



GRAND VENEZIA COA WELCOME PACKAGE

We want to take this opportunity to welcome you to our community. You have possibly landed at the most beautiful luxury condo community in Clearwater. As you might expect, we are very proud of our community and the progress we have made to make this one of the premier communities in Florida. Be sure to ask about our monthly social events.

What you will find contained herein, are the basic Policies and Rules pertaining to our community. This is not intended to be an exhaustive list of answers to every question you might have but it is intended to communicate basic and valuable information you need to know in order that you can help us drive our community forward in a way that benefits everyone living within our community.

CONTENTS

- **Emergency & Contact Information**
- **Gas Emergency Information**
- **Moving In or Out**
- **Mail / Parcel Retrieval**
- **Security (Guard House)**
- **Trash/Waste**
- **Parking**
- **Pets**
- **Garage & Storage Units**
- **Pool, Spa Tub, Sauna, Gazebo and Fitness Center**
- **Noise Levels**
- **General Property Policy**
- **Owners Information / Rental Units**



GRAND VENEZIA MAIN OFFICE
2704 Via Murano | Clearwater FL 33764
Ph. 727-216-6123

AFTER-HOURS MAINTENANCE EMERGENCY: 800-514-5770 (press #1)

**MAINTENANCE EMERGENCIES ARE CONSIDERED:
FIRE, ACTIVE WATER LEAKS and/or SEWAGE BACK-UP**

For a fire emergency, please call 911 first and then call the after-hours emergency line.

For a police-related emergency, please call 911.

**What should you do if the Grand Venezia Main Office is closed
and you have an after-hours maintenance emergency?**

1. Call the after-hours maintenance emergency # provided above.
 - a. Someone will take your name, Ph#, unit #, and a description of the issue and will contact the Property Manager and Maintenance Manager to respond to you directly.
2. If the call is for an active leak, please do your best to control the water. Meaning, if the ceiling is dripping/pouring water into the unit, place a bucket or garbage pail underneath or towels on the floor to try and minimize the damage to your unit.
 - a. Immediately go upstairs and knock on the door to the unit above yours to alert them to the leak that is potentially coming from their unit.
 - b. Then, try to stop the source of the water. The unit water shut-off valves are located above the water heaters in the water heater closet in the hallway outside of your condo. They are labeled by unit.
 - c. First shut off the valve to your unit and see if that stops or slows down the flow of water. If it does, good! Now you wait for Maintenance to address the issue and give further instructions.

- d. If the water continues to flow, repeat the process above with the valves to the other unit(s) above you. For example, if you are on the 1st floor, you will need to shut off the valves to the two units above you. If you are on the 2nd floor, you will only need to shut the valve off to the unit directly above you.
 - e. If you have shut off all of the valves to the units that could possibly be leaking into yours, and the water is still flowing freely, then it is likely a main water pipe and the water shut-off valve to the entire building will need to be shut off.
 - f. Someone from Maintenance or KW Property Management will be en route to your unit to further facilitate the situation. Once there, they will assess the situation and advise you of what steps to take next, which depending on the source of the leak, could be to advise you to contact a plumber, if it is something that you (or your unit owner) are responsible for. They will also assess whether or not a water restoration company is needed to remove standing water and dry-out the unit.
3. If the call is for a sewer back-up, please immediately call a plumber (any plumber is fine, as long as they are licensed and insured (Dunedin Plumbing is recommended), then call the after-hours emergency line.
- a. If the sewer is clogged in the main line, the Association will be responsible for the repair and you will be reimbursed for the cost of the plumber.
 - b. If the sewer is clogged in a line that only services your unit, then it is your (or the unit owner's) responsibility which means your unit will be responsible for the cost of the repair.

CONTACT INFORMATION

Grand Venezia Office: 727-216-6123

General E-Mail: grandvenezia@kwpmc.com **Website:** www.grand-venezia.com

SECURITY / GUARD / FRONT GATE: 727-223-3387

Clubhouse Hours

Sun-Closed	Mon-9a-5p	Tues 9a-5p	Wed 10a-6p	Thurs 9a-5p	Fri 9a-5p	Sat-Closed
-------------------	------------------	-------------------	-------------------	--------------------	------------------	-------------------

Association Accountant: Richard C. Commons - ask for Cindy Quever: (727) 461-9770

Gas Service - City of Clearwater Gas: (727) 562-4900 x7419

Electric Service - Duke Energy: (727) 443-2641

Cable TV / Internet - Spectrum: (855) 222-0102

Clearwater Police Dept - (non-emergency) (727) 562-4242

Clearwater Fire Dept: - (non-emergency) (727)-562-4334

Animal Control: (727)-582-2600

Poison Control: (800)-222-1222

Driver Licenses / Vehicle Registration:

Pinellas County Tax Collector (727) 464-7777
1663 Gulf to Bay Blvd | Clearwater FL | 33757
www.pinellascounty.org

Hospital / Emergency:

Morton Plant Hospital

300 Pinellas Street, Clearwater, FL 33756

www.mortonplant.com

(727) 462-7000

Mease Countryside Hospital

3231 McMullen Booth Road, Safety Harbor, FL 34695

(727) 725-6111

Mease Dunedin Hospital

601 Main Street, Dunedin, FL 34698

(727) 733-1111

Largo Medical Center

201 14th Street SW, Largo, FL 33770

www.largomedicalcenter.com

(727) 588-5200

BayCare Urgent Care

711 S. Belcher Road, Clearwater, FL 33764

(727) 314-4848

HealthNow Urgent Care and Family Practice

2086 Gulf to Bay Boulevard, Clearwater, FL 33765

(727) 462-0100

Smell Gas - Act Fast!!

If you smell gas in a stairwell, hallway or inside your home...

Walk Away, Go Outside and call 727-462-6633 or 911 immediately!

Do not assume that someone else has already reported the emergency. Help us keep our community safe! ALL of the below are considered a gas emergency:

- You smell gas or suspect a gas leak --
- There is abnormal pressure (high/low flame) or no gas in all your gas appliances -
- Gas to an appliance or heating unit stays on and cannot be shut off -
- There is a continuous flow of water leaking from your water heater -
- Gas pipes are making unusual noises like roaring, hissing or whistling -
- You see a white cloud, mist, fog or bubbles in standing water -
- There is an odor other than natural gas that is irritating to your eyes, nose and/or throat -
- Someone is exhibiting symptoms of carbon monoxide exposure such as headache, nausea, lethargy, disorientation and combativeness –

As every report of a gas leak is a potentially hazardous situation, we recommend you evacuate the premises and wait for responders to arrive. Here are some key tips to keep in mind if you suspect a gas leak:

- **LEAVE:** leave the area immediately. Do not attempt to locate or stop the gas leak.
- **DO NOT TOUCH:** don't smoke, use a cell phone, flashlight, turn on / off any lights or appliances or operate any motorized equipment that could create a spark.
- **CALL:** notify the gas company immediately @ 727-462-6633. If a leak is suspected near a natural gas transmission pipeline, call the number as shown on the yellow pipeline marker. ***If the smell of gas is particularly strong, call 911.***

Be advised you can protect yourself with a minimal investment! There are Digital Gas Detection Alarm Systems and Gas Leak Monitors/Sensors available for around \$15.00. They plug right into your kitchen outlet and can be purchased from any major home supply store --

MOVING IN OR OUT

Guidelines

- You **MUST** notify Office Staff and Guard House of your intentions to move in prior to arriving.
- **Moving in or out will only be accommodated Monday through Friday between the hours of 9:00a and 7:00p and on Saturdays between the hours of 10:00a & 8:00p . Under no circumstances will a truck longer than 40 feet be allowed on the property.**
- **No moving in/out on Sundays or any Grand Venezia recognized Holidays**
- **NO MOVING TRUCKS ALLOWED OVERNIGHT** *** This includes vans, buses, jet skis, travel trailers or any other type of trailers, mobile homes, campers or recreational vehicles.

If you have questions, please call the GVCOA office: (727) 216-6123

GENERAL MAIL DELIVERY
PARCEL RETRIEVAL INFORMATION

In order to properly receive lettered mail as well as parcels here at Grand Venezia, only the physical street name and unit # should be reflected in your address.

Your designated mailbox # should not be shared with anyone.

• **For packages arriving via regular US mail (U.S.P.S.):**

- There are large kiosks to the right of all general mailboxes for package(s) that do not fit in your mailbox. In this instance, the Postmaster will place a corresponding key (with a box#) in your box. This lets you know to open the numbered kiosk, as chances are you have a package inside.
- For boxes too large to fit in the kiosks, the Postmaster will carry them inside the clubhouse's parcel room. In this instance, a small notification card will be placed in your mailbox stating that you have a parcel to retrieve inside. You **must** present the notification card to staff in order to sign for and receive your package.

• **For packages arriving via FedEx, UPS or other private carriers:**

- **These packages will be delivered directly to your front door.** *Please make sure you select the proper delivery options as we cannot accept deliveries on your behalf from any private carrier.*

**Under no circumstance can we receive a parcel on your behalf
from any entity other than the United States Postal Service**

SECURITY / GUARD HOUSE

Owner / Renter Property Access

- In order to drive onto the property, you must be issued a temporary pass or have a window bar code affixed to your vehicle for long-term access. See the GV office staff for your barcode sticker.

Guest / Property Access

- In order for your guests to drive onto the property, you must call the Guard House in advance: 727-223-3387 (½ hour lead time is recommended).
- Your guest will be issued a temporary pass good for one day. If you have someone visiting longer, please email grandvenezia@kwpmc.com with your guest's name(s) and duration of stay. ***Always reference your Unit # in the subject line of all correspondence***
- Guest Passes must be displayed between car's dash and window at all times.

Food Delivery, Furniture Delivery, Car Service, UBER, etc.

- If you order outside services (including contractors) you **MUST** notify the Front Gate in advance of all vendor arrivals: 727-223-3387.

Grand Venezia Trash/Waste Policy

Our community **DOES NOT** provide a trash service at your unit.

It is the responsibility of everyone living in the community to take their trash to the trash compactor located just beyond the office in front of the car wash area.

- Bagged or other trash is never to be placed in the hallways
- Take trash to the trash compactor and place it in the large door
- Recycle bins are provided at the trash compactor, if you recycle
- **All trash MUST be placed in the compactor or a recycle bin**
- **OVER SIZE ITEMS** must be taken to the Pinellas County Landfill



<<<<<< THIS IS UNACCEPTABLE !!

If for any reason the compactor is not working, PLEASE notify the GV office immediately!!

This is our community and it is our responsibility to keep it neat and orderly. Please help by doing your part regarding trash removal.

GRAND VENEZIA PARKING

- Vehicle barcodes can be purchased by residents from the GVCOA office for a fee in the form of check or money order. **We do not accept cash, credit or debit cards.** Please see GVCOA office for further details.
- No Parking Zones must be observed. Violators will be towed at owner's expense.
- Do not park in front of a garage unless it is yours ***or you possess written authorization.***
- Overnight Guests will be issued a "One Day" parking pass at the Guard House.
- Disabled Parking areas are restricted to vehicles furnished only with a valid Disabled Parking pass.
- No boats, trailers, motor homes or commercial vehicles can be parked within the community unless inside a garage. No commercial vehicles can be parked overnight unless contracted for working on GVCOA property.

PETS AT GRAND VENEZIA

- All pets must be approved by GVCOA as well as the Unit Owner **prior** to being brought to Grand Venezia (*ask office staff for a Pet Application*).
- **The following are examples of animal breeds and any mix of these breeds which will NOT be approved:**
 - **Akita, Alaskan Malamute, American Staffordshire Terrier, Bullmastiff, Chow, Dalmatian, Doberman Pinscher, Eskimo Spitz, German Shepherd, Giant Schnauzer, Great Dane, Husky, Pit Bull, Presa Canario, Rottweiler, Saint Bernard, Wolf Hybrid**
- Licensed and prescribed Service Dogs will not be prohibited based on breed – most will be accepted.
- **Only one dog per unit.**
- All pets, when outside the unit, must **always** be leashed and under the control of the owner.
- Any fecal matter is to be picked up immediately. Receptacles are provided for disposal.
- No pets allowed in or around the clubhouse, pool area, playground or tennis court.

GARAGE & STORAGE UNITS

- **Garages:** Lease of garages are available only to owners thru the GVCOA Office.

Note: The party leasing a garage is the only entity that can park in front of that garage.

- **Storage Units:** Storage units are available to all residents (*renters will need signed approval from their unit owners*). Inquire about leasing thru the GVCOA Office: 727-216-6123.

POOL - SPA TUB - SAUNA – GAZEBO - FITNESS CENTER

Fobs are needed to access GV amenities

Hours are daily: 9 am - 10 pm

These facilities are for registered owners and their guests. Valid fobs must be presented upon request. Limit of **2 guests per resident** will be enforced if required to comply with capacity.

Residents have priority.

- No loud music – GV staff provides music poolside through clubhouse sound system
- No diving, running or horseplay on pool deck
- No grilling or use of portable grills on pool deck
- Beverages are not permitted in pool and all containers must be 4 feet from pool's edge
- GLASS IS NOT PERMITTED ANYWHERE NEAR POOL DECK, SPA OR SAUNA
- Beer kegs are permitted inside Gazebo only
- No smoking on or near pool deck
- Under 16 years of age must have an adult present
- No nudity or thong bathing suits
- Diaper wearers must use leak proof plastic pants in the pool.
- Clean up after yourself - dispose of all trash.
- No "toys" that interfere with others enjoyment of the pool are allowed.
- Pool chairs & tables may not be saved or reserved.
- Towels left on vacant chairs may be removed by management so others can use them.
- Shoes, shirts and cover-ups must be worn at all times in the clubhouse fitness and business center (wet bathing suits are not permitted).
- Individuals assume responsibility for any injuries sustained while using the pool, spa or facilities-always practice water safety.
- Leave the pool area immediately if thunder and/or lightning are in the area.
- GVCOA is not responsible for lost or stolen items.

SWIM AT YOUR OWN RISK THERE IS NO LIFEGUARD ON DUTY

Spa Tub

- Under 16 years of age must have an adult present

Sauna

- No one under 18 years of age permitted at any time

Fitness Center

- No one under 18 years of age is permitted at any time. No wet swim suits permitted.
- Fitness Center is available 24 hours

Gazebo Use

- The screened pool Gazebo is available to residents but is only available on a first come first serve basis.
- When using the Gazebo, please take trash to the compactor when finished.

Noise Levels Inside & Outside of Your Grand Venezia Condominium

Living the “Condo Lifestyle” is low maintenance and practically turn-key. The benefits are way too many to list.

However, it is quite easy for most residents to forget the close proximity which they live in with their neighbors.

We would like to take this opportunity to notify you of the wood frame used to build Grand Venezia and how this particular construction *affects sound* throughout the walls and floors in each building.

**We want to give our residents the respect of ‘peace & quiet’ most days,
but especially during quiet time here which is after 10pm.**

Everyone has a right to live and play in their own domain. However, we ask that you to be mindful of heavy walking and loud sounds when you know there are others living beside, above and particularly beneath you.

Also, if you have pets that roam freely in your condo, you may want to consider putting down padding, carpets or area rugs so their nails / paws do not resonate in the late hours.

Have toddlers?...may we suggest thick socks, footsies or rubber bottomed slippers while they are scampering about?

Although we at Grand Venezia do not expect noise levels to ebb completely, we **can** implore everyone to consider the solace of others. We have elderly and youngsters here that need proper rest as well as full-time working residents who are not on vacation.

Preventative measures such as this help keep “Condo Living” appealing!

GENERAL PROPERTY POLICY

Water Leaks

- The GVCOA Maintenance department reserves the right to enter any unit to address a water leak or other issue that may damage another unit.
- In the event of a leak, notify the Maintenance Supervisor via email: jdelrio@kwpmc.com and reference your unit number in the subject line.
- For all other maintenance issues, contact your rental property manager or unit owner.

Law Enforcement

- Dial 911 for all emergencies

Balconies & Patios

- No painting or permanent decorations are permitted.
- No portable grills are permitted on balconies or anywhere on the property.
- No storage on the balcony.
- No hanging of laundry, rugs etc. on the balcony.

Breezeways (Hallways)

- Items such as bicycles, fishing equipment, shoes, strollers, plants and any other items are not permitted in the breezeways, underneath stairwells or other common areas
- Smoking is NOT permitted in Breezeways, Hallways or Stairwells at **ANY TIME**

Noise

- There is a 10:00 pm sound ordinance throughout the community - this includes Pool, Hot Tub and Gazebo areas

OWNERS INFORMATION

RENTAL UNITS

Owners with Rental Units

- GVCOA does not get involved with rentals of owner's units
- Owners are responsible for all maintenance issues relating to water, gas and electric
- Owner's desiring to rent their unit are required to provide the GVCOA offices with a copy of the signed lease at least 5 days prior to the tenant moving in with phone numbers and email addresses for all tenants
- The GVCOA office will provide a "Welcome Package" to new tenants at time of registration. New tenants may also purchase barcodes at that time, if desired

Contractors & Repairs

- All Contractors must be licensed in order to perform work within any unit.
- Owner/Resident must call the GVCOA Office and notify them that they are having a Licensed Contractor perform electrical, HVAC, and /or plumbing services in their unit.
- Vendors / Contractors / Furniture Deliveries will only be accommodated Monday through Friday between the hours of 9:00 am and 7:00 pm and on Saturdays between the hours of 10:00 am and 8:00 pm.
- Owner/Resident must call the Guard House to let them know they are expecting the contractor as well as day and time the contractor will arrive.

GVCOA Documents, Etc.

- Owners are entitled to a copy or an inspection of any public association document when requested in writing and in advance. There are additional policies regarding documents that can be obtained from the GVCOA office.

THANK YOU AND WELCOME TO THE COMMUNITY!!