



ARBOR TRACE



Resident Handbook

March 2018

Welcome to Arbor Trace!

We are delighted that you have chosen the Arbor Trace Community as your new home! Whether you reside at Tower Pointe or in Arbor Trace, we hope you enjoy your new residence and take full advantage of our wonderful amenities. Our goal is to provide outstanding services to help you live life to the fullest.

Please take a few moments to read the information contained in this directory. It will help you make the most of your new home and answer your questions about services, amenities, and day-to-day activities. Keep this directory handy, because we'll occasionally provide updates for it.

If you have any questions or concerns, please contact our Receptionist, or Director of Resident Services at the Clubhouse at 239-598-2929.

Again, a heartfelt welcome!

The Staff of Arbor Trace

General Information

The Arbor Trace Telephone Directory

Arbor Trace Office	598-2929
Office Fax	598-9962
Tower Pointe Concierge Desk	598-9229
Food Service Order Direct Line	591-4851
Arbor Glen Direct Line	513-7970
Arbor Glen Fax	514-4882

Emergency Telephone Numbers

Ambulance/Police/Fire	911
Collier County Sheriff's Department (North Naples Branch Office)	252-9100
Fire Department	597-3222

If possible, please call the Receptionist or Concierge or activate your Emergency pendant alarm when you have called 911, so we are prepared to direct the emergency personnel to the right residence.

Area Services Directory

Comcast Cable	800-934-6489
Florida Power & Light	262-1322
Century Link Telephone	800-201-4099
USPS (Coco River Branch)	800-275-8777

Newspapers

Naples Daily News	213-6000
USA Today	800-272-0001
Wall Street Journal	800-568-7625
The New York Times	800-698-4637

Resident Orientation

The Clubhouse Receptionist

If you have any questions or concerns, the first person to ask is one of our receptionists, the helpful people staffing our front desk at the Clubhouse. They're always glad to serve you, whether that's providing assistance, or directing you to the appropriate individual. Call 598-2929 to reach the Receptionist.

Management Office

The Management Office, located on the first floor of the Clubhouse, is open between the hours of 8:30 am and 5:00 pm Monday through Friday. The office services departments including: Administration, Food and Beverage, Housekeeping, Maintenance, Transportation, Social & Recreational Services and Health & Wellness. The Management Office is closed on holidays and weekends; however, the Receptionist is available on Saturdays between 9:00 am and 5:00 pm and on Sundays and holidays between 9:00 am and 4:00 pm.

After business hours, the main telephone line is answered by staff at Arbor Glen. Please remember that only emergency calls should be made after hours. Requests for dinner reservations, questions regarding invoices or non-emergency maintenance requests should be transacted during regular business hours. Services available at the Management Office include faxes, postage, notary services, copying and printing.

Payment of Fees

Your monthly Arbor Pointe Management “Club” statement and Condominium statement are mailed or delivered during the last week of the month. (Tower Pointe Condominium statements are mailed or delivered on a quarterly basis.) Separate checks should be made payable to Arbor Pointe Management and your condominium association. All payments are due on the first of the month.

Your Arbor Pointe Management “Club” statement includes your base club fee, capital reserve fee, monthly meals and monthly housekeeping (if applicable). Other items such as additional maintenance services, Salon services, extra meals, special social activity fees and charges for photo copies, faxes, and postage will also be included on your “Club” statement. Charges for Guest Suite rentals are billed separately on a Tower Pointe Condominium statement.

Questions regarding monthly statements, extra meals, optional service charges, etc., should be directed to the Accountant at 598-2929 ext. 714. Please note that we close the books each month as of the 24th. Any meals consumed or other incidental charges incurred after that date will be reflected in the next month’s billing statement.

If you are mailing your payments, please mail to:

Arbor Trace
1000 Arbor Lake Drive
Naples, FL 34110-8087

Use & Service Agreements

All independent residents of the Tower Pointe Condominium Association and Arbor Trace Condominium Association must enter into a Use & Service Agreement with Arbor Pointe Management. Your Use & Service Agreement defines the number of meals, hours of housekeeping and other services you have contracted for with Arbor Pointe Management. This agreement is renewed on an annual basis. To make any changes please contact the accounting office.

Please note that meals are contracted for on an annual basis and must be used by the end of each calendar year. Any meals not used by December 31st will be forfeited. New residents' meal contracts are prorated in their first year.

Housekeeping and Laundry

Housekeeping services, including laundry services are specified in your Use & Service Agreement. We offer weekly or bi-weekly service ranging from one half hour to three hour increments. For those who are away for an extended period of time, we also offer home watch services. On a weekly basis, the maintenance staff will make sure that your unit is secure. Staff will check your air conditioning, refrigerator, and plumbing to ensure that they are working properly and there are no leaks or other maintenance issues.

Pest Control Services

The pest control company is on site on the first four Fridays of each month, generally between 9:00 am and 11:00 am. Please call the Tower Pointe Concierge or Arbor Trace receptionist prior to Friday, if you wish to be placed on the schedule for that week.

Maintenance and Repairs

Call the Club receptionist if you have any maintenance needs for Arbor Trace Condominium units. The Arbor Trace Maintenance staff will contact you and schedule an appointment to address your needs.

Residents at Tower Pointe should complete a work order request and give it to the Concierge. The Tower Pointe Maintenance staff will contact you and schedule an appointment to address your needs.

All requests for maintenance services are scheduled on a first come first served basis except in the case of an emergency. There may be a fee for work requested if the requested maintenance is something that is the responsibility of the unit owner.

Both Associations retain the right to enter your unit for emergency repairs. Please note that all units are on a master key system. We ask that you not change your individual locks without notifying management. If you do choose to change your lock and remove your unit from the master key system, management must be provided with a key, which will be kept in the Management Office. Please note, that if you are not on the master key system, medical personnel from Arbor Glen do not have access to your individual keys and will not be able to enter your unit in the event of a medical emergency.

You will be notified in advance of any routine maintenance, such as testing smoke detectors and fire alarms, changing air conditioning filters and other maintenance inspections. Please watch your bulletin boards for announcements.

Emergency Call System

All Arbor Trace and Tower Pointe units are equipped with emergency pull cord devices in each bathroom. To summon medical help, you activate this system by pulling the cord downward. This sends an emergency signal directly to the Arbor Glen Health Center. Arbor Glen staff will respond immediately by first calling your unit to determine the nature of your call. If there is no answer when they call, nursing staff will be dispatched immediately to your unit.

In addition to the emergency pull cord devices, each resident is also issued a wireless emergency pendant, which will work anywhere within the Arbor Trace community. If you have a health emergency, push the button on the pendant and the system will transmit a signal to the Arbor Glen Health Center. The same protocol applies as with the pull cord devices, Arbor Glen staff will respond immediately by first calling your unit to determine the nature of your call. If there is no answer when they call, nursing staff will be dispatched immediately to your unit or to the area within the community from where your signal was transmitted. If you accidentally activate any of these emergency devices by mistake, please call the Arbor Glen Health Center immediately at 513-7970.

This emergency system automatically checks in several times each day and will notify our staff if batteries need to be replaced or if there is any other problem with any of your emergency devices.

Transportation Services

In addition to transportation services for activity outings, Arbor Trace provides transportation to medical appointments on Tuesdays, Wednesdays, and Thursdays between the hours of 8:00 am and 3:00 pm. Please contact the Clubhouse Receptionist at least 24 hours in advance to schedule transportation to your appointment. Please note that appointments are limited to one per resident per day.

We also provide complimentary shuttle service within our community during Dinner Service and Sunday Brunch. Our friendly drivers will be pick you up and bring you to the Clubhouse where you can enjoy your dinner.

Every Monday and Friday we provide transportation to Publix for grocery shopping. The bus departs on Mondays at 10:00 am and on Fridays at 9:00 am. On Mondays we also provide transportation to area banks within the vicinity of Publix.

Beauty Salon

The Salon is located at the Clubhouse and is open on Thursdays, Fridays, and Saturdays. Cuts, permanents, dyes, highlights and nail services are among the services offered by the onsite Salon. Please make your appointments through the Salon on the days they are open. The front desk is not permitted to take appointments for the Salon. Prices are available at the Salon. You can contact the Salon at 598-2929 ext. 719. A current price list is available at the Clubhouse Reception Desk.

Activities at Arbor Trace

Arbor Trace has a full time activities staff to schedule events and activities for the community. Each month you will receive a community newsletter/calendar, which will outline the activities scheduled for the month. You may also tune in to our in-house cable channel 195 for current information.

The activities that are underlined on the calendar require that you notify the Receptionist of your intent to attend. Please remember that any event taking place during dinner, including the Management Cocktail Party, requires reservations.

We encourage you to get involved and enjoy the company of your peers.

Hodges University Life Long Learning Program

Arbor Trace contracts with Hodges University to schedule lifelong learning programs at the gathering place in Tower Pointe. There is no charge for residents who attend these programs.

Course guides will be provided to residents with a schedule of the programs being offered during the fall, winter and summer sessions. These programs offer a wide range of topics, which include Politics, Art, Music and History.

Please check the monthly newsletter calendar or our in-house cable channel 195 for exact times and topics each month.

Dining

We are very proud of our reputation for outstanding food service, and we constantly strive to improve both our service and our menu offerings. Special dietary concerns will be taken into consideration whenever possible, and please do not hesitate to request from your food server to have your sauces eliminated or served on the side.

Dining Hours

Lunch is served on Thursdays from 12:00 pm until 1:00 pm. The Colonnade Room offers an ala carte lunch menu, with a special 'Signature Lunch Buffet' scheduled once each month. Please refer to your Arbor Trace Community Calendar for the date of the Signature Lunch.

Dinner is served Monday through Saturday from 5:30 pm until 7:30 pm.

A Brunch Buffet is offered every Sunday from 12:00 noon until 2:00 pm.

Reservations

On a weekly basis you will receive a menu of the dinner selections. You must call the Receptionist at the Clubhouse to make your reservations. We also ask that you call if you plan to cancel your dinner reservation. We reserve the right to bill "no shows" on party nights, where seating is limited.

Please call after 8:30 am and before 4:00 pm to make your reservation. No reservations will be accepted after 4:00 pm for same day dining. We also reserve the right to turn anyone away who has not made a reservation.

You may be seated for dinner anytime between the hours of 5:30 to 6:30 pm. However, you must be seated no later than 6:30 pm in order to receive service.

Guest Policy

For special events, such as Management Cocktail parties and holiday celebration dinners with only one seating, we limit guest reservations to two (2) guests per unit, in order to accommodate as many of our residents as possible.

For special holiday events where two seatings are offered, up to eight (8) guests are allowed. In the event you have more than eight (8) guests, management approval is required in advance.

Dress Code

In order to ensure a pleasurable dining experience for everyone, proper attire is required for dinner, Sunday Brunch and special holiday events. The basic code is 'Elegant Casual.' Gentlemen must wear suits or sport coats (ties are optional), with a dress shirt or sport shirt (no t-shirts). Dresses, skirts, pantsuits or slacks with a blouse are appropriate for ladies. Young gentlemen 16 years of age and younger are not required to wear jackets. Tattered or torn blue jeans and/or shorts are not appropriate attire for dinner, Sunday Brunch or special holiday events. A selection of men's sport coats is available in the coat closet near the main entrance to the Clubhouse for temporary use by guests, if needed.

The attire for lunch, unless otherwise noted is casual and shorts are permitted. Shorts are also permitted for the following summer holidays events: Memorial Day, 4th of July and Labor Day.

Beverage Service

If you have a favorite wine you wish to have at dinner, the Dining Room Staff will store a total of two bottles of wine for your personal use. Please label all bottles with your name and unit number.

Dinner Pick-Up and Delivery

Arrangements for lunch or dinner pick-up may be made by calling the Food Service Department at 591-4851.

Lunch is available for pick-up Monday through Saturday between 12:00 pm and 1:00 pm. Lunch orders must be phoned in by 10:30 am.

Dinner is available for pick-up Monday through Saturday between 5:15 pm and 6:00 pm. Dinner orders must be phoned in between the hours of 2:30 pm and 4:30 pm.

All meals may be picked up inside the Arbor Glen entrance by the kitchen at the rear of the Clubhouse. There is no additional charge for meals picked up at the Clubhouse.

Delivery service for dinner is available between 5:30 pm until 6:00 pm Monday through Saturday. The delivery charge is \$6.00 per residence, which will appear on your monthly Arbor Pointe Management statement.

For Management parties, special holiday events and Sunday Brunch, pick up orders are available off the buffet at 5:30 pm for dinner and 12:00 noon for Sunday Brunch. We provide one (1) large three compartment Styrofoam box and two (2) small Styrofoam boxes per person.

Please note that you must adhere to the dining room dress code when picking up your meal from the buffet. We reserve the right to turn away any resident that is not properly attired.

Catering Services

The Food Service staff is happy to cater your private parties and events. They will assist you with your menu choices and party preparations. Please contact the Catering & Events Planner at the Clubhouse to make arrangements.

Party and Guest Accommodations

The Top of the Pointe and Gathering Place may be reserved for private functions. Contact the Concierge at Tower Pointe for reservations and availability. Reservations are taken on a first come, first served basis. A cleaning fee will be charged for each private function. Additional staffing charges may also be applied if your event continues past 8:00 pm. Each room has a maximum occupancy of 75 people.

Tower Pointe maintains Guest Suites for the convenience of unit owners and their visitors. Each room has two queen sized beds and is equipped with towels, washcloths, coffeepot, refrigerator, iron and ironing board, and other miscellaneous amenities. Reservations are permitted no more than three months in advance and are limited to a maximum of two weeks. Special restrictions may apply for holiday reservations.

Moving In

Due to the configuration of our front entry, oversized tractor trailers will not fit through the gate. Please make sure your mover is aware of the size limitations and have them contact the Management Office to discuss these limitations. Once you have the move-in date set, notify the Club Receptionist for Arbor Trace or the Concierge for Tower Pointe, so the elevators may be padded (if necessary). Once you are moved in, all boxes and packing materials must be discarded in the trash rooms. Instructions for recycling are posted in the trash rooms for your convenience. Please refrain from putting large items down the trash chutes. If you have contracted for housekeeping services, please contact our Housekeeping Director to schedule your service.

Construction/Modifications

Modifications to your unit which involves structural changes, including the type of flooring, must be approved in advance by your Condominium Association's Board of Directors. A request to modify form is available at the Club's Management Office. The request must be submitted along with a copy of the contractor's license, liability insurance, and worker's compensation insurance. Please include drawings if appropriate and a complete description of the work to be done and the anticipated duration of the project.

Mail and Deliveries

Postal service mailboxes are located in the lobby of the two Arbor Trace mid-rises, in the mail room at Tower Pointe and in front of each Arbor Trace villa. You may also drop your mail in the mail bin at the front desk of the Clubhouse or at the Concierge Desk for Tower Pointe. The Clubhouse Receptionist and the Concierge at Tower Pointe will accept packages for residents upon request, if notified in advance.

Electric Mobility Devices

Should you require a personal mobility device such as a motorized wheelchair or scooter, you must complete a liability waiver form prior to using such a device on the Condominium or Club premises. Liability waiver forms are available from your Condominium Association Manager. Personal mobility devices must be stored in your residential unit. Storage and charging of these devices are not permitted in the common areas of either association.

Cable Television

Basic Cable is provided by Comcast through your Condominium Association. If you wish to have additional services you must call Comcast at 800-934-6489. You will be responsible for the payment of any upgraded services.

Pets

Arbor Trace welcomes fully grown pets within the community provided they do not exceed 30 lbs. and/or 20" in height. Pet ownership is restricted to two pets per unit. All pets must be carried or on a short leash when outside of your unit. All pet owners must clean up waste immediately and discard properly. Pet ownership is a privilege, not a right, and the Board of Directors is empowered to order and enforce the removal of any pet which becomes a source of unreasonable annoyance to other residents of the Condominiums.

For those residing in Tower Pointe, all pets are subject to DNA testing. The cost of which will be paid for by the unit owner.

Parking

One parking space, either a garage or a carport, is allocated for each residential unit. Additional parking is limited and is generally reserved for guests and visitors. Handicap space time limits vary. At Tower Pointe it is a (3) hour limit for spaces in front of the building and a one (1) hour limit at the side entrances. At Arbor Trace it is a four (4) hour limit.

Building Security

Clubhouse

The Front Entrance doors to the Clubhouse are open from 7:00 am until 11:00 pm.

Arbor Trace Condominium Building 2 & 9

The Front doors to the two mid-rises are open from 5:30 am until 10:00 pm. Entry at any other time will require a security key fob. Two key fobs are issued for each unit; additional key fobs may be purchased and are available through the Management Office. Defective or broken fobs are replaced at no charge. Please note that the side doors remain locked 24/7 and require a key fob or special pass key for entry. Keys to the side doors are also available at the Club's Management Office upon request.

Tower Pointe

The front entrance doors to Tower Pointe are open from 8:00 am until 8:00 pm. Entry after these hours will require a security key fob. Two key fobs are issued for each unit; additional key fobs may be purchased and are available through the Tower Pointe Association Manager. Defective or broken fobs are replaced at no charge. Please note that the side doors remain locked 24/7 and require a key fob for entry. If you get locked out of the building after hours without your key fob, you may use the reader panel at the front entry to call the Arbor Glen at 0000, for Arbor Glen staff to provide emergency access.

The Top of the Pointe and the Gathering Place are locked at 8:00 pm each day when the Concierge goes off duty for the evening.

Gratuities

Employees of Arbor Trace are not permitted to accept gratuities for personal services. This policy includes food service, housekeeping, maintenance, transportation and office personnel. The exception to this policy is for the Beauty Salon, since they are independently contracted.

During the Holiday Season there is a solicitation letter sent to all residents encouraging them to contribute to the Employee Appreciation Fund. This fund was established in lieu of giving gratuities to individual employees and is distributed to all employees based on years of service and hours worked.

Arbor Pointe Foundation, Inc.

The Foundation is a 501c3 charitable organization, whose mission is to improve the lives of Arbor Pointe Management employees by providing financial assistance with education expenses and hardship situations. Contributions to the Foundation may qualify for the maximum deductibility for income and Estate Tax purposes. Through the generosity of our residents, the Foundation has been able to assist many of our hard working employees advance their careers through higher education.

Outside Employment

Employees of Arbor Trace are not permitted to accept employment or provide any personal services to any unit owner for compensation without the expressed permission of the Executive Director.