

**TANGERINE BAY CLUB
FREQUENTLY ASKED QUESTIONS**

POOL ISLAND

Question: What is the Wi-Fi password on the Pool Island?

Answer: paradise390

Question: How do I book an appointment to use the Fitness Room, the Cabana, the Pickleball Courts, and the Tennis Court?

Answer: Use of these amenities is by appointment booked on TBC's Amenity Scheduler accessed via the phone app called ResConnected. When you open the ResConnected phone app, you will be asked for a property code: use **103183**. Enter your information one time and you will be able to reserve amenities immediately using the app to make your appointments. You can also find TBC's Amenity Scheduler at the following link: Link <https://ly.res.page/glknbU7Du>

Question: Who is permitted to use the Fitness Room?

Answer: Only owners and their resident guests are permitted to use the Fitness Room. Owners may have a personal trainer or a physical therapist with them in the Fitness Room.

Question: What hours is the pool open for swimming?

Answer: By FL law and LBK Town regulations, the pool is open from dawn to dusk.

Question: Are small rafts and water toys permitted in the pool?

Answer: Yes. Please remove them after use.

Question: Are food and beverages permitted on the pool island?

Answer: Yes. However, FL law prohibits food and beverages within four (4) feet of the pool and never in the pool. No glass of any type is allowed on the pool island.

Question: Are pets permitted on the pool island?

Answer: No. The Sarasota County Department of Health prohibits pets on the pool island.

UNIT DOOR KEYS

Question: Must my Unit be accessible by TBC's master key system?

Answer: Yes, it is required that access to your Unit be available through the TBC master key system. *TBC's General Manager, Maintenance Manager, and Board President each have a master key only to be used for emergency access to Units or for official Association business.* If for some reason your Unit cannot be entered by the Association, emergency entry may have to happen by breaking the front door or glass window, in which case the Owner is responsible for the cost of repairs.

Question: Where should I keep a spare key to my Unit?

Answer: Hide a Unit door key in your garage in case you are accidentally locked out of your Unit. Also, to resolve inadvertent lockout on your lanai, hide a key for the living room or master bedroom sliding doors on your lanai.

Question: Do you have a locksmith to recommend?

Answer: Suncoast Safe & Lock, 941.483.4440, is familiar with TBC and its master key system.

Question: The door to the Cabana is kept locked. Where do I get a key?

Answer: Your Unit entry door key will open the locked Cabana door.

URGENT REQUESTS – EMERGENCY

Question: How do I report a life-threatening emergency?

Answer: At all times, for health, fire, and other life-threatening emergencies call 911. LBK emergency responders have a special code for the TBC entry gate at the Gatehouse.

If you get stuck in an elevator, use the CALL BUTTON to report your situation. It will connect you to Fire Brigade who will dispatch 911.

For **urgent property problems** like broken water pipes and inoperable elevators, first call General Manager Michael, 941.806.7972; leave a message. Then call Maintenance Manager Jorge, 941.312.3273; leave a message. They are on call and usually available nights and weekends.

TBC has cardiac defibrillators (AEDs) located in the trash room on the second floor of each building, in the Fitness Room and at the Pickleball Courts. The following video is very helpful to learn how to use the AEDs: <https://www.youtube.com/watch?v=XpEvQuOWME0>. In addition to the AEDs, there is an Emergency button outside the Cabana's front door. When the Emergency button is pushed, Fire Brigade will immediately issue a 911 alert to dispatch EMTs to TBC.

POWER OUTAGE

Question: What do I do if my Unit's power goes out?

Answer: Report your power outage to Florida Power & Light online at www.fpl.com. There is a "Report an Outage" section on the home page. Please do NOT call the TBC Gatehouse, the General Manager, or the Maintenance Manager. Call 1.800.468.8243 to report a hazardous condition such as a downed power line. When power goes out, the engine sound you hear outside is your Building's generator. Our generators power the elevators, emergency exterior lighting, and fire alarms. They do not power anything inside the Units or garages. See immediately below for how to open your garage door during a power outage.

GARAGES & GARAGE DOORS

Question: Any tips for the garages and garage doors?

Answers: 1) In the upper panel of the garage door, there is a keyed pullout plug to release the garage door in event of a power failure or breakdown of your remote garage door opener. Make sure you have the key and lubricate the lock periodically. If you do not have the key, Jorge can direct you to where you can purchase a new lock mechanism. 2) Three AA batteries power your garage door entry keypad. They should be changed every couple of years. Jorge can help you reset the keypad.

Question: Who can repair or replace my garage door?

Answer: Owners are responsible for maintenance, repair, and replacement of their garage door, keypad, automatic opener and tracts. Call Overhead Door Company of Sarasota (941.955.8343) for periodic maintenance. A group discount can be arranged if multiple owners get together for service.

TBC ENTRY GATE on Gulf of Mexico Drive

Access through the front entry to TBC is controlled by the Envera Access System. See a separate FAQ available from TBC on the Envera Access System for details on how to use it.

DRYER VENTS

Question: Should I have my clothes dryer vents cleaned and, if so, how often?

Answer: A partially plugged dryer vent is a fire hazard for TBC and prolongs your drying time. Because this is a safety issue for all TBC, the Association schedules dryer vent cleaning for all Units once every 3 years. For Units with full time residents, the Association schedules dryer vent cleaning once a year. These Association-scheduled dryer vent cleanings are an Association expense.

UNIT PREPARATION FOR PROLONGED ABSENCE

Question: What should I do when I plan to be away from TBC for a while?

Answer: If you will be away from your Unit for 30 days or longer, you are required to engage a Unit Caretaker to visit and inspect your Unit and garage no less than once every two (2) weeks. If you do not, you risk a negligence claim by your insurance company should a casualty occur in your Unit while you are not in residence. The name and contact information of your Unit Caretaker must be on file with the General Manager. Before you leave: 1) Remove all loose items from entry courtyard and lanai. 2) Shut off the main water supply. This valve is marked with a hanging tag. 3) Shut off your refrigerator icemaker. 4) Set A/C & humidistat to levels recommended by your HVAC service company. 5) Ensure all windows are locked. 6) Drawdown curtains/shades/blinds for sun protection of furniture. 7) Unplug electric appliances and cables. 8) Turn off gas to BBQ grill, fireplace, burners and hot-water heater.

UNIT RENOVATIONS

Question: Are there restrictions on the type or extent of interior or exterior renovations I can do?

Answer: Yes, all Unit alterations involving structures – walls, doors, floors, windows, ceilings – and Common Elements/Limited Common Elements require Association approval. Common Elements/Limited Common Elements are not owned by the Owners and include such items as ducts, plumbing, wiring, conduits, sprinkler system, and concrete slab as well as each Unit’s lanai, entry terrace, and garage. TBC may require the Owner to engage and pay for an FL-licensed structural engineer on certain projects. If you are contemplating a renovation, we **strongly recommend** you discuss your plans with our General Manager before submitting the required *Request for Approval of Unit Alterations* forms and well in advance of the commencement of work. The form is available on the TBC website.

Unit renovation work is not permitted on Saturdays, Sundays, and certain holidays designated by the Board. In addition, no Unit renovation work is permitted from December 1 through April 30. Exceptions will be made in emergency situations.

Alterations and/or replacement of certain visible Limited Common Elements, such as windows, doors, and exterior vents (fireplace, kitchen, dryer), require Association-approved product specifications as well as approval via the *Request for Approval of Unit Alterations* form. To avoid delays in project approval, consult with the General Manager prior to making final product selections and purchasing decisions.

Emergency repairs and minor low impact, decorative work such as painting, wallpapering, carpet replacement, and appliance replacement as well as maintenance/replacement of HVAC and hot water heaters do not require Association approval. HVAC and water heater work requires an FL-licensed contractor as well as an LBK building permit. **HVAC system replacement requires a schedule be given to the General Manager because of the heavy equipment that will be brought onto the property.**

Be courteous! If any part of your renovation will involve loud noise, vibrations, and/or odors please advise your neighbors in the building in advance of the work including when it will start and how long it will last. Proper notice is at least 48 hours in advance of the commencement of work. You may contact your neighbors yourself and/or give GM Michael a note to post on your Building’s bulletin board by the elevator.

Question: Do I need to get TBC Board approval of my plans to renovate my Unit?

Answer: Yes, you must seek TBC Board approval by submitting a fully completed *Request for Approval of Unit Alterations* to the General Manager. The forms are available on the TBC website. The General Manager and the Architecture Review Committee will review your Request, schedule a meeting with you and your contractor to review the scope of your project, and clarify any policy/procedure questions that pertain to Common Elements/Limited Common Elements.

UNIT SECURITY ALARM

Question: Are Owners responsible for their Units' security alarm systems?

Answer: Yes, Owners are responsible for the maintenance, repair, and replacement of the security system within their Units. The Association pays Fire Brigade Alarm Systems (941.925.2576) to monitor the fire and security systems. There is a backup battery in your Unit that keeps the system operating during power outages. This backup battery periodically needs replacement. When it does, there will be a message and beeping sound from the security keypad.

UNIT FIRE ALARM AND SMOKE DETECTORS

Question: Are Owners responsible for their Units' fire alarm/smoke detector systems?

Answer: Yes, Owners are responsible for the maintenance, repair, and replacement of the fire alarm system and smoke detectors within their Units. Fire Brigade Alarm Systems (941.925.2576) monitors the fire alarms and smoke detectors for the Association. There is a backup battery in your Unit that keeps the system operating during power outages. This backup battery periodically needs replacement. When it does, there will be a message and beeping sound from the security keypad.

Question: How are the fire alarms maintained and repaired?

Answer: While Fire Brigade Alarm Systems (941.925,2576) does the repair and monitoring of the fire alarms, the Association uses another vendor to check the fire extinguishers in each Unit once a year. Owners are notified when this happens and if repairs or replacements are needed.

Question: Are Owners responsible for their Units' sprinkler heads and do the sprinkler heads require maintenance?

Answer: Owners are responsible for the maintenance, repair, and replacement of the sprinkler heads inside their Units. They can become corroded or begin to leak. Call either Access Fire Protection (941.355.3473) or Alert Fire Sprinklers (941.377.3270) if you want the sprinkler heads inspected. A sign of trouble is a drip on the floor under a sprinkler head. If sprinkler heads need to be replaced, the time required to drain the lines is significant. There is a cost saving if several Owners in one building replace sprinkle heads at one time. In the unlikely event that during replacement there is damage to drywall and painting, the Owner is responsible to repair that damage. **The Association is responsible for the sprinkler heads within garages.**

Question: Are Owners required to have carbon monoxide and natural gas detectors in their Units?

Answer: The Florida statute for carbon monoxide (CO) alarms does not require alarms in buildings constructed prior to July 2008. However, we strongly recommend Owners install carbon monoxide and natural gas alarms in their Units at their own expense. Electric plug-in devices with and without battery back-up are available and acceptable under the Florida statute.

UNIT AIR CONDITIONING/HEATING SYSTEM (HVAC)

Question: What should I know about my Unit's HVAC system?

Answer: Each Unit's Owner is responsible for the maintenance, repair, and replacement of its HVAC system. There are two parts to the system: a compressor on the roof of each building and an air handler within each Unit. Third floor Units have two of each.

You are required to have both parts serviced twice per year by an FL-licensed HVAC contractor to make sure that the coolant level and pressures are adequate in the compressor and that the air handler is clean, and the drain lines are not plugged. One of your HVAC maintenance appointments must be in spring before storm season (June 1 to November 30). Failure to maintain the HVAC system can cause severe flooding in your Unit as well as in your neighboring Units, and mold. Be sure to maintain records of your HVAC maintenance work for insurance purposes.

Develop a relationship with an FL-licensed HVAC contractor and follow his advice for thermostat settings and

maintenance. It is reasonable to consider replacing your HVAC system every 10 years in this harsh Florida environment. If you need to replace your HVAC system, check TBC Rules & Regulations for installation requirements.

UNIT HOT WATER HEATER

Question: Does TBC have guidelines for the replacement of my Unit's hot water heater?

Answer: Yes, maintenance, repair, and replacement of each Unit's hot water heater are the responsibility of the Unit's Owner. **TBC Rules & Regulations requires hot water heaters be replaced no later than seven (7) years from the time of installation.** The purpose of this rule is to avoid catastrophic floods from failed water heaters. Jorge maintains a log of the age of each Unit's hot water heater. When replacement is due, installation by an FL-licensed plumber is required as well as an LBK building permit.

UNIT GAS BBQ

Question: Are there any restrictions on barbecuing or cooking on balconies?

Answer: Yes, only gas grills, connected to the natural gas line available within the entry courtyard of each Unit are permitted. Charcoal grills and other cooking devices, including propane grills, are not allowed per order of the Fire Marshal. Please be courteous to your neighbors regarding smoke and odors. **Smoker grills or other apparatus that cause prolonged smoke and odor not permitted.**

INSURANCE

Question: What parts of my condo are insured by the TBC Association?

Answer: The Association carries insurance for all Common Elements and Limited Common Elements for hazard, hurricane, and flood. As a general rule, anything inside the rough drywall of the peripheral boundary walls of the Unit is considered by Florida statute to be the responsibility of Unit Owners and is not covered by the Association's insurance. The only exceptions are pipes, ducts, and conduits that service more than one Unit or the Common Elements. NOTE: Any Owner who alters (after receiving Association approval) a Common Element/Limited Common Element, assumes responsibility and liability for that Element. This is spelled out in TBC's Condominium Documents.

Question: Am I required to carry homeowner's property insurance and liability insurance?

Answer: Yes, TBC Condominium Documents require all Owners to carry both homeowner's property insurance and liability insurance.

Question: How much building FLOOD insurance does the TBC Association purchase?

Answer: *The Association carries Flood insurance and Wind/property insurance for the Common Elements; these are distinctly different coverages.* All LBK is designated by FEMA as a Special Flood Hazard Area. The Association carries flood insurance for the Common Elements of each building at the maximum flood insurance level available under the National Flood Insurance Program (NFIP) which is managed by FEMA. This maximum coverage for TBC's Common Elements is \$2,250,000 per building. The Association's flood coverage under NFIP does NOT cover Owners' personal property or contents inside Units damaged by floodwater (e.g., furniture, artwork, cabinets, floor coverings, appliances, etc.). Most homeowner insurance does not cover flood damage which is distinctly different than wind-driven rain damage covered under a windstorm policy or water damage from plumbing malfunctions covered under a water damage policy. Only flood insurance covers the cost of recovering from a flood which is defined by FEMA as inundation of normally dry land areas from overflow of inland or tidal waters (*storm surge*). Insurance companies and policies differ, however, so if you are interested in flood insurance for your personal property/contents, speak to your insurance agent and ask specifically what risks you will be protected against. You may also find the following website helpful: <https://www.fema.gov/flood-insurance>.

PETS

Question: Do I need to register my pet at TBC?

Answer: Yes, registration and approval by the Board is required. A *Pet Registration Application* form is available under Documents/Forms on the TBC website. Dogs with a previous bite history or potentially fierce breeds, including but not limited to Chow, Rottweiler, American Stafford Terrier (Pit Bull), German Shepherd, and any wolf hybrid are prohibited.

Question: Are there size restrictions for my pet?

Answer: Yes, the only pets allowed are small (when fully grown) dogs or cats (no more than two per Unit) and must be capable of being comfortably carried in the Owner's arms in corridors, elevators, and other areas of the buildings. **No pet will be deemed to be 'small' if larger (when fully grown) than 22 pounds in weight or 16 inches high (at the shoulder).**

Question: Am I required to pick up my pet's droppings?

Answer: ABSOLUTELY! Removal of pet droppings is mandatory and the Owner's responsibility.

Question: Must my pet be on a leash when outside on common property?

Answer: Dogs must always be on a leash when outside. Cats must be accompanied by their Owner when outside.

Question: Can my pet be on the island pool area or inside the Cabana?

Answer: NO! In accordance with Sarasota County ordinances, pets are not allowed in the island pool area. Pets also are not permitted in the Cabana.

UNIT RENTAL & LEASING

Question: Are there time restrictions associated with Unit rental?

Answer: Yes, Units cannot be rented or leased for less than 60 continuous days and no more than twice in a calendar year.

Question: Can I loan my Unit to a family member?

Answer: There is no restriction on loans of Units to family members.

Question: Is TBC Board approval required prior to leasing my Unit?

Answer: Yes, 30 days or more prior to leasing, the General Manager must receive a TBC *Request for Approval of Lease Unit* form, a TBC Mandatory Addendum to Lease Agreement, and a \$100 rental fee. The *Request for Approval of Lease Unit* form and Mandatory Addendum can be found on the TBC website.

Question: Do I need to pay the \$100 rental fee annually for the same tenants?

Answer: No fee is required for previously approved tenants.

Question: Where can I find more information about leasing my Unit?

Answer: Information regarding the rental and leasing of Units can be found in TBC's condo documents which are available on the TBC website.

UNIT SALE

Question: Do I need approval to sell my Unit?

Answer: Yes, the Association requires TBC Board approval of an Owner's sale of a Unit.

Question: Where can I get the form for TBC Board approval of the sale of my Unit?

Answer: The *Request for Approval of Purchase of Unit* form is available on the TBC website. The form must be

sent to the General Manager at least 30 days prior to closing and be accompanied with a filing fee payment of \$100.

Question: Are Open Houses permitted at TBC?

Answer: No, Open Houses are not permitted.

BAY ISLES BEACH CLUB

Question: Do Owners of TBC have the right to join Bay Isles Beach Club?

Answer: Yes, the developer of TBC made an agreement with the Bay Isles Association to permit TBC Owners to join the Bay Isles Beach Club. The dues are \$250 per year. The Bay Isles Beach Club application is available on the TBC website in the Resident Documents section or request one from Bay Isles Association, c/o Advanced Management Inc., 525 Bay Isles Road, Suite 200, Longboat Key, FL 34228, or call David Cromwell at 941.383.3200.