

**TANGERINE BAY CLUB
FREQUENTLY ASKED QUESTIONS**

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 Management and President of the TBC Board 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 lock out on your lanai, hide a key for the living room or master bedroom sliding doors on your lanai.

Question: May I leave my Unit door key at the TBC Guard House?

Answer: Some Owners leave a key at the TBC Guard House to be used by cleaning people or service people. Those keys are kept in a locked box. **However, because the Guard House is not secured 24 hours a day, this is done at the Owner's risk.**

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 pool Cabana is kept locked. Where do I get a key?

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

ROUTINE MAINTENANCE REQUESTS

Question: How do I report a common area maintenance issue?

Answer: Maintenance Request forms for common area issues are available in the TBC Guard House and on the TBC website. Use of this form is an advantage because you have a dated copy of your request and it will be logged into the Association's maintenance schedule for repair. **Do not report common area maintenance issues to the Guards.**

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 vehicles have their own remote openers for the TBC entry gate at the Guard House.

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. The Fire Brigade dispatcher will know what elevator you are in.

For **urgent property problems** like broken water pipes, inability to open garage door, inoperable elevator 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. After that inform the TBC Guard of your situation and ask the Guard to continue to try reaching Michael and Jorge for you.

TBC has cardiac defibrillators located in the trash room on the second floor of each building. We have an Owner who provides training when we have enough Owners for a class. If you are interested, please contact General Manager Michael to schedule a class.

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 Guard House, 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 the TBC generators starting up. 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.

Question: Why has my remote opener for my garage and the TBC entry gate stopped working?

Answer: Many Owners' remote openers for their garage and the TBC entry gate are more than 20 years old and have stopped working. You can order a new remote gate opener at: www.gatehousesupplies.com. Jorge can help you program the remote.

GUARD HOUSE & TBC ENTRY GATE

Question: What hours does the Association have guards manning the TBC Guard House?

Answer: The guards are on duty 7 days a week from 7:00AM until 11:00PM .

Question: How can I contact the Guard House?

Answer: The Guard House can be reached at 941.383.0845.

Question: What are the responsibilities of the TBC guards?

Answer: The guards maintain access control at TBC's front entrance and keep track of guests/visitors, contractors, delivery people, and service people/vendors when they enter the property. Owners are requested to notify the guards in advance of any expected guests/visitors or contractors. The guards are not allowed to leave the Guard House unattended, sign for packages, or deliver packages to Units.

Question: How can I gain access to TBC if a Guard is not on duty?

Answer: Owners can enter the TBC entry gate anytime using their remote gate opener (same device used to open your garage door). When you do not have your remote opener, entry can be gained by entering your private code into the keypad next to the Guard House door.

Question: How do I get a private keypad code for the TBC entry gate and my garage?

Answer: You determine your own private keypad code; ask Jorge to program it into the TBC entry gate system.

Question: How can my guests enter through the TBC entry gate if a TBC Guard is not present?

Answer: a) Guests scroll to the name of the Owner they wish to contact on the monitor next to the Guard House door; b) Guests then dial the number listed for the Owner; c) When the Owner answers the call, the Owner can open the TBC entry gate by dialing 9. You need to give Jorge the phone number you wish to use for this purpose; it can be a landline or a cell phone number.

Question: Can I provide a list of approved guests to enter TBC when I am not there?

Answer: Yes, Owners should fill out the Owner Information Form located at the TBC Guard House and on the TBC website. Among other things, this form lists guests who have Owner permission to enter the property.

Question: How do I notification of a group of guests coming to my Unit?

Answer: Owners must provide the Guard House with a list of their guests at least 24 hours in advance of the guests' arrival. Each guest will be issued a parking pass and must park in an outdoor parking space. Parking along the Association roadways and in the garage breezeways is not permitted.

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.

WINDOW WASHING

Question: Can you recommend someone to wash our Unit's windows?

Answer: TBC will reimburse owners \$110 per year toward the expense of one window washing. Laszlo Farkas, owner of Quality Window & Pressure Cleaning (941.726.6098) has washed most windows at TBC for many years; he works by appointment. There are some third floor Units where he cannot reach all windows. In those cases, Owners have been pleased with Dutchman Window Cleaners (941.955.7468) but DWC is more expensive than Laszlo.

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 refrigerator icemaker. 4) Set A/C & humidistat to levels recommended by your HVAC service company. 5) Ensure all windows are locked. 6) Draw down 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 – 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 a 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 or from the General Manager.

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 a FL-licensed contractor.

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, ask the TBC guard to make the calls, and/or post a note 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 form is available on the TBC website or from the General Manager. 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: What is the "beeping" sound that I sometimes hear coming from the fire alarm box located at the garage level in each building?

Answer: Do not be "alarmed"! The beeping does not affect the alarm itself, which remains fully functional. Rather, the beeping indicates that some service is needed. Report the situation by filing a maintenance request form at the TBC Guard House. Do not report this situation verbally to the Guard House.

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. Some Units still have the original sprinkler heads. 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 sprinkler 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 a 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 as well as mold. Be sure to maintain records of your HVAC maintenance work for insurance purposes.** Develop a relationship with a 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 a FL-licensed plumber is required.

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: A full listing of insurance responsibilities can be found in the Association Documents listing on the TBC website. The Association insures 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 filed in Sarasota County Court.

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 insures the Common Elements of each building for the maximum available under the National Flood Insurance Program: \$250,000 per building. There is no point in also purchasing additional building insurance from NFIP because they will only pay up to the maximum that the Association has covered.

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

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

Answer: No, in accordance with 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 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 or from the General Manager. 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: Yes, Owners must inform the General Manager at least two (2) business days before a planned Open House. Parking rules apply: no parking along the Association roadway or within the garage breezeways. All vehicles must obtain a parking pass at the Guard House and park in a designated outdoor parking space somewhere on the property.

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. TBC is the only entity not in Bay Isles that has been granted this right. Advanced Management Inc, who manages Bay Isles Beach Club, does not go out of its way to market its affiliation with TBC. 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.