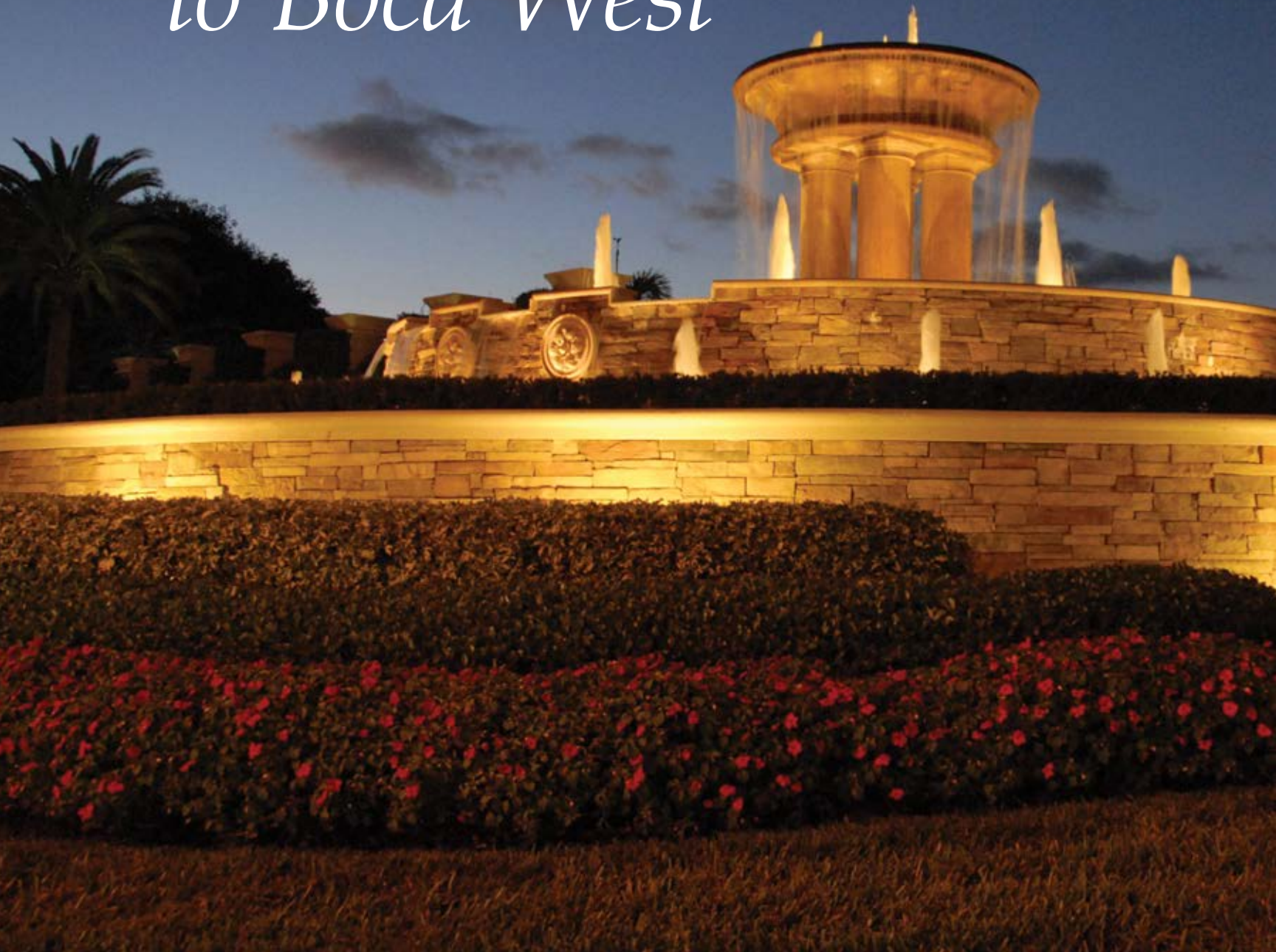


BOCA WEST® MASTER ASSOCIATION, INC.

*Welcome
to Boca West*



20540 Country Club Boulevard, Suite 105 • Boca Raton, Florida 33434-4202
Telephone (561) 488-1598 • Fax (561) 487-5531
www.bocawestmaster.com

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W E L C O M E T O B O C A W E S T

Dear Resident,

WELCOME TO THE #1 RESIDENTIAL COUNTRY CLUB IN THE U.S.A.!

We've achieved this success because of our superb staff, management and amenities that are second to none.

We are providing this welcome booklet to help familiarize you with our organization and regulations, and to make your adjustment to your new or upgraded home as streamlined as possible.

On the following pages you will find important information concerning the following:

- *The organizational structure and role of the Boca West Master Association with information on security, access transponders, guest registration and important telephone numbers*
- *"Rules of the Road", Waterways/Boating rules and American Medical Response (AMR) emergency response services*
- *Architectural Control Committee procedures and vendor directory*
- *Comcast Cable bulk television services*
- *Storm preparation*

Your respective village has rules and regulations that you should abide by. Please take a few minutes to become familiar with this information. If you have any questions, please call or stop by our office Monday through Friday between 8:30 A.M. - 4:45 P.M. From October 1st through May 31st we are also open on Saturday from 8:30 A.M. - 1:00 P.M.

Welcome to our family!

Sincerely,



Brad Baecht

Vice-President and Executive Director





Our Mission Statement

The Boca West Master Association is dedicated to ensuring the safety and security of residents and guests, and upholding a consistent level of excellence in providing a beautifully maintained environment. We strive to forge mutually supportive relationships with the Boca West Country Club and the village associations Staff, Management, Directors and Governors.

To accomplish this we:

- Focus on our residents' needs each and every day
- Operate in a positive and professional environment
- Treat each other with respect, understanding and compassion
- Reach for the best within ourselves

The Boca West Master Association Organization

The BWMA Board of Directors

The Boca West Master Association is governed by a seven-member Board of Directors, elected by the Village Representatives. Directors serve for a term of 3 years and may run for a second consecutive term only once. The Board of Directors meets monthly to conduct the business of the Association.

The BWMA Executive Director

The Board of Directors employs the Executive Director, who reports directly to the Board and is responsible for the daily functions and financial responsibilities of the Association, including the development and implementation of all programs, while overseeing a staff of 82.

BWMA Committees

The BWMA establishes committees to help develop and carry out its functions. Each committee is led by one or more of the seven directors and is assisted by volunteers from the general Boca West population. Committees meet monthly throughout the season prior to the Board of Directors' meeting. They are:

- *Architectural Control*
- *Communications*
- *Finance*
- *Landscape/Maintenance*
- *Legal and Insurance*
- *Safety and Security*
- *Grievance*
- *Special Projects*

Membership of BWMA

All 56 villages comprising 3,379 homes, the Boca West Country Club, RAPBOCA, LLC, and BW-PC, LLC are members of the Boca West Master Association.

Village Representatives to the BWMA Board of Directors

Each of the 56 village boards appoint or elect two Representatives to the Association. These individuals represent the interests of their village to the Boca West Master Association and votes in the annual election of BWMA Board Members and other matters that require a membership vote.



How is the Master Association Funded?

Assessments of Individual Unit

Owners - An annual budget is proposed to the village members and adopted by the Board of Directors. Each and every unit owner is assessed an amount to pay for the services provided by BWMA. The amount of the individual payment is based on the assessed valuation and millage calculation of the unit owner's property.

Charge for AMR Emergency

Medical Service - An annual charge is assessed for payment of this service.

Charge for Hotwire Cable TV

Service - An annual charge is assessed for Hotwire Cable TV service based on the level of service the respective villages have chosen. Attached is an explanation on the services available to your village.

How are the assessments collected?

The assessments listed above are the responsibility of the individual unit or lot owner. The 56 villages act as collection agents for BWMA through their village budgets.



Gate Access

Gate Access Control

BWMA has a security force of 44 officers led by a Chief of Security. Security officers patrol Boca West and man all three entrance gates 24/7 along with contracted Palm Beach County Sheriff deputies. There is twenty-four hour access control for all residents and guests at the Glades Road, Jog Road, and Yamato Road gates. It may amaze you to learn that over 2,000,000 vehicles enter our gates each year. Ensuring that only bona fide residents, registered guests and service contractors are admitted is a major function.

Resident Entry

All residents must obtain a permanent transponder from the BWMA office. A fee of \$53 is charged for the transponder, every time a new vehicle is purchased or leased.

Guest Entry

Only guests that you register with BWMA Security are permitted to enter. Frequent visitors may be placed on your "permanent" guest list, but the list should be reviewed at least annually for revision. Do not place service contractors on your permanent guest list.

Service Persons Entry

Residents must call to arrange for the entrance of delivery persons, vendors and contractors. **All commercial vehicles MUST have a company sign adhered to their vehicles on the driver's side.**

3 methods of guest and service persons entry registration are available, 24/7:

You must have your personal security number available;

Telephone: (561) 483-5505

Voicemail: (561) 483-7026

Online: www.bocawestmaster.com

Gate: Commercial Vehicles

Monday - Friday 7 am – 6 pm

Saturday 8 am – 5 pm

Sunday Emergency Only

Safety & Security

BWMA and Palm Beach Sheriff Deputies patrol Boca West, 24/7, noting unusual activity. However, every resident should take steps to ensure the safety of his or her home. BWMA recommends ADT Security to protect your home against theft, fire and carbon monoxide poisoning. Residents are given preferred pricing for ADT services. This is the only security alarm company sanctioned by BWMA per the PSAS (private security alarm system) agreement with Palm Beach County Sheriff's Office that allows for alarm permit fees and false alarm fees to be waived.

Emergency 911 Calls

GENERAL PROCEDURE

- *If using a cell phone, give the dispatcher your exact location of incident.*
- *Never hang up until told to do so.*

Health Emergency

An American Medical Response ambulance, contracted by BWMA, is based in Boca West 24/7 and normally is the first responder to a medical emergency. Average response time is 3.7 minutes. The AMR paramedics render initial emergency service pending the arrival of Palm Beach County Fire Rescue which will provide transport to a local hospital if required. BWMA Security personnel will also respond.

Security Emergency

If reporting a burglary or other threat to body or property, tell the dispatcher the location and the nature of the emergency. Palm Beach County Sheriff Deputy and BWMA Security will respond.





Home Safety & Security

Your home should be monitored for smoke, carbon monoxide and burglary. Carbon monoxide is a silent killer. ADT Security monitoring service provides detection for carbon monoxide presence. All homeowners should be protected. Be absolutely certain you have turned off auto ignition when parking in garage. Keyless auto start systems can make you careless.

Generators also emit carbon monoxide and must be used outdoors - not even on patios.

Do not store flammable cleaners or substances. Keep floors clear to avoid accidents.

Home Security

1. *Subscribe to ADT Security monitoring service.*
2. *Lock all doors and windows when you leave.*
3. *Activate alarm system if installed.*
4. *Keep garage doors closed at all times.*
5. *Do not leave valuables or cash lying around.*
6. *Do not leave keys under a doormat.*
7. *Lock your car at all times with no items visible from exterior.*

Some villages contract for bulk services directly with ADT Security and the expense is contained in the respective village budget.

Traffic Control

Traffic Violations

For homeowners, renters, significant others and permanent guests (family members having 24/7 access) with transponders:

- *Speeding or failure to come to a complete stop at stop signs in a vehicle or golf cart will trigger a citation and may result in deactivation of a transponder. If this occurs, the transponder belonging to the vehicle involved and all transponders associated with that address will be deactivated. Violations will result in deactivation as described below in the penalties section.*
- *In order for an appeal to be considered, resident and guest (if possible) must attend a Grievance Committee meeting to discuss the infraction and its impact on road safety in Boca West. With a successful appeal, the citation may be excused and no further action will be taken.*

For homeowners, renters, significant others, permanent and casual guests without transponders:

- *A letter will be sent to the homeowner informing him/her that this person has violated traffic rules, requesting that they both attend a Grievance Committee meeting to discuss the infraction and its impact to road safety in Boca West.*

Homeowners are responsible for the actions of their guests!

Vendors & Contractors

A phone call will be placed to the respective company owner(s), informing them that their employee has compromised resident safety and endangered themselves. Future violations may result in stringent action by BWMA that could include a period of time when their company is not allowed into Boca West. Residents that have work being performed by these contractors will be notified.

Caregivers / Nurses – With or Without Transponders

Traffic rules that are violated will dictate a letter to resident, informing of the violation. Repeat action must be avoided or may result in sanctions against the aide or employer of aide. Counseling by resident must occur. It is not our desire to interfere with patient care, however, traffic safety must be observed.

Penalties

- *First Violation: Up to 15 MPH over the speed limit – up to 21 days; Up to 20 MPH over the speed limit – up to 30 days. All subsequent violations will result in the deactivation schedule plus an additional 2 weeks.*
- *In all cases where citations have occurred, an appeal process is standard procedure. Violators will be given a minimum of 14 days written notification to appear at a Grievance Committee meeting.*
- *Deactivation of transponders will take place between the months of November through May.*
- *Violations will be expunged every three years.*



Rules of the Road

Accident prevention is a primary goal. BWMA roadways and paths are used extensively. Observe the rules below for your safety and the safety of others.

Motor Vehicles

1. Must comply with posted speed limits and other traffic signs.
2. Must make a complete FULL STOP at every STOP SIGN.

Bicycles

1. Cyclists may use paths or roadways.
2. Must remain on the extreme right edge of roadways normally.
3. Must obey all traffic signs and operate single file.
4. Must slow down when approaching pedestrians, especially from behind, signal via voice or bell to issue an approach.

Walkers and Joggers

1. Are encouraged to use paths rather than roadways.
2. Must always FACE on-coming traffic and be in single file on the extreme outside edge of roadways.
3. Must wear attire that includes upper body "cover-ups" for men and bright/reflective clothing and shoes at night.

Skaters

1. Are prohibited on BWMA roads except for the path leading to and around the Village of Bridgewood from the Sports Center.
2. Must wear approved safety equipment.

Golf Carts

1. Must be insured for minimum liability coverage of \$300,000.00 with clause stating cart is insured on and off golf course.
2. Children under 16 may not operate a cart. Children are not permitted to sit on the lap of the cart operator.
3. The number of people allowed in one cart may not exceed the manufacturer's recommendation.
4. Must remain on the extreme right edge of roadways used by automobiles and drive in the same direction.
5. Driving the path system use caution and signal via voice or bell when approaching pedestrians or cyclists.
6. All carts should have mirrors and bells attached.
7. Must yield to motor vehicles, bicyclists and pedestrians.
8. Drivers indicate turns using standard hand signals.



Common Areas

Lakes and Lake Banks

Lakes beautify Boca West. BWMA manages the aquatic health and scenic beauty of 200 acres of lakes and waterways. Some are in the four golf courses and some are within individual villages. All are the responsibility of BWMA. Each year we can be faced with drought, excessive rainfall, algae blooms, and other problems that challenge us to preserve and protect our valuable asset.

Roadways and Paths

Maintains 14 miles of roads and pathways to ensure they are free of potholes and tree roots.

Signage

Attractive signs are placed around Boca West to help residents and visitors navigate our roads and locate addresses.

Landscaping

BWMA employs a staff of 30 led by a Landscape/Maintenance Director. The beautiful plantings and flower beds that adorn our road medians, entrances and adjoining common land are the responsibility of BWMA. Landscaping is maintained and deficiencies are quickly corrected.

Nature Preserve, Basketball Court, Tot Lot Area

This recreational area is popular with youngsters of all ages. The Nature Preserve acquaints visitors with our flora and fauna. The Tot Lot gives little ones a fine playground. Older children enjoy the competition of the basketball court.



Waterway/Boating Rules

1. Wear approved Coast Guard life preservers.
2. Limit number of persons to boat's official capacity.
3. No gasoline or diesel engines.
4. No boating after dark.
5. No horseplay in or between boats.
6. No swimming, snorkeling or diving.
7. No consumption of alcoholic beverages.
8. Proceed to shore when the golf course lightning alarms sound.
9. Use of waterways is at your own risk.
10. Beware of reptiles – alligators, snakes, iguanas, etc.
11. Residents are responsible for guests' adherence to rules.



Children's Activity Area

In addition to safety and comfort, the Children's Activity Area focuses on a number of play features and experiences and includes ample shading for both the children and proud onlookers. The playground is laid upon a pour in place 2 inch colorful rubberized surface. No splinters or scraped knees!

The Children's Activity Area is comprised of the following structures:

- A large multi-play single structure that includes areas for climbing, sliding, spinning and using your imagination.
- A 6 swing shaded system with seats for toddlers (2-5) and school age children (5-12).
- An independent climbing structure that permits kids to climb high and offers spots to stay low as well.
- A four seat see-saw, a stand-alone upright piano and a free standing set of bongo drums.
- Four basketball courts made especially for children 12 and under.



Playground Guidelines:

Hours: 8:00 AM to Dusk

For safety reasons, all children under the age of 12 years old must be accompanied and supervised by a responsible adult.

No roughhousing, shouting, fighting or throwing any objects on the playground.

No bikes, tricycles, skates, scooters or skateboards are allowed within the playground fencing.

Please properly dispose of food, drinks, or any containers in the trash receptacles.

Only residents and accompanied guests may use the playground. Residents are responsible for themselves and their guest's compliance with all rules governing the use of the playground.

Please read all posted rules before using the playground.







Nature Preserve

The Nature Walk has been updated where and how as permitted by our original contract agreement with Palm Beach County with colorful and informative signage and animal statues about Florida native wildlife. There is a colorful brochure describing the animals and fauna so children can check off the animals they see during their visit, not just in the Nature Preserve but while in Boca West.



Contracting for Community Television Services



Your Fision® service, provided by Hotwire Communications®, will be delivered to your home by our state-of-the-art 100% fiber optic network.

Included Services - All Villages except Willow Wood Midrise II will get this package.

Expanded Basic Television	Local networks, sports, news, popular channels and more! Plus local channels in HD. Simply plug & play - We provide programming in analog & digital format without needing special equipment. <i>*To receive digital channels, your television must have integrated QAM tuner capable of decoding MPEG 4. To verify QAM capability on your TV, please refer to your televisions owners manual. TV must be HD capable.</i>
Digital Works Package	The ultimate entertainment experience. Includes all of the Premium Movie Channels!
Sports Package	Includes NFL RedZone, Pac-12, MLB Strike Zone, World Fishing Network, Longhorn, Outside TV and more!
HD Service	Access to available HD channels in your digital package. HD capable television required.
Multi-Room DVR Service	Watch any recorded show from any box in your home. This will require at least 1 HD/DVR box and 1 HD box to create the network function
Fision HD Box	One (1) HD box. Provides our on-screen program guide with advanced features, access to Replay TV and VOD.
Fision HD/DVR Box	One (1) HD DVR box with DVR service. Allows you to record programs and watch on your schedule. Record up to 4 HD programs at the same time. One DVR per household. OPTION: Upgrade to our Fision Terabyte HD/DVR box for \$5.00/mo.
High Speed Internet 150	Download speed: 150 Mbps and upload speed: 30 Mbps delivered to your home. Plus One (1) Wireless Router.

Included Services - Willow Wood Midrise II will get this package .

Expanded Basic Television	Local networks, sports, news, popular channels and more! Plus local channels in HD. Simply plug & play - We provide programming in analog & digital format without needing special equipment. <i>*To receive digital channels, your television must have integrated QAM tuner capable of decoding MPEG 4. To verify QAM capability on your TV, please refer to your televisions owners manual. TV must be HD capable.</i>
Digital Access Package	Local networks, sports stations, commercial free music PLUS favorite channels like TLC, NFL Network, USA, HGTV and Bravo!
HD Service	Access to available HD channels in your digital package. <i>HD capable television required.</i>
Fision HD Box	One (1) HD box. Provides our on-screen program guide with advanced features, access to Replay TV and VOD

Upgrade options to get additional services are available from Hotwire, speak to a representative for product details and pricing.



To create your new account:
561-288-9199



Hotwire Customer Service Office at Boca West
20540 Country Club Blvd., Suite 202
Boca Raton, FL 33434
Monday - Friday: 9:00 AM - 5:00 PM

How Do I Return My Comcast Equipment?

After your new Fision service from Hotwire Communications is installed, your Comcast equipment must be returned to:

Your nearest UPS Store for a FREE drop off and receipt:	Your nearest Comcast Service Center for a FREE drop off and receipt:
<p>21218 St Andrews Blvd., Suite 10 Boca Raton, FL 33433</p> <p><u>Hours of Operation</u></p> <ul style="list-style-type: none"> Monday - Friday 8:00 AM - 6:30 PM Saturday 10:00 AM - 3:30 PM Closed Sunday 	<p>7201 N Federal Hwy Boca Raton, FL 33487</p> <p><u>Hours of Operation</u></p> <ul style="list-style-type: none"> Monday - Saturday 8:00 AM - 7:00 PM Closed Sunday

Other restrictions may apply. Fision box required to view IPTV Digital Cable, Digital package required to select upgrades. Limit one (1) DVR per household. Multi-room DVR service subject to network configuration limitations. One-time fee of \$29.99 applies for the installation of retail cable and/or Internet services. One-time phone activation charge of \$19.99 applies for new phone service. Installation fees for standard installation are waived during property launch period. Internet service available for residential use only. Actual speeds for Internet service will vary due to a variety of factors. Fision and Hotwire Communications are registered trademarks of Hotwire Communications, Ltd. © 2018





Architectural Control Guidelines

Primary Responsibilities

The Architectural Control Committee reviews all village approved architectural applications, notifies all applicants whose plans have been approved or disapproved with reasons for disapproval and maintains copies of applications, design documents and related records for seven years. The approval process starts at the village level before coming to BWMA for final approval.

Purpose

To ensure the protection of building integrity, standards, aesthetics and overall harmony of our master planned community and environment, the BWMA Architectural Control Committee (“ACC”) has developed this set of guidelines to review village and resident applications for change. This involves all changes to property exteriors including, but not limited to, tear-down and rebuild of homes, re-roofing, additions, patios, screen enclosures, window and door replacements, painting, paving, village signage, pool/spa installations, golf cart enclosures, landscaping projects and more.

The ACC does not seek to restrict individual creativity, but rather to maintain within the entire community the aesthetic relationship among homes, within villages, golf courses and natural surroundings.

A copy of the Architectural Guidelines is included at the back of this booklet and can also be found on our website, www.bocawestmaster.com.

A copy of the **Directory of Home Services Vendors** is included in the back of this booklet and can also be found on our website, www.bocawestmaster.com.

Should you have any questions, please contact Alyssa Martinez, Executive Assistant, at amartinez@bocawestmaster.com

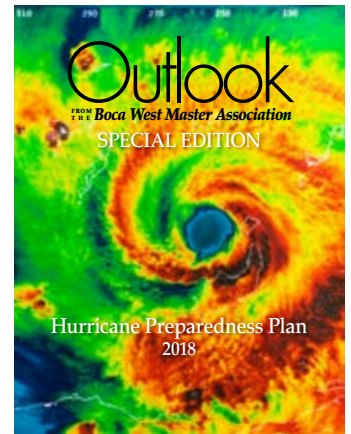
Storm Preparation

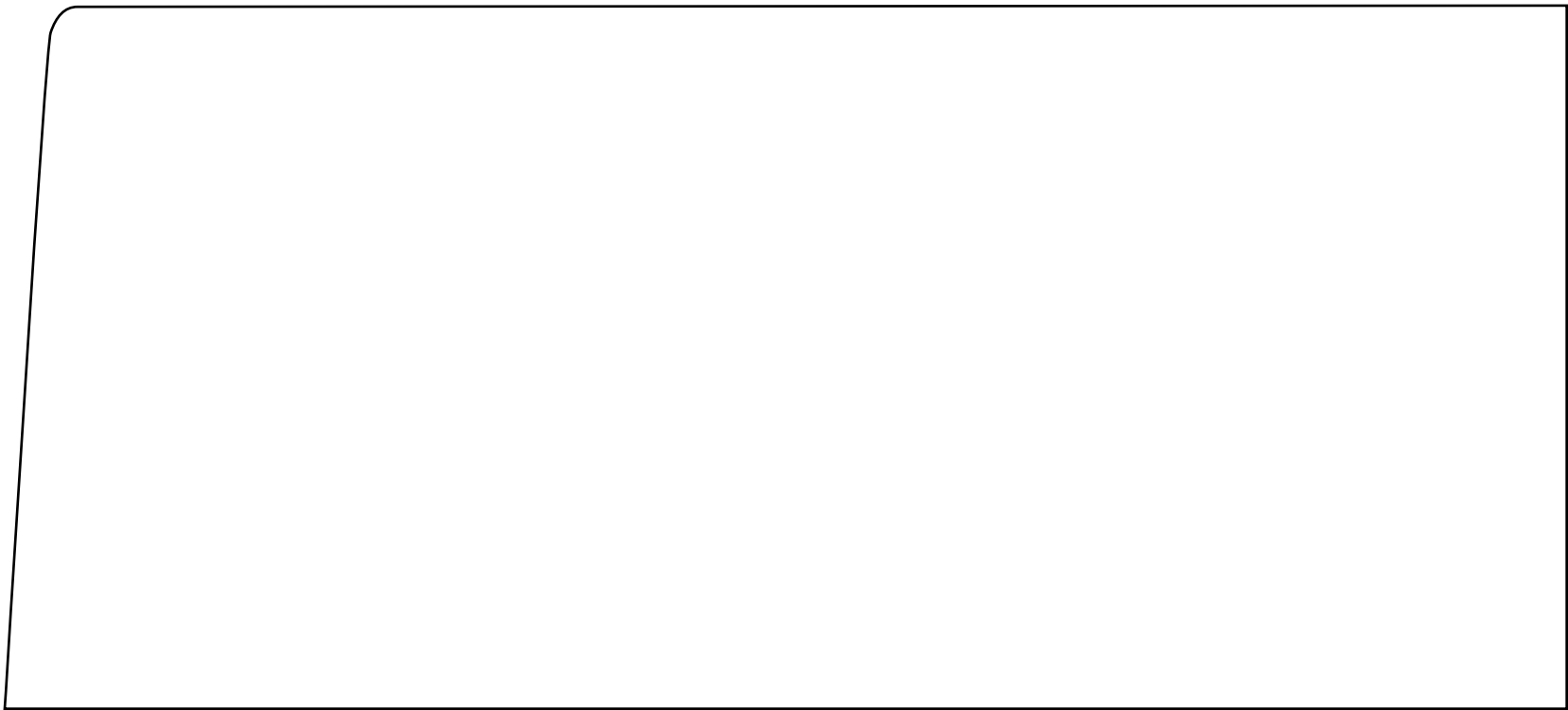
Storm season begins June 1 and ends November 30 – August, September & October can be tumultuous and see the most storm activity. Make preparations early, whether you are in residence through the summer or elsewhere in the world.

- Secure Property – all furniture and loose objects should be brought indoors; clean, lubricate and test shutters for closure; test generators; by now roofs should have been inspected and tuned up. Take photographs or a video of your property, both interior and exterior, for insurance purposes. Flood insurance is a wise investment.
- Trees should be trimmed by the end of June.
- Hurricane kits should be checked and replenished. Refer to checklists provided in publications from the county, city and at stores such as Publix. Headlamps and battery powered fans are favorites of many of us.
- Create a communications plan, whether you are in residence or not – with point people in your village, your home caretaker, etc.
- You should have copies of important documents in an alternate location other than your home in Boca West. Keep your insurance policy and agent's number handy. Files should be stored in a higher place than ground floor.
- For very elderly residents and those with special needs, a plan should be in place for communication with family members in other areas of the country and consideration should be given to staying elsewhere, such as a hotel or designated shelter. If we are threatened with a storm caregivers may be tending to their own families.

Please understand that all emergency workers and staff will be consumed with clearing roadways to check on property and persons with special needs. Depending on the strength of a storm, these workers may not be able to access the area immediately. We are virtually on our own for a period of time and need to be secure.

If you are in residence during hurricane season, be sure to stop by the Security Office to pick up our Outlook Summer 2018-2019 Hurricane Preparedness edition along with a Help Alert door hanger or a Help Alert garage sticker.





SECURITY EMERGENCY (24 hrs.)

(561) 483-9229

INFORMATION UPDATES FOR RESIDENTS

Keep BWMA up to date with your "away" and e-mail addresses, cell phone numbers and emergency contacts.

- Call BWMA (561) 488-1598 ext. 301
- Email: sa@bocawestmaster.com

Update your guest list often, or at least once each year

- Call BWMA Security (561) 483-5505 (24 hours)
- Register Your Guests Via Voice Mail (561) 483-7026
- Register Your Guests Via the Internet, www.GateAccess.net
- Visit the BWMA Office for a demonstration

IMPORTANT PHONE NUMBERS

(Monday - Friday)

Vice-President and Executive Director, Brad Baecht (561) 488-1598 ext. *307

Administrative Assistant, Alyssa Martinez (561) 488-1598 ext. *313

Chief of Security, Joseph Lastella (561) 488-1598 ext. *302

Community Relations, William Tulloch (561) 488-1598 ext. *301

Landscape/Maintenance Director, Lawson Turner (561) 479-3772

ADT HOME SECURITY

Sales and Service (800) 876-7806 / Monitoring Center (800) 226-2351

HOTWIRE/FISION IMPORTANT NUMBERS

Monday – Friday 9:00 AM – 5:00 PM 561-288-9199

24 hrs., 7 days a week, 365 days a year 1-800-355-5668

BOCA WEST® MASTER ASSOCIATION, INC.

20540 Country Club Boulevard, Suite 105

Boca Raton, Florida 33434-4202

Telephone (561) 488-1598 • Fax (561) 487-5531

www.bocawestmaster.com