



PLANTATION LAKES

GOLF & COUNTRY CLUB

HOMEOWNER WELCOME PACKET



Plantation Lakes Homeowner's Association
29787 Plantation Lakes Blvd. Millsboro, DE 19966

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A NOTE FROM MANAGEMENT

Welcome Home

Dear Plantation Lakes Resident,

We wish to extend a warm welcome to you as a new resident of Plantation Lakes. Our Association is very active and we work hard to maintain an attractive quality of life within the community, as well as protect the value of your home. It is our sincere wish that your Association with Plantation Lakes will bring you immense enjoyment through great experiences.

ICON Management has the experience, knowledge, and training necessary to operate and maintain your community to the highest of standards. Our staff members are well-oriented individuals who will work closely with you, your Board, and subcontractors to help make your experience in the community as enjoyable as possible.

The information in this packet is provided to make you feel at home and informed from day one and is intended to make the adjustment to your new home a seamless transition.

We are delighted you have chosen us and hope that you and your family will enjoy yourselves for many years to come. If you have any questions, comments, or concerns, don't hesitate to contact any of us using the contact information on the next page. Again, Welcome! To quote the "iconic" Mr. Rogers,

"It's a beautiful day in the neighborhood".

Warmest Regards,
Joseph C. Fulco, CCM, CCE
The ICON Management Team

Plantation Lakes Directory

Community Association Manager:	Joe Fulco	jfulco@theiconteam.com	302-934-5200
Administrative Assistant:	Antoinette Paytas	apaytas@theiconteam.com	302-934-5200
Administrative Assistant:	Holly Sall	hsall@theiconteam.com	302-934-5200
General Manager:	Brian Fedish	bfedish@theiconteam.com	302-933-8072
Head Golf Professional:	Ian Madinger	imadinger@theiconteam.com	302-933-8072
First Assistant Golf Professional:	Matt Cooney	mcooney@theiconteam.com	302-933-8072
Golf Course Superintendent:	Nicholas Larrimore	nick.lgolfmsolutions.com	302-545-6547
ICON Management Corporate Office:	Michael Fleming	mflaming@theiconteam.com	941-747-7261
Lennar Customer Service:	Chris Clark	Chris.Clark.Sr@lennar.com	800-532-6993
Electric Company:	Delaware Electric Cooperative	delaware.coop	302-349-9090
Internet & Cable Provider:	Mediacom	mediacomcable.com	855-633-4226
Trash Collection:	Waste Management	wm.com	443-226-2836
Waste Water:	Town of Millsboro	Millsboro.org	302-934-8171
Gas Company:	Chesapeake Utilities	chpkgas.com	800-427-0015
Fire Dept. Non-Emergency:	Millsboro Fire Company	millsborofire.com	302-934-8359
Police Dept. Non-Emergency:	Millsboro Police Dept.	millsboropd.com	302-934-8174
Post Office	Millsboro Post Office	usps.com	302-934-9226
Library	Millsboro Public Library	millsboro.lib.de.us	302-934-8743

PLANTATION LAKES COMMITTEES

Architectural Review Committee	Richard Wagner	rswagner1976@gmail.com
Community Cares Committee	Jim Kells	kellsj94@gmail.com
Events Committee	Joyce Neumann	plevents113@gmail.com
Plantation Lakes Garden Club	Debbie Darr	justdebbielee@medicombb.net
Seasonal Decorations Committee	Barbara Dewey	bjkdewey@gmail.com

Welcome Reception

The Plantation Lakes Management Team periodically sponsors a welcome reception/happy hour for new residents at the Plantation Lakes Clubhouse. Receptions are intended to provide an opportunity for homeowners to obtain information about the Plantation Lakes community and the surrounding area. Invitations are sent out by email to new residents prior to the reception date and an RSVP is requested.

Utility Services

We recommend that homeowners contact all service providers by phone prior to the closing date of their home to ensure minimal delay in installation.

Trash

Contact the HOA office at the Community Center to schedule delivery of trash can & recycle can and for missed pick-ups. Trash is picked up every Thursday. Recycling is picked up every other Thursday. In the event of a missed pick-up, please contact the HOA office. Pick-up is delayed by one (1) day during a major holiday week.

Cable TV and Internet - Mediacom: 855.633.4226

32441 Royal Blvd, Dagsboro, DE 19939

Residents may only install antenna and/or satellite dishes that adhere to community guidelines. Please refer to the Community Design Guidelines for information.

Millsboro Post Office - 302.934.9226

100 Main Street, Millsboro, DE 19966

- Monday - Friday 9 a.m. - 5 p.m.
- Saturday - 9 a.m. - 1 p.m.

New Residents can obtain a Change of Address form there or access it online.

Delaware Department of Motor Vehicles - 302.853.1000

23737 Dupont Blvd., Georgetown, DE 19947

All new Delaware residents must obtain a Delaware driver's license and registration within 60 days of moving to Delaware.

Requirements to register vehicles in Delaware:

- Birth Certificate and/or Passport
- Social Security Card - (Must be original, not a copy) or Current W-2 or 1099
- Current Driver's License
- Current Registration
- Delaware Insurance Card - must be insured in Delaware prior to going to DMV
- Two (2) current pieces of mail sent to Delaware address such as a utility or cable bill (not personal mail).

Homeowner's Association Information

HOA Office - 302.934.5200

The HOA office, managed by ICON Management Services Inc., is located in the Community Center. Office hours are:

Monday - Friday 9:00 a.m. to 5:00 p.m.

Website - plantationlakesclub.com Password: **Plantation123**

Plantationlakesclub.com contains information about various payment methods, community updates, and documents and forms that are only available to homeowners. Homeowners log in using their email address and a password provided by an HOA representative.

Newsletters - The Community Association Manager sends e-blasts and monthly email newsletters which contain important community updates like news, events, or other helpful information. A request to register can be completed on the plantationlakesclub.com or by contacting the HOA office directly.

MONTHLY ASSOCIATION PAYMENTS

New homeowners will receive a coupon booklet in the mail which contains the necessary credentials to set up automatic recurring payments online. Upon receipt of a coupon booklet containing account numbers used to login, homeowners may register for Automatic Clearing House payments. Questions regarding payments and the status of an assessment account and additional inquiries may be directed to the HOA office.

HOA PAYMENT METHODS

Truist Association Services

Truist, formally known as BB&T

Truist Association Services is pleased to offer the Online Payment System to the clients, allowing homeowners to do make payments online or enroll in Association Pay online.

Make a Payment by Credit or Debit Card

- Visa[®], MasterCard[®], American Express[®], or Discover[®] accepted
- Payment is processed the following business day.
- All debit cards issued by a U.S. financial institution will incur a flat \$4.95 convenience fee.
- All credit cards will incur a convenience fee of 2.95% of the payment transaction amount.
- The convenience fee incurred on debit cards issued by a non-U.S. financial institution varies.
- Your exact convenience fee on all credit and debit card transactions will be displayed to you before you submit your payment.
- The maximum payment amount is \$10,000 for a single credit/debit card payment transaction

Convenience fees are subject to change without notice. The convenience fee will be disclosed after card information is entered and before payment is submitted.

Make a Payment by eCheck

- A one-time ACH debit from a checking or savings account at a U.S. financial institution.
- Payment is processed within four business days.
- A convenience fee is not charged for making a payment online by eCheck.
- The maximum payment amount is \$20,000 for a single eCheck payment transaction.

Enroll in Association Pay (ACH)

- Enroll online for Association Pay (ACH), to authorize recurring ACH debit from a checking or savings account at a U.S. financial institution.
- When payments are due, the account is debited automatically on the third of the month.
- If the third falls on a weekend or holiday, accounts are debited on the next business day.
- Your association receives timely, automatic credit directly to your depository account.
- There is no charge to sign up online for Association Pay (ACH).

Access Online Payments at www.Truist.com/payments

You will receive an email after your Orientation giving you more detailed instructions on making online payments.

COMMUNITY CENTER

Access cards

Access cards are required to enter the Community Center outside of normal office hours. To register and receive your access card(s), homeowners may schedule an appointment or stop by the HOA office to obtain up to two (2) access cards. In the event that a homeowner loses an access card, a \$10.00 fee is instituted in order to replace it and the lost card's access is denied remotely.

Fitness Center

Access cards are required to use the fitness center outside of normal office hours. Sanitary wipes are available in each fitness room for wiping down equipment before and after each use.

Flex Room

The Flex Room is only available for the use of Plantation Lakes Residents and their guests. In order to reserve the Flex Room, residents must contact the HOA office. If reserving the Flex Room for an event open to the community, a payment is not required to use the room. A \$100.00 security deposit is required for private events. Please refer to the fee schedule to determine the rental fee. A Flex Room Use Agreement must be completed along with the two checks made payable to "Plantation Lakes HOA" in order to reserve the Flex Room. If there are cleaning charges or damages following the event, the security check is deposited; otherwise, the check is shredded or returned upon request after the event is held. The Flex Room User Agreement and Rules are enclosed in this packet.

Community activities are held on a regular basis in the Flex Room. Please check our website and email newsletters for updates.

Free Wifi

Wifi is only available in the Community Center.

Name: plantationlakescommcenter

Password: Community

Swimming Pool

The swimming pool is open from the Saturday prior to Memorial Day until just after Labor Day. The Pool Rules and Information are enclosed in this packet. Residents may stop by the HOA office to obtain a silicone wristbands to be used by each family members who resides full time in Plantation Lakes. If a resident loses a wrist band, there is a \$50.00 replacement fee to replace it. New homeowners will receive one (1) complimentary guest pass which is good for five (5) uses. Additional passes may be purchased at a cost of \$10.00 per pass.

GOLF FACILITY

Golf Professional Ian Madinger is available to answer golf related questions, comments, or concerns. Residents and their guests are welcome to visit the Golf Shop and Snack Bar. Visit plantationlakesclub.com/course for more information about the golf facility such as hours of operation, news, updates, greens fees, information about professional instruction, and more. Golf Benefitted-Members receive a Welcome Pack and an Annual Golf Guide outlining events, player development programs, leagues, as well as the club's code of conduct.

Plantation Lakes Golf & Country Club
30066 Charlotte Blvd. Millsboro, DE 19966
Phone: 302.933.8072
Email: imadinger@theiconteam.com



HOA ARCHITECTURAL REVIEW & COVENANTS COMMITTEE

Prior to any exterior modifications to a home or lot, a Design Review Application must be submitted to the HOA office the Friday before the Committee meeting.

Design Guidelines and Design Review Application

Applications are available in the Community Center hallway outside the HOA office and on the plantationlakesclub.com website. The Committee is comprised of nine (9) residents selected by the HOA Board of Directors. It meets on the 3rd Tuesday of each month to review the submitted applications. All applications must be received by the HOA office the Friday before the scheduled meeting.

Once the Committee determines that all proposed changes are in compliance with the Design Guidelines, the Board of Directors then reviews the recommendations of the Committee. After the Board has reviewed all the applications, homeowners will be notified by letter via email from the HOA management office of their decision.

All Design Review Applications require a \$25.00 application fee. Homeowner's can put as many design review requests as needed on one (1) application for the set fee of \$25.00. Payment must be by check only made payable to "Plantation Lakes HOA."

TOWN OF MILLSBORO

322 Wilson Hwy., Millsboro, DE 19966

Phone: 302.934.8171

Hours: Monday - Friday: 8:00 a.m. - 4:30 p.m.

Website: www.millsboro.org

Water & Sewage

The Town of Millsboro bills on a quarterly basis (January, April, July, and October). Meters are read manually (Ref: [Millsboro Town Code 206-15, Reading Meters](#)). The town's billing policy is that a property owner is billed a minimum of \$90.00 per quarter that takes into account the first 7500 gallons used (current rate is \$1.20 per 100 gallons used) whether 7500 gallons is used or not. If an owner uses more than 7500 during the billing period, then the bill is for the actual amount used, for example, 10,000 gallons used would result in a bill of \$120.00 (10,000 ÷ 100 x 1.20). For new property owners, upon request to the town office, the town will consider waiving the first billing if the billing period is less than 30 days.

Second Water Meter/Irrigation Sprinkler Systems

Many property owners will have a second water meter installed for water used on the outside water spigots and an irrigation system (Ref: [Millsboro Town Code 206-9, Separate Meter for Irrigation Sprinkler Systems](#)). We recommend installing a second water meter because the town does not apply the sewer charge (\$1.02 per 100 gallons used) to the water used and lawn watering is a necessity, particularly in the summer. The second water meter must be purchased by the property owner from the town (\$180.00). The property owner is responsible for the installation (\$400-\$500) by a licensed plumber and for notifying the town office after installation is completed. There is at least one company that will include the second meter installation as part of their cost for installing an irrigation system.

Local Businesses & Area Attractions

The Millsboro Chamber of Commerce maintains a list of local businesses on their Business Directory, as well as area attractions, Parks & Recreation, outdoor venues, etc. Please refer to their website at www.millsboro.org.

COMMUNITY RECREATION CENTER RULES & REGULATIONS

This publication sets forth the policies and rules for use of the Community Center.

1. The Fitness Center is reserved for residents of Plantation lakes only.
2. A parent or legal guardian must accompany persons under the age of 18 years at all times in the Community Center.
3. Individuals under the age of 18 are restricted from using the fitness equipment without an adult accompanying them in the Fitness Centers.
4. Parents are reminded that the equipment can pose a health and safety hazard to younger children. Please refrain from allowing them to play on or near the equipment.
5. Proper attire is required.
6. Please be sure to wipe off the equipment following your use of it. Gym wipes are provided.
7. Pets are not allowed in the exercise and/or food areas.
8. Alcohol, glass drink containers, and food are prohibited in the exercise areas.
9. Music players may be only be used with earphones, at a volume that does not disturb others.
10. Fitness Center hours of operation are 5:00 AM until 11:00 PM.
11. Changes to the Fitness Center Rules are at the sole discretion of the Plantation Lakes HOA Board of Directors.
12. Owners use the Recreation Center at their own risk.
13. The Association, the Board of Directors, the Developer, its agents or assigns assumes no responsibility for any accident or injury in connection with such use or for any loss or damage to personal property.
14. Management reserves the right to deactivate access to members not in "good standing".
15. In case of emergency call 911.

FLEX ROOM RULES & REGULATIONS

This publication sets forth the policies and rules for use of the Flex Room.

1. Users of the Flex Room will be responsible for any damage to the facility done by them or their guests.
2. Guests are not allowed to enter the exercise areas.
3. Trash must be removed from the Community Center following use, or the user's deposit will not be refunded. Trash containers are available in the parking lot adjacent to the basketball court.
4. All tables and chairs that are Plantation Lakes property must be returned to the storage room immediately following each event.
5. The Flex Room must be cleaned following use.
6. Entrance doors are not to be propped open.
7. Emergency exits must not be blocked.
8. Smoking is prohibited in the Community Center and within 20 feet of the building.
9. It is requested that clear beverages are used for children's events rather than cola or red/blue juices.
10. Decorations, if used, are to be taped up to metal or glass surfaces rather than any painted surfaces.
11. Confetti is prohibited. Balloons are prohibited.