.

To purchase a barcode or transmitter, proof of identity (government-issued photo identification), proof of residency, and vehicle registration are required, and any resident living in a leased home must present a copy of a current, compliant lease along with proof of residency.

A resident lane is provided at the ingress side of the gatehouse for those with a valid, active barcode. All non-truck motor vehicles without a barcode must use the visitor's lane and be logged in by gatehouse attendants pursuant to the post orders. There will be a charge each time a barcode is purchased by an authorized resident. Barcodes for motorcycles are not authorized. Barcodes will not be issued if it is raining or if the vehicle is wet.

AGCDD staff members must apply the barcode to the motor vehicle. Portable barcodes will not be issued unless prior authorization is received from the Community Manager with input from the Chairman. Portable barcodes will be logged and issued with a 1-year expiration date and the opportunity to extend by

providing proof of residency annually. The vehicle must be present in the community center parking lot. Barcodes will be issued at the community center during normal office hours.

Persons with a temporary tag on their motor vehicle must provide updated license information to the AGCDD administrative office upon obtaining a permanent license.

Barcodes may not be transferred from one vehicle to another vehicle. If a vehicle is to be sold or traded, or a rental vehicle is returned, the resident must notify the AGCDD immediately and have the barcode removed from the vehicle.

The guaranteed service life of the purchased barcodes or transmitters is 30 days. Replacement barcodes and transmitters shall be replaced at the resident's, non-resident member's, or vendor's expense.

Barcode and Gate Transmitter fees shall be set by the Board in accordance with procedures mandated by chapter 190, Florida Statutes, for the setting of rates

## **OPERATION OF COMMUNITY CENTER AND RELATED FACILITIES**

### **General Provisions**

The Community Manager is authorized to establish standard operating procedures ("SOPs") to govern how AGCDD employees operate at the Community Center and on AGCDD property and how they effectuate the policies set by the Board. The Community Manager also is authorized to develop other rules, consistent with the Board policies stated herein, to govern how the Community Center and its surrounding facilities operate. The Community Manager shall make periodic reports to the Board setting out any SOPs and other rules that he or she has promulgated pursuant to this authorization.

Notwithstanding the posted community center hours of operation, all exterior community center doors other than the front door and the door leading to the resort pool shall be locked at 8:00 p.m. The illegal possession or use of alcohol or of controlled substances, or the possession or use of any illegal drug, by any person is strictly prohibited within the community center, in any of the common areas and park outside the community center, or in the parking lot, unless otherwise renting with the facility with approved rental documentation and through Board approved

events. Violation of this rule shall result in an immediate trespass warning and suspension of further use of any AGCDD facilities until review and action by the Board.

The Board may approve concessionaires to conduct organized activities and athletic programs. No person or organization other than a Board-approved concessionaire may conduct a program at an AGCDD facility or on its property. No person may offer any lessons or other training for commercial gain at any AGCDD facility (including tennis lessons, swim lessons, and personal training) unless during designated times as approved by the Board and signature of the appropriate AGCDD waiver and release of liability.

If a person is paying the AGCDD by check, the check should be made payable to "Arbor Greene CDD." All costs incurred in connection with a check returned for insufficient funds shall be recovered, and the incident shall be reported to law enforcement.

The AGCDD facilities are for the use of current, lawful AGCDD residents, their guests, and non-resident members, and others as approved by the Community Manager with input from the Board Chairman.

All persons using the community center, or its related facilities are required to show their proof of residency when requested by AGCDD staff. Proof of residence includes only the following: 1) valid AGCDD ID tag; 2) valid, current government-issued photo identification reflecting an address within the AGCDD boundaries; 3) a deed, or a current lease reflecting an address within the AGCDD boundaries that is of at least seven months in duration; when presented with a valid, current government-issued photo identification matching the name on either document. Persons not providing identification upon request will be requested to leave the community center and its facilities.

Residents under the age of 14 are to be accompanied by an adult resident or nonresident member in the community center, pool areas, tennis courts, community center park, and surrounding areas.

Any person with inappropriate dress, or demonstrating inappropriate behavior or language, shall be asked to correct the situation. If the situation is not corrected, AGCDD staff is authorized to ask the person to leave the community center and its related facilities and issue a trespass warning.

Operating hours of the community center shall be set and modified by the Board.

Special hours may be designated for holidays and will be posted in the facility and in the monthly newsletter.

Personal property may not be left overnight at the facilities. Lockers are for daily use only. Electronic locks will be opened upon the closing of the community center and items will be stored as lost and found.

Roller blades, skates, skateboards, and bicycles are not permitted on sidewalks around the community center, tennis courts, and pool decks or inside the community center. Bicycles should be locked in bicycle racks at the front of the community center. Playing in the parking lots or inside the facility is not permitted.

No overnight parking is permitted in any AGCDD parking lot unless otherwise authorized by the Community Manager with input from the Board Chairman.

Residents, nonresident members, guests, and Board-authorized users must conduct themselves, always, in word and actions, in an appropriate and orderly manner while in the community center, its related facilities, and on other AGCDD-owned common areas.

Residents, nonresident members, guests, and Board-authorized users must abide by the following rules:

- a. Comply with AGCDD rules and policies and all homeowner covenants.
- b. Comply with directions and requests of AGCDD staff.
- c. Do not use threatening, abusive, or foul language.
- d. Dress appropriately for the activity. Undergarments must not be visible.
- e. Avoid unwanted or disrupted physical contact with others; such as fighting, wrestling, inappropriate displays of affection, or jostling.
- f. Harassing conduct of any kind is strictly prohibited.

Residents, nonresident members, guests, and Board-authorized users who violate the general provisions above will be requested to comply. Any persons failing to comply



after being requested to do so will be directed to leave the community center and any other AGCDD facility and issued a trespass warning. If persons do not leave the community center, the Tampa Police Department will be contacted for assistance in escorting persons from the AGCDD facility and a trespass warning issued.

### **Nonresident Membership at Arbor Greene**

There is an established annual nonresident membership. A fully paid, current annual nonresident member is entitled to the same privileges at all AGCDD facilities and functions to which residents of the AGCDD are entitled; including access to the tennis courts, the tennis court reservation system, the community center, gatehouse barcodes, and the pools. The annual nonresident membership shall expire one year from activation of the membership, but the membership may be renewed from year to year by payment of the fee in effect at the time of renewal; *provided*, an annual membership may not be renewed more than 90 days prior to the expiration date of that membership. The number of annual nonresident memberships at any given time shall be limited and determined by the Board. The annual membership fee per individual shall be set by the Board in accordance with procedures mandated by chapter 190, Florida Statutes, for the setting of rates and fees. A nonresident wishing to acquire a nonresident membership must contact the AGCDD staff and complete an application approved by the Board. Annual nonresident memberships shall be for a one-year term. Payment as approved by Board must be submitted with the application to AGCDD administration staff. Identification will be made and issued to the applicant.

Nonresidents without an annual membership may also use the AGCDD facilities and attend functions with a paid daily nonresident membership fee. A daily nonresident membership entitles the member and his/her guests to the same privileges at all AGCDD facilities and functions to which residents of the AGCDD are entitled for the designated day. The daily fee for a nonresident to use the AGCDD facilities and attend functions shall be set by the Board in accordance with procedures mandated by chapter 190, Florida Statutes, for the setting of rates and fees. Identification will be provided to the daily nonresident member and will reflect the day of use.

### **Guests of Residents and Nonresident Members**

Residents with a valid proof of residency can register for an account to login to the visitor management system at the community center. There shall be temporary guest automobile passes available for use for limited duration in order to expedite admission in the visitor lane at the gatehouse. These passes may be obtained by using

the online visitor management system and issuing an e-pass, or from the gatehouse attendant printing pre-approved guests a pass. Guests must be listed on your account for them to receive these passes. The use of a guest pass for entry at the gatehouse must be in the visitor lane.

Guest passes for use of the community center and its related facilities shall be made available at the club attendant office for residents and nonresident members to pick up and provide to their guests. Such guest passes shall entitle the holder to use of the community center and its related facilities, unescorted by the resident or nonresident member, for the period of time designated on the pass. Guest passes shall not exceed one month in duration. A deposit is required as set by the Board in accordance with procedures mandated by chapter 190, Florida Statutes, for the setting of rates.

Resident families and nonresident members may bring up to four (4) guests at a time to the fitness or resort pool, up to three (3) guests at a time to the tennis courts, and up to two (2) guests at a time to the fitness and weight rooms.

The following additional guest guidelines apply:

- a. A resident or nonresident member desiring to exceed the number of authorized guests accompanying them in the facility must have prior approval by the Community Manager with input from the Board Chairman.
- b. Guests desiring to use the facilities without a resident must have a guest pass.
- c. Residents and nonresident members are responsible for the conduct of their authorized guests, and guests must comply with the established rules and policies of the AGCDD. Residents, nonresident members, guests, and Board-authorized persons who violate the general provisions will be requested to comply. Any persons failing to comply after being requested to do so will be directed to leave the community center and any other AGCDD facility and issued a trespass warning. If persons do not leave the facility, the Tampa Police Department will be contacted for assistance in escorting persons from the AGCDD facility and a trespass warning issued.

### **Identification and Verification at Facilities**

Upon request by AGCDD staff; residents, nonresident members, and guests must

show an AGCDD ID or other approved proof of residency or authorization to use any AGCDD facility.

All persons using any of the AGCDD facilities are required to have an AGCDD-issued ID tag, a guest pass, or one of the following forms of ID that proves residency within the AGCDD.

- a. Government-issued photo identification that reflects a residential address within the AGCDD boundaries;
- b. A deed or other proof of current ownership of a residence within the AGCDD boundaries, along with valid government-issued, photo identification with a name matching a name on the document presented; or
- c. A current, valid lease of a residence within the AGCDD boundaries that has a term of at least seven months, along with valid government-issued, photo identification with a name matching a name on the document.

Individuals without the proper identification or proof of authorization will be requested to depart the community center and its related facilities immediately. Individuals not immediately departing the facility will be provided a trespass warning and the Tampa Police Department will be called for assistance.

Lost AGCDD-issued ID tags may be replaced by purchasing a new ID tag at the currently established fee set by the Board in accordance with procedures mandated by chapter 190, Florida Statutes, for the setting of rates and fees. The lost AGCDD-issued ID tag will be deactivated and documented immediately.

AGCDD-issued ID tags are issued for the possession and use of the person intended, and they may not be given, loaned, sold, or otherwise provided to persons to whom the ID tag was not issued or to any person not otherwise authorized to use the community center and its related facilities. AGCDD ID tags issued to a resident or nonresident member and found in possession of a person to whom the tag was not issued or authorized will be confiscated by the AGCDD staff.

### **Suspension of Resident Privileges**

The following process will be implemented in handling situations where a resident,

nonresident member, guest, or Board-authorized user does not comply with the policies and use guidelines set out in this manual:

- a. Two documented verbal requests to comply with policies separated by at least 24 hours.
- b. A letter will be written to the offender (and to the legal guardian if applicable) requesting support and cooperation in complying with the established policies and use guidelines.
- c. On the next occurrence of the same violation within six (6) months of the first incident, notify offender by letter that on the next documented incident of noncompliance, a suspension of privileges for a specific period of time may be imposed by the Board.
- d. On the next documented occurrence of failing to comply following the written notification provided in the preceding paragraph, the offender's privileges of using the facilities will be suspended for a period of two weeks upon approval by the Board. The offender will be notified by first class mail of the suspension.
- e. Upon review by the Board, additional restrictions may be imposed.
- f. Flagrant violations, to include but not limited to damages to AGCDD or personal property or personal injury to other residents or staff, may result in suspensions as determined by the Board.

## **Gathering Room and Resort Pool Rentals**

The Gathering Room and/or Resort Pool may be reserved and rented for exclusive use by a resident, non-resident member, or Board-authorized persons and organizations for a set period of time (here and after in this section referred to as "Renters"). All rentals shall be done pursuant to a written agreement approved by the Board, and scheduling and reservations shall be done in accordance with procedures set by the Community Manager. The Gathering Room and/or Resort Pool may not be used for any commercial or charity function without prior Board approval. Any approved resident renter for a commercial or charity function may post two Board-approved signs between the main gate and the community center. The schedule for rental fees shall be set by the Board in accordance with procedures mandated by chapter 190, Florida Statutes, for the setting of rates and fees and shall

be published and made available for public review at the Community Center.

When not otherwise reserved and rented, the Gathering Room may not be used by any resident(s), non-resident member(s), and any guests of a resident or non-resident member unless otherwise approved by the Community Manager with input from the Board Chairman. The room must always be left in the same configuration and condition as before the activity began.

The following rules and restrictions apply to use of the Gathering Room:

- a. Wet bathing suits are prohibited. Feet are not permitted on the furniture.
- b. Children under 14 years of age must always be accompanied by an adult. Children must have some form of identification indicating their age to be unaccompanied in the facility.
- c. Uninvited individuals shall refrain from entering the Gathering Room if it is reserved and rented for exclusive use and “Private Party” signs are posted.
- d. Users of the Gathering Room must treat all others with courtesy and respect.

A Renter of the Gathering Room and/or Resort Pool must agree to the following as a condition of being granted exclusive use:

- a. A usage fee for each area and time block rented and security deposit will be required when making a reservation. Checks are to be made payable to: Arbor Greene CDD. Checks must be in the name of the resident/member renter, not a third party, unless approved by Community Manager, in which case both checks will be cashed prior to event.
- b. Renters shall pay a usage fee set by the Board in accordance with procedures mandated by chapter 190, Florida Statutes, for the setting of rates and fees, with a surcharge being required for alcoholic parties. Fees will be for a four (4) hour block, with additional fees for extending a rental before and/or after the pre-determined blocks, and will be made available as per the rental agreement when making the reservation (usage fee does not include AGCDD staff assistance with set up, breakdown or clean-up). The rental blocks of time include set up, break

down and/or clean up. A copy of all checklists will be provided to the renter when making the reservation. Events scheduled in less than 5 business days prior to the event, must pay in cash.

- c. Renters shall provide a security deposit check in an amount set by the Board in accordance with procedures mandated by chapter 190, Florida Statutes, for the setting of rates and fees. AGCDD management will destroy the security check within 5 business days of the completed function pending completion of the event in the time scheduled and a satisfactory room inspection. However, if the contract is not completed in a satisfactory manner, all, or a portion of the security deposit, may be forfeited, at the reasoned discretion of AGCDD management.
- d. Prior to the date of any rental event during which alcoholic beverages are to be served, the Renter shall complete a Waiver of Liability and Indemnity Agreement for Alcohol Use at Arbor Greene, in form and substance like one approved by the Board. The waiver form must be signed by the Renter and all others to be responsible for the event prior to the reservation being scheduled by the Arbor Greene staff. **NO ALCOHOL SHALL BE SERVED AT ANY RENTAL FUNCTION UNLESS THE AGCDD IS IN RECEIPT OF THE COMPLETED LIABILITY WAIVER.** A signed copy of the Waiver, the signed contract and copies of the “Before” and “After” event checklist will be provided to the Renter when making the reservation.
- e. The rental fee is non-refundable if the activity is not cancelled within 72 hours of the scheduled event, unless approved by the Community Manager with input from the Board Chairman. Fees for cancelling within 30 days will be assessed as set by the Board in accordance with procedures mandated by chapter 190, Florida Statutes, for the setting of rates and fees
- f. Leave the Gathering Room in the condition it was found. A member of the AGCDD staff and the renter must conduct a joint inspection of the facility before the preparations for the event begin. A post-party inspection with the renter is required after the event and cleanup. AGCDD reserves the sole discretion to determine room cleanliness and order. AGCDD management reserves the right to assess the renter for damage above and beyond normal wear and tear that may result in loss of the security deposit and additional costs to the renter.

- g. Rent the Gathering Room and/or Resort pool during the following hours:

Monday through Thursday	7:00 a.m. - 10:00 p.m.
Friday	8:00 a.m. - 11:00 p.m.
Saturday	8:00 a.m. - 11:00 p.m.
Sunday	8:00 a.m. - 6:00 p.m.

Unless otherwise authorized by AGCDD management, any event exceeding the scheduled hours, which include cleanup time, will be subject to forfeiture of the security deposit as described below.

Requests for additional hours may not go past 11:00p.m. An additional fee, as set by the Board in accordance with procedures mandated by chapter 190, Florida Statutes, for the setting of rates and fees, will be charged for any event extending (pre-approved and day of) past the scheduled closing time to cover the additional expense of staffing the event, with fees available as per the rental agreement.

- h. Not to cook any food; or nail, glue, tape or fasten any decorations to the walls, windows, window treatments, or doors. Glass drinking containers are not permitted at, in, or near the Resort Pool and deck.
- i. Dispose of all trash into the dumpster located in the parking lot next to the playground, not in trash containers on the pool deck. Failure to properly dispose of trash will result in a partial or full forfeiture of security deposit.
- j. Use of the fitness studio and fitness room during private parties is not permitted.
- k. Abide by the maximum room capacity posted in each room. Violation of this rule may result in partial or full forfeiture of security deposit and enforcement if necessary with assistance from Tampa Police Department.
- l. Keep wall/fire lights on at all times during the hours of darkness while the event is in progress. The gathering room is equipped with a dimming switch and lights are not to be turned completely off.
- m. Be responsible for supervising the conduct and behavior of all guests attending the event.

- n. Leave the locker rooms in the condition they were found during the pre-party inspection. Any destruction of the property may result in a partial or total forfeiture of security deposit.
- o. At 30 minutes prior to the end of the event, the AGCDD staff member on duty will review the Closing Checklist previously provided with the renter. At the end of the event, the staff member on duty will conduct a joint walk through inspection with the renter of the Gathering Room to verify that the checklist has been followed and completed.
- p. Exclusive use of the Gathering Room does not include exclusive use of the Resort and Fitness Pools and the deck areas. The Resort Pool may be rented alone or in combination with the Gathering Room for a separate fee.
- q. Failure of the renter to participate in the final inspection, sign the checklist/report, or abide by the contract rules may result in the forfeiture of the entire security deposit.
- r. Do not post any signs, balloons, etc. in the community or in the community center announcing the event.

Tables, chairs, and other furniture and equipment are for use in the community center only and are not available for rent or use outside of the community center.

The Resort Pool is not heated and shall be open anytime the community center is open. The Resort Pool may be used by any resident, nonresident member, guest, or Board-authorized person or organization, except when the Resort Pool is reserved for exclusive use by a Renter.

Use of the Resort Pool shall be subject to the same rules, to the extent applicable, as those set out for use of the Fitness Pool.

### **Fitness and Resort Pools / Aquatic Activities**

The Fitness and Resort Pools may be used for Board-approved lessons, classes, and community-oriented events, including swim team practice and swim team competitive events.



Resident families are authorized four (4) guests at any one time and must accompany their guests while using the facilities unless they have obtained a guest pass for their guests from the Community Center office. Unaccompanied guests must have a guest pass and present it to the AG staff upon request.

**Winter:** During the winter, November through March, the Fitness Pool is heated to approximately 80-83 degrees. The pool cover is placed on the pool each night the forecasted low is 55 or below to maintain the water temperature. The cover will be removed in the morning once the outside temperature reaches 45 degrees, thus, at times extending the opening hours of the Fitness Pool. Swimming is not permitted while any portion of the pool is covered. During the winter, the **Fitness** pool hours are as follows to allow for proper application and removal of the cover:

Monday through Friday	6:30 a.m. until 9:00 p.m.
Saturday	9:00 a.m. until 9:00 p.m.
Sunday	9:00 a.m. until 7:00 pm.

**Summer:** During the summer, April through October, the Fitness Pool hours are as follows:

Monday through Friday	5:30 a.m. until 10:00 p.m.
Saturday	8:00 a.m. until 10:00 p.m.
Sunday	8:00 a.m. until 8:00 p.m.

Swimmers swim at their own risk. Lights must be turned on for swimming during darkness. The locker rooms will be available during regularly posted community center hours.

The following rules apply to use of the Fitness Pool:

- a. The pools may not be used when locker rooms and bathrooms are not available, or the community center is closed.
- b. Pool and Club Attendant directions must be followed for the safety of all users. Pool Attendants are normally scheduled from Memorial Day until Labor Day. The pools do not have a lifeguard on duty and are swim at your own risk.
- c. Users must shower before using the pools.
- d. Food and drinks are not permitted in the pools, and glass of any type is not permitted in the pool areas.

- e. No diving is permitted from the sides of the pool or from the swim team diving platforms. Diving from the diving platforms is only permitted by members of swim teams when coaches are present.
- f. Safety and rescue devices are to be used only in a case of an emergency and when a swimmer is in distress.
- g. Patrons are not permitted to run on the pool deck.
- h. Patrons are not permitted to wrestle or horseplay in the pool, on the deck, or around the pool. Boisterous behavior is not permitted.
- i. The bathing load is 150 persons for the Fitness Pool and 42 for the Resort Pool. When the maximum capacity for a pool is reached, access will be controlled and limited.
- j. Proper bathing attire is required.
- k. Residents must provide their own towels.
- l. Children under 14 years of age must be accompanied by an adult.
- m. Animals (except service animals) are not permitted in the pool areas.
- n. The Fitness Pool may not be used when the pool cover is covering any portion of the pool.
- o. Personal music and/or media that can be heard more than 20 feet from the source is not permitted.
- p. No skates, skateboards, rollerblades, scooters, bicycles, or riding devices of any type are permitted around the pool area.
- q. Small children must wear swim diapers.
- r. When the pool is being cleaned, swimmers must allow the pool attendants to clean the pool without interference. If swimming laps, swimmers must move to a lane that will not impede the pool cleaning.
- s. Smoking is not permitted in the pool areas.

- t. Free swimmers must give way to lap swimmers when requested. Lap swimmers may occupy a lap lane for a maximum of 30 minutes when other swimmers are waiting for a lap lane or when bathing loads are heavy.

## **Fitness Room and Fitness Studio**

The fitness room and fitness studio are for use by residents, nonresident members, guests, and Board-authorized persons only. The fitness room contains cardio equipment, strength training equipment, and free weights. The fitness studio is separate from the fitness room and is a space for aerobic, floor, and light-weight workouts and Board approved activities.

Due to the limited space and equipment available, the number of guests permitted will be restricted based on available equipment.

Use of the fitness studio and fitness room are subject to the following requirements and restrictions:

- a. No children under the age of 14 are allowed. Those 14 and 15 years of age must be accompanied by an adult that is 18 years of age or older.
- b. Tennis court clay must be removed from shoes/sneakers at the tennis courts before entering the locker rooms or fitness and weight rooms.
- c. Animals (except service animals) are not permitted in the fitness and weight rooms.
- d. Weights shall not be placed on benches. Benches and machines are not to be used except for their indicated purposes.
- e. Please do not slam weights. Use controlled movements.
- f. All weights and dumbbells must be returned to the racks after use.
- g. Equipment must be wiped down by the user after use. Paper towels and cleaner shall be provided. Personal towels must be provided by the user.
- h. Proper attire must always be worn . Closed-toe shoes are required.
- i. If others are waiting for equipment and signed in on a sign-up board, use must be limited to 30 minutes per person.

- j. The volume of the TVs and house music must be kept at a reasonable level and cooperation and courtesy are expected regarding choice of channel.
- k. Food and drinks, other than water, are not permitted on or near equipment.
- l. Talking on a cell phone while in the fitness room or fitness studio is not permitted. Please be courteous and take or make phone calls in the hall or outside.
- m. If listening to an electronic device for music, movies, etc., headphones must be used. Audio levels should not be heard outside of your personal space.

## **Tennis Courts**

The tennis courts are for use by residents, nonresident members, guests, and Board-authorized persons and leagues only. Leagues will be governed by policies and procedures established by the Community Manager and approved by the Board. Those policies and procedures will be found in the Tennis League Policy and Procedure Manual.

The tennis courts are open Monday through Sunday, 7:00 a.m. until 11:00 p.m. Lights will be turned off at 10:00 p.m. if the courts are not being used.

Court reservations may be made by residents and annual nonresident members using the online system linked to the Arbor Greene website, [www.arborgreene.com](http://www.arborgreene.com). Online reservations open at 8pm allowing bookings to be made in advance for up to three (3) days. There shall be no same-day reservations online. Users desiring to play the same day must physically enter their name on the schedule posted at the bulletin board at court number one (1). Reservations may be made for a 30, 60, or 90-minute period of playing time. The online booking system is a privilege and is subject to a 3-month suspension after 3 no-call/no-show infractions. Once reinstated, any future no-call/no-show infractions will result in online booking privileges being revoked.

There shall be two “courts of opportunity” available for walk-on play except for times when there is scheduled league play. If league play is scheduled, the courts of opportunity will be released for online bookings and walk-ons. Users may sign up for a 30, 60, or 90-minute block of play at the court at the time they intend to use

one of the courts of opportunity. Users cannot sign up for courts of opportunity more than 30 minutes in advance.

Usage of the tennis courts shall be subject to the following rules:

- a. Proper tennis shoes on all courts.
- b. Shirts must always be worn.
- c. Cutoff shorts are not permitted.
- d. Sports bras must be covered by tops.
- e. Glass containers are not permitted on the tennis courts.
- f. When the courts are filled, users must limit playing time to 90 minutes. A sign-up sheet is located on the tennis court bulletin board for users to sign up for court usage if a reservation has not been made.
- g. For any reservation made, if the player that reserved the court is not present within 15 minutes of their reserved start time, the court booking will be released and available for use by players waiting.
- h. No profanity or boisterous behavior.
- i. Guests without a guest pass must be accompanied by an adult resident when using the facilities. All residents and nonresident members must have an AGCDD-issued Access Control Card or other proper identification and proof of residency as set out in this manual to be displayed on the entry gate to the court being used.
- j. Resident families are authorized up to three (3) guests at any one time.
- k. A resident or nonresident member desiring to exceed the number of authorized guests accompanying them in the facility must have prior approval by the Community Manager with input from the Board Chairman.
- l. Users under 14 years of age must be accompanied by an adult user with an AGCDD-issued ID tag or other proper identification showing proof of residency as set out in this manual.

- m. Bicycles, motorized vehicles, skates, skateboards, rollerblades, scooters, or wheeled vehicles (except strollers), and animals or pets (except service animals) are not permitted in the tennis court areas.

## **Locker Rooms**

Usage of the locker rooms is subject to the following requirements and restrictions:

- a. Children under 14 years of age shall never be left unattended.
- b. Users shall towel dry after using the pool before entering the locker room.
- c. Personal property must be removed and taken home each day.
- d. Electronic lockers and lockers with no locks are not for overnight use. Upon closing of the community center, electronic locks will be opened, and any items found in any of the lockers will be stored in lost and found. Personal property must always be secured by the user.
- e. Personal towels and soap must be provided by and removed by the user.
- f. Food is not permitted in the locker rooms.
- g. Lost and found articles shall be handled by AGCDD staff.

## **Lost and Found**

AGCDD will not be responsible for personal property lost, stolen, or damaged while user and their guests are using the facilities. Items reported as lost or missing by users will be entered on the Lost & Found Log and if subsequently found, the owner will be notified. Items turned in as “found” will be logged and stored for two (2) weeks by the AGCDD staff. Items not claimed within two (2) weeks will be given to charity.

Lost and found pets should be reported to the club attendant office. The person reporting a lost or found pet should provide to the club attendant his name, address, telephone number, and date the pet was lost or found, along with a description of the pet. Lost or found signs posted on AGCDD property will be removed.

# COMMUNICATIONS

## General Provisions

There shall be provided, at a minimum, the following means for AGCDD residents to communicate concerns, comments, feedback, and service requests (including guest verification system information):; website service request form; community center office phone number; and email at [comments@arborgreene.com](mailto:comments@arborgreene.com).

There shall be, at a minimum, the following media available for communication of information by the AGCDD to residents: *Arbor Greene Gazette* newsletter; the website [www.arborgreene.com](http://www.arborgreene.com); information signs at the main gate; community bulletin boards at the community center, tennis courts, and fitness pool; and other electronic media as approved by the Board.

## Newsletter

The AGCDD and/or a Board approved publisher shall produce and publish a monthly newsletter called the *Arbor Greene Gazette*. The *Arbor Greene Gazette* will provide residents information about events, current activities, schedules, and AGCDD and homeowners association information.

The newsletter shall be mailed at the end of each month so that it arrives at each residence within the district by the first of each month. Anyone who would like to submit advertisements for the newsletter must make their submission by the date announced in the previous newsletter for the following month. Information not received by the required submission date will not be included and must be resubmitted for a subsequent edition. Priorities for publication are determined on a first-received and space-available basis. All information is subject to review and approval by AGCDD management. Inappropriate information will not be accepted. The fee schedule for advertisements shall be subject to change and approval by the Board and shall be published in each monthly edition of the newsletter. If a Board approved publisher is producing and publishing the newsletter, all advertisements will be handled by the publisher in regard to submission dates, availability, fees, and all other handlings. All information and advertisements are still subject to review and approval by AGCDD management.

## Website

The AGCDD shall maintain a website with the assigned address [www.arborgreene.com](http://www.arborgreene.com). The website shall provide residents information about events, current activities, schedules, and include AGCDD meeting notices, pertinent information, meeting minutes, and AGCDD documents. The homeowners association may be included on the website as to include the same information. The website also shall provide access to electronic versions of the newsletter, general comments, service request forms, and information on how to request a login and access for the tennis court reservation and visitor management systems.

## **Bulletin Boards**

AGCDD management shall be responsible for maintaining and updating the bulletin boards in the community center, at the tennis courts, fitness pool, and community entrance/exit.

## **Community Yard Sales**

There shall be two community yard sales during each calendar year, in spring and fall, as set and approved by the Board. The dates are to be published in AGCDD communications media as appropriate. Each yard sale will be scheduled on a Saturday from 8:00am until 12:00 noon. During the scheduled community yard sales, the main gates and village gates shall be open to the public with a modified entrance process at the gatehouse.

## **GROUNDS AND COMMON AREAS**

### **Parking**

Users and guests should park in designated spaces at the community center. Standard parking laws apply. The Community Manager and/or District Manager, in consultation with the Board Chairman, is/are authorized to seek removal of any vehicle parked on an AGCDD-owned road that poses an immediate threat to or interference with the health and safety of the public. The Community Manager and/or District Manager shall report any such incident to the Board immediately. No overnight parking at the community center is allowed without prior authorization by the Community Manager with input from the Board Chairman.

### **Signs**



Signs are not allowed to be placed on AGCDD property without approval from the AGCDD and a permit for the sign from the City of Tampa, as required by the City's Code. All requests for signs should conform to requirements of the Arbor Greene Master Covenants conditions and restrictions governing the community.

### **Smoking**

Smoking is not permitted anywhere inside or outside an AGCDD facility.

### **Lake Access, Fishing, and Swimming in Lakes and Ponds**

In order to fish in any of the AGCDD lakes, a fishing license is required, and Florida game and fishing laws must be obeyed.

Fishing in any of the AGCDD lakes and ponds is to be conducted on a catch and release basis. Fish and wildlife are not to be removed from the lakes without prior approval from the Community Manager with input from the Board Chairman.

Fishing from common areas is permitted. Fishing directly behind or adjacent to a private residence is not permitted without specific permission from the resident.

Access to common area lakes and ponds that requires crossing behind or adjacent to a private residence is not permitted.

Fishing from any boat with a combustion engine is not permitted. Using "slides" to enter the water is not permitted.

Any type of swimming activity in any AGCDD-owned lake or wetland is prohibited.

Placing any type of foreign material or lawn debris in the lakes or ponds is strictly prohibited.