

# Palm Pointe/Palm Isles Homeowners Association, Inc.

c/o Bristol Management Services, Inc.  
543 NW Lake Whitney Pl., Ste. 101, Port St. Lucie, FL 34986  
[www.Palmpointepalmisles.com](http://www.Palmpointepalmisles.com)

Welcome to the Palm Pointe / Palm Isles Homeowners Association, Inc.

This letter is to welcome you and is intended to help you better understand the Association and how it operates. The Association is governed by three Documents and this overview of the Documents is not a substitute for reviewing each of them yourself. If you were not given a copy of the Documents to review prior to closing on your home, you can obtain a copy from the Palm Pointe / Palm Isles Website, [www.palmpointepalmisles.com](http://www.palmpointepalmisles.com).

First are the **Articles of Incorporation**, which defines the Association as a Corporation under the Florida Statute 720 and its membership. All property owners are members.

Second, are the **Bylaws**, which tell how the corporation is to be operated, and how and when the annual meeting should be conducted. The Bylaws also state the procedure for how Board members are elected, procedures for adopting the Association's Budget, and permits the Board of Directors to adopt rules and regulations.

Last, but most important, is the **Declaration of Covenants for Palm Pointe / Palm Isles**. The Declaration states what the Association is responsible for and what the Association is not responsible for. It also tells about the formal regulations for the community, and defines the standards for maintenance and use restrictions, as well as basic architectural standards.

Because you have purchased a home governed by Palm Pointe / Palm Isles Homeowners Association, Inc., you are legally bound by the Documents, whether you have read them or not. The Documents for the Association are intended to protect everyone's property values and rights.

Bristol Management has been retained by Palm Pointe / Palm Isles Homeowners Association, Inc. to administer the affairs of the Association. The Association is responsible for the landscape in the front of your property, the irrigation in the front and back, sidewalks, roadways, all common areas and the preserve maintenance.

**LANDSCAPING** - The landscape maintenance contract has been awarded to Landscape by Palmieri. They provide basic landscape maintenance to the common areas and the front of each property. The grass will be cut 42 times a year, (weekly in the spring and summer and every other week in the fall and winter). Beds and hedges are maintained once a month. During the rainy season in the summer, the shrubs and weeds will grow quickly, but the landscapers will always strive to maintain a neat and clean look.

**TREES** – The Palm trees in the front of the lots are trimmed annually by the association, usually in August. The Oak trees in the front of the lots and along the exterior wall are trimmed every 3 to 4 years. The trees in the back of your lot are the responsibility of the homeowner. Please be sure to keep them trimmed and off of the house.

**FERTILIZATION/PEST CONTROL** – The fertilization and pest control contract for the front of your property has been awarded to TruGreen. The turf is fertilized, treated for broadleaf weeds and insects six times a year. The shrubs and most trees are fertilized six times a year. Flowers that you plant are your responsibility. TruGreen inspects the property regularly to look for diseases and/or fungus. The pest control treatment is for the health of the plant, not for control of pests, which may decide to come into your home. You may want a professional pest control company to treat your home and do a perimeter

treatment as well. The treatment the Association provides is not for fleas, ticks, carpenter ants, termites or white footed ants. Again, the pest control we do is for horticulture purposes.

**MULCH** - Mulch is applied once a year, usually in November, just after the rainy season.

**IRRIGATION** – The irrigation contract has been awarded to Images of Green; which is irrigated from the lakes. The irrigation system in place that is utilized by lake water is designed to augment rainfall, not replace it. The irrigation system must be maintained continually. If an irrigation head comes off and creates a geyser, or you see a dry spot, please contact Bristol Management. A work order will be issued to the irrigation company so they can address the issue. Please help us help you!

Please contact Bristol Management with your landscape or irrigation concerns so a work order may be created and sent to the proper contractor. When a work order is received, it is entered into the computer and sent to the appropriate vendor. Once completed, the vendor returns the work order, notifying us that the work was done.

**GENERAL INFORMATION** - Keys to the pool, back school gate and entrance remotes can be obtained from Bristol Management. The gate code change notice is mailed every May with the Annual Meeting Notice. Please request a Lease Application prior to leasing your home. Meeting Notices and other pertinent information are posted on Channel 63. Your maintenance dues include Comcast Basic Expanded and Digital Starter Cable. Martin Downs Property Owners Association provides drive through security for the association. You may contact them directly, 24/7, at 772-286-6161. They are not a replacement for the Martin County Sheriff – if you need assistance, please do not hesitate to dial 9-1-1. Bristol Management does not provide the bookkeeping for the Association; the bookkeeping company is Joanne Cadreau, P.A. They will provide your coupon booklet and occasional statements. You can contact Joanne Cadreau, P.A. through Bristol Management. Waste Management pick up days are Tuesday and Friday. Weeks with a holiday on Monday, moves the pick up a day later. Vegetation waste is picked up on Wednesday. Please do not put your vegetation waste or garbage at the curb until the evening prior to pick up. You must contact Waste Management at 772-546-7000 if you will be placing oversized items at the curb for pick up.

**EXTERIOR ALTERATIONS** - **An exterior alteration to your property requires approval from the Architectural Review Board and may require a security deposit. Please check the Palm Pointe / Palm Isles website to obtain an architectural change application.**

Bristol has been managing residential associations for over 20 years, and currently manages over 240 associations. It maintains offices in Jupiter and Port St. Lucie. Bristol manages the day-to-day affairs of the Association. Please assist us with the contractors by reporting anything you feel is not being done properly by the contractors. Much of my time is spent on properties so calls will generally be returned on the following day. If you have an immediate question or concern, please contact Bristol Management, the office administration is more than happy to assist you.

**CONTACT INFORMATION - BRISTOL MANAGEMENT SERVICES**

Phone (772) 323-2004 Fax (772) 878-1519

Property Manager: Diane Mundt - [Dmundt@bristolmanagement.com](mailto:Dmundt@bristolmanagement.com)

Administrative Assistant: DeAnna Arce – [Darce@bristolmanagement.com](mailto:Darce@bristolmanagement.com)

Bristol Management Website: [www.Bristolmanagement.com](http://www.Bristolmanagement.com)

Palm Pointe/Palm Isles Website: [www.palmpointepalmisles.com](http://www.palmpointepalmisles.com)

Martin Downs Property Owners Association Security, 24/7, Phone (772) 286-6161

Once again, Welcome to Palm Pointe / Palm Isles Homeowners Association!

Thank you,

*Diane Mundt*

Diane Mundt, LCAM

For and on behalf of the Board of Directors