



***Parkland Bay Homeowner Association
2025 New Owner Information Packet***

Welcome to the neighborhood! You are now part of the Parkland Bay Homeowner Association. We are a private gated community with 552 homes. We understand how difficult moving into a new home/community can be and hope that the information provided below will ease your transition and answer questions that you may have.

Property Management

The Parkland Bay HOA is professionally managed by Campbell Property Management. They are responsible for providing the financial and administrative management of our Association. This includes the collection of maintenance fees for the HOA, payment of operating expenses, enforcement of the Association's Declaration and Covenants and Restrictions and Rules and Regulations, supervision of subcontractors, and acting as a liaison between the homeowners and the Board of Directors. Please access the homeowner website at ***Parklandbayhoa.com*** for payment information, governing documents, forms, landscape schedules, meeting minutes, etc. Questions should be directed to Campbell's onsite property manager at 754-714-5707 or ParklandbayPM@campbellproperty.com

- ***Maintenance fees*** - Homeowner assessments are paid monthly and due on the 1st day of each month. Payments received and deposited in your account after the 15th of the month will incur a \$25 late fee. Payments may be submitted either as physical checks via mail, or online as follows:
 - ***Physical Checks:*** Checks should be made payable to Parkland Bay HOA and must accompany your payment coupon and/or account number. Payments are mailed to Campbell Property Management, c/o Alliance Association Bank, PO Box 621117, Orlando, FL 32862-1117. Please do not mail your payment to a Campbell Property Management office.
 - ***Online:*** You may also elect to have your payment deducted from your checking account automatically by enrolling in AutoPay. You can enroll in autopay at CampbellPortal.com and may also make a one-time payment at CampbellPortal.com. Please ensure you've set up your automatic or one-

time payment under the appropriate toggle menu option for the HOA vs. the Clubhouse, which are separate payments at this time.

- **Community Structure** - The community consists of 552 homes, a guardhouse, five mail kiosks, common areas with lakes, a park, and walking trail.
- **Club Grande – The Clubhouse** is owned by Lennar Homes and consists of one swimming pool area, fitness center, tot lot, two multi-sport courts, a fire-pit, bar area with televisions, and a culinary kitchen. You can rent the clubhouse for private events for a fee. Please contact the Club Grande staff at 754-714-5710.
To access the clubhouse areas, you will need a fob for entry, which should be transferred to you at the closing of your home. Please contact the Club Grande manager for a replacement fob if needed.
- **Landscaping** - The Association's common grounds and individual homes are cut 34 times per year; hedges and plant material are trimmed 12 times per year. The common area landscaper is DynaServ. The residential landscaper and irrigation vendor is Top Cut Lawn services. Plant beds are treated for weeds 12 times per year. Tree limbs and dead palm fronds up to 16' are trimmed once per month. Fertilization of trees, sod and plants are applied four times per year. The Association does not provide pest control treatment to individual homes. The Association trims the common area palm trees at the front of your home twice per year and the hardwood trees located in the swale once per year. All landscaping material on your property, i.e., sod, plants, and trees are the responsibility of the homeowner. If you have landscaping issues, please contact the onsite property manager at ParklandbayPM@campbellproperty.com. To submit a landscape work order request please go to Parklandbayhoa.com, then click on the homeowner portal.
- **Irrigation** - The Association maintains the sprinkler system throughout the community. Each home is normally watered twice per week, i.e., Wednesday and Saturday or Thursday and Sunday. This schedule varies depending on the amount of rainfall and any drought restrictions, if in effect. If you have an irrigation issue, please contact the onsite property manager at ParklandbayPM@campbellproperty.com. To submit an irrigation work order request, please go to Parklandbayhoa.com, then click on the homeowner portal. For an after-hours irrigation emergency, please call Top-Cut (Ivan) at 561-827-9136.

- **Community Access** - The Parkland Bay HOA has one gatehouse with an entrance on Parkland Bay Drive off Hillsboro Blvd. To enter through the resident gate at the front entrance, you will need a transponder for each vehicle. You are allotted two free transponders when moving in. Additional transponders and new vehicle transponders are \$20.00. Replacement transponders are \$10.00. Please pay by check, made payable to Parkland Bay HOA. In addition, you will need to fill out a transponder request form and provide a copy of a valid vehicle registration.

As a new resident, you will receive login credentials and instructions for our visitor management software, ABDI GateAccess.net. The information you provide includes contact numbers for members of your household and a list of guests who are authorized for admittance into the community (in addition to family and friends, you should include all regular vendors or service providers, such as pool service, cleaning service, childcare providers, etc.). For infrequent visitors, you can generate a QR code for a one-time entry. The guard will scan the QR code when your guest pulls into the guest lane. Our current gate procedure operates on a NO-CALL POLICY. This policy alleviates long wait times at the gate. If your visitor is not on your permanent guest list and/or does not have a QR code, they will be asked to exit until you can provide them with the QR code or update your guest list.

- **Owner Roster** - When you close on the purchase of your home, you must provide the on-site manager with a copy of the settlement agreement and warranted deed issued by the title company. If you fail to have your name added to the owner's roster, you will not receive payment coupons for the monthly maintenance assessments, or any other written correspondence sent to the owners of record. Your information will not be updated at the guardhouse until these items are provided to Management.
- **Board of Directors** - The Board of Directors (BOD) is comprised of three residents who are elected at the Association's Annual Meeting of Members. The primary responsibility of the BOD is to manage the community's fiscal operations, direct Campbell Property Management regarding any community operations, and enforce the Association's governing documents.

Notifications of BOD Meetings are posted at least 48 hours in advance at the entrance of the community and the Parkland Bay HOA homeowner website. For meetings accessible via Zoom, link and dial-in information is provided via email as

well. The meetings are normally the second Tuesday of each month. All homeowners are encouraged to attend these informative meetings.

- **Exterior Modifications to The Home** - The Architectural Committee (ARC) is appointed by the Board of Directors and is responsible for approving any proposed changes and alterations to the exterior of your property. This includes, but is not limited to: exterior paint color changes, major landscaping renovations, structural modifications, gutters, patios, screen enclosures, pools, fence installations, etc. When in doubt, please contact the property manager for clarification. ARC application forms are available on the homeowner website. A complete set of rules, guidelines, and a check list are available to assist with a successful application submission. Only a complete application will be considered for review. Approval is required prior to the commencement of any work or project. Please allow thirty (30) days for the review of your application.

- **Garbage Collection** - Garbage, Recycling, and Bulk: Waste Management's contact number is 954-974-7500. Garbage collection is currently bi-weekly on Wednesday and Saturday. Recycling is on Saturday. Trash cans and recycling bins should be left at the curbside the night before the scheduled pickup no earlier than 6:00 p.m. and retrieved the day of your pick up no later than 8:00 p.m. If for some reason Waste Management does not pick up all of your trash, you must remove the remaining trash from the curbside until the next trash pick-up day. Containers may not be stored outdoors. Please contact Waste Management if you do not have containers or need replacements.

Bulk Pick up is one time per month, typically on the last Wednesday of each month. Please contact waste management or visit their website at www.wm.com.

- **Water and Sewage** – North Springs Improvement District provides water, sewer drainage and maintenance. Phone: 954-752-0400.



Important Phone Numbers

Parkland Bay HOA Management Office

Hours: Monday- Friday 9:30 a.m.-3:30 p.m.

Homeowner website: ***Parklandbayhoa.com***

Email: ParklandbayPM@campbellproperty.com

Phone: 754-714-5707 Ext. 4

Club Grande: 754-714-5710

Emergency: 911

Fire Department: 954-344-1800

Water and Sewer: 954-752-0400

Parkland City Hall: 954-753-5040

Teco Gas (Utility Provider): 877-832-6747

AT&T (Internet Provider) Customer Support: 855-559-3466

Parkland Bay Guardhouse: 754-399-1567

Broward Sheriff's Office: 954-764-4357

Hurricane Hotline: 954-831-4000

FP&L Outages: 954-797-5000