WELCOME HOME

PORTICO

A GUIDE THROUGH
YOUR NEW COMMUNITY



HAPPILY MANAGED BY:

ICON MANAGEMENT

A NOTE FROM MANAGEMENT

Dear Homeowner or Tenant,

On behalf of the entire Portico Community, it is with great pleasure that we extend a warm welcome to you. We are thrilled to have you as a new member of our vibrant neighborhood and hope that your time here will be filled with wonderful experiences and lasting memories.

At Portico, we are committed to maintaining a high quality of life and ensuring the value of your home is protected. As part of this commitment, ICON Management oversees various aspects of community management, including accounts payable, accounts receivable, vendor supervision, enforcement of rules and regulations, and general administration.

Rest assured that ICON Management brings with it a wealth of experience, knowledge, and training to effectively operate and maintain our community to the highest standards. Our dedicated team is here to assist you in any way possible to ensure your experience in our community is as enjoyable as can be, while also safeguarding your investment.

Included in this welcome packet is important information desired to help facilitate a smooth transition into your new home. We hope you find this resource helpful and informative as you settle into your new surroundings.

Whether you have questions about amenities, services, or anything else, don't hesitate to reach out to our on-site office at (239)362-2929. We're here to assist you in any way we can.

Once again, welcome to Portico! We sincerely hope that you and your family will find happiness and fulfillment here for many years to come.

Kindest Regards,
Jessica Church
General Manager, LCAM
ICON Management Services Florida, LLC
JChurch@theiconteam.com

IMPORTANT RESIDENT INFORMATION

PORTICO MASTER POA COMMUNITY MANAGEMENT

ICON Management Services Florida, LLC
5540 State Road 64 East, Suite 220
Bradenton, FL 34208
941-747-7261

GENERAL MANAGER

Jessica Church, LCAM
Office: 239-362-2929
Email: JChurch@theiconteam.com

ADMINISTRATIVE ASSISTANT

Ashley Sanders
Office: 239-362-2929
Email: ASanders@theiconteam.com

FRONT DESK RECEPTIONIST

Janice Torres
Office: 239-362-2929
Email: JTorres@theiconteam.com

MANAGEMENT OFFICE HOURS

Monday - Friday 9am-4pm
Saturday & Sunday CLOSED

FRONT DESK HOURS

Monday - Friday 9am-5pm
Saturday & Sunday CLOSED

IMPORTANT RESIDENT INFORMATION CONT.

PORTICO CDD

Portico has a Community Development District that is responsible for the preserves, lakes, and entrance lake fountains within the community. A Community Development District (CDD) is a local, special-purpose government framework authorized by Chapter 190 of the Florida Statues as amended and is an alternative to municipal incorporation for managing and financing infrastructure required to support development of a community. Any maintenance issues within the lakes including littorals, aerators, and trash can be reported to the CDD Manager.

Managed by: Rizzetta & Company
CDD Manager: Belinda Blandon
Office: 239-936-0913
Email: bblandon@rizzetta.com
Website: www.porticocdd.org

LENNAR

Customer Care
800-698-1929
Warranty
800-532-6993
https://mylennar.lennar.com/contact/customercarewarranty

UTILITIES

Water: Lee County Utilities 239-533-8845
Sewer: Lee County Utilities 239-533-8845
Trash: Waste Pro 239-422-5660
Electric: FPL 800-468-8243 or
www.fpl.com

POST OFFICE

Fort Myers Post Office: 239-694-0643

NON-EMERGENCY POLICE

239-477-1000

LANDSCAPING

For Landscaping Requests please go to: https://www.mainscape.com/customercare/

NEW RESIDENT INFORMATION & COMMUNICATION AUTHORIZATION

Name:_____

Co-Owner's Name: _____

Adults/Children under 55 living with you: _____

Closing Date: _____

Portico Address: _____

Phone #1: _____ Phone #2: _____

E-Mail Address: _____

Do you live at Portico full-time? ☐ Yes ☐ No

If no, enter an alternate mailing address: _____

_____

Wheredoyouwantyourmailtobesentto?

Address: _____

Ii/We would like to receive Email Communications from the

Associaation ☐ Yes ☐ No

Emergency Contact: _____

Relationship: _____ Phone: _____

Signature:_____Date: _____

Please email the completed New Resident Form

to: AMSanders@theiconteam.com

PORTICO

CONSENT TO ELECTRONIC VOTING AND/OR CONSENT TO RECEIVE ELECTRONIC NOTICE OF MEETINGS

The undersigned, being an Owner or the Voting Member for Address _____ in PORTICO PROPERTY OWNERS ASSOCIATION, Inc. pursuant to Florida Statutes, hereby consent(s) in writing to:

(Please place a check mark or x in the box or boxes below for which you are giving consent. You may consent to electric voting, receiving electronic notice, or both).

l._____**ELECTRONIC VOTING.** By signing this consent form (or consenting to electronic voting by e-mail sent to the Foundation), I/we consent to voting electronically at meetings and elections for Portico Property Owners Association, Inc. to the fullest extent permitted by law, pursuant to the provisions of the Board's Resolution authorizing electronic voting ("Resolution"). I/we designate the following email address for electronic voting purposes:

Email Address: _____

I/We further understand and agree that, in order to use a different e-mail address for casting votes electronically, I/we must notify the Foundation in writing of the change of e-mail address prior to the meeting or election in which the Owner wishes to vote by electronic means.

2. _____ **ELECTRONIC NOTICE**. I/we consent to receiving notice by electronic transmission for meetings of the Board of Directors, Committees, and Annual and Special Meetings of Portico Property Owners Association, Inc. I/we designate the following email address for electronic voting purposes *(you may write "same as above" or provide a different address for electronic notice purposes):*

Email Address: _____

The undersigned understands that mailed/paper notice may not be provided to the Owners unless the Owners have rescinded their consent to receive electronic notice of meetings. Please be aware that if you consent to receive electronic notice of meetings, your e-mail address designated for that purpose will be an official record of the Foundation.

All Owners of the Lot or eligible voter please print name, affix date and sign below.

Signature:_____ **Signature:** _____

Print Name:_____ Print Name: _____

Date:_____ Date: _____

HOA Website

Dear Portico Family,

As a continued effort to provide Iconic service to all of our residents and guests, we hope you find Portico's website to be easy to navigate, user-friendly, informative, and a useful tool to provide you with all the information you need to make your residency in the community the best in all of Florida.

The website address is: https://icon.cincwebaxis.com/portico
New owners can register 30-days after their closing date

Some of the information you will find on the site includes:

- Upcoming Events – As you know, there's always something happening at Portico. Get information on events, event registration, important announcements, and more.
- Important Contact Information – All of your important Portico contacts from emergency to general questions.
- Association Information – A complete list of whom to contact for which neighborhood.
- HOA Documents and Request Forms – Download all important documents pertinent to residence at Portico.

As a resident of Portico, you will have access to the documents relevant to the community in which you live. You will be given an opportunity to log into the site and create your user profile so that you may access these sections of the site from wherever you are in the world.

We are very proud to manage this Iconic community and we strive to provide Iconic services to you. Please spend some time getting to know your new website. It's your website, designed to help you enjoy your community to its fullest!

Thank you for calling Portico home!

Private Low Speed Vehicles (LSV)

The Association does not permit golf carts to be used on the roads and sidewalks within Portico. The Association does permit that a homeowner can have a private low speed vehicle (LSV) and every year the LSV must be registered with the Association. A resident will be given Portico LSV stickers for their LSV.

Specifications for LSV are as follows:

- LSV shall not have any business or advertisement stickers or signage.
- LSV body, canvas tops or covers, and upholstery shall be in good condition.
- All LSVs must be equipped with efficient brakes, reliable steering apparatus, safe tires, a rear-view mirror and red reflectorized warning devices in both front and rear. LSVs must have functioning headlights, taillights, brake lights, turn signals, mirrors in accordance with DMV standards, parking brake, seatbelt for each designated seat, VIN (Vehicle Identification Number) and a windshield.
- Optional equipment may include, high speed motor, fuel gauge, horn, pin striping and name decal, fans, side enclosure panels, seat covers, or four passenger seating.
- Any LSV displaying significant body damage must be repaired. Vinyl seats or seat covers must be free of tears and rips.
- Customized LSVs are prohibited.
- Converted golf carts which meet all requirements of an LSV are permissible.

LSV Insurance Requirements:

A policy of liability insurance for injuries or death, and damage to property sustained within the Portico community, with minimum limits of Two Hundred Fifty Thousand Dollars ($250,000) for injury to or death of any one person, and minimum Fifty Thousand Dollars ($50,000) for damage to property.

- Resident LSV owner are required to ensure that their private LSV is restricted to Florida state licensed drivers, who will operate the LSV in a safe, and prudent manner in accordance with all governmental and Portico regulations.

To complete your required annual LSV inspection, please schedule an appointment with the on-site management staff, bring your insurance information and your LSV to your appointment. No resident cost associated.

Gates, Stickers, & Amenity Fobs

Gate System

St. Moritz is our vendor for the gate system. The gates are closed 24/7. A guard monitors the entrance and all visitors must use the visitor lane by the Guardhouse. An officer is on-site patrolling the community Friday & Saturday 6pm-2am, Sunday - Thursday 8am-8pm. An officer is at the gatehouse Monday-Friday 6:15am-6:15pm, Saturday & Sunday 10am-6pm. Portico does not offer security. The officers are for access control during specific shifts only and act as compliance officers while on patrol. For security matters, emergencies, trespassing, disturbance of peace, etc., residents are to call the Lee County Sheriff's Office or dial 911 for an emergency.

Gate Stickers & Amenity Fobs

The first two gate stickers and amenity fobs are complimentary for all new homeowner residents (New Home Sale – Not Resale) . Additional stickers may be purchased for $25.00 each by check, money order, or cashier's check, made payable to: Portico Master Property Owner's Association. A fob may be purchased for $25.00 each, also by check, money order, or cashier's check, made payable to: Portico Amenity Association.

Additional stickers/fobs can be purchased in the Management Office at the Clubhouse. All gate stickers are to be installed by Office Staff and are to be placed on inside of the windshield, passenger side, at the top of the window below any tinting.

Gate stickers and fobs are for residents only. Your guests and non-resident family members may not have member access stickers/fobs.

ARC REVIEW PROCESS

STEP 1: Contact Ashley Sanders your Administrative Assistant to see which application you will need. Submit the ARC Application, along with all required supporting documentation listed below. ARC Applications may be emailed to Ashley Sanders at: AMSanders@theiconteam.com. Every application must include the following:

- Lot survey marking the location of the modification or improvement.
- Proposal from the vendor doing the work, including specifications for materials, dimensions, colors, etc. You may white out the price if you wish to do so.
- Color photo of the area you are proposing to modify.

STEP 2: ICON Management will present the completed application to the Board on your behalf. The ARC Committee reviews ARC applications on the 1st and 3rd Thursdays of each month. Please allow some time for your paperwork to be reviewed.

STEP 3: Portico Administrative Assistant will issue a determination to you by email. Once approval has been obtained, you may proceed with your project.

Please note that there will be different applications depending on what you are having done, so please communicate with the office before filling out anything.

The homeowner is responsible for providing all necessary documents required for each ARC request application.

Projects started without approval may require removal or further modification if they do not meet the community design standards, which can cost you additional money in violations, so please be sure to follow this process to avoid costly mistakes.

It is also important to note that ARC applications cannot be processed until you've closed on your home. You can submit the paperwork to ICON Management prior to closing, however, it will not be reviewed until after closing has occurred.

If you have any questions, please contact Ashley Sanders AMSanders@theiconteam.com

LANDSCAPING REQUESTS

Mainscape is the contracted landscaper for Portico. Their services include:

- Mowing, edging, & blowing of your yards and the common grounds
- Fertilization & pest treatment of lawns (quarterly)
- Irrigation maintenance & repair of originally installed irrigation
- Weed control of developer-installed beds (monthly)

Things to keep in mind:

Homeowners are responsible for treating and removing weeds from their plant beds; trimming their bushes, palm trees, and hardwoods; mulch replacement; replacing their sod, bushes, and trees as needed; irrigation modifications including adding pipe, sprinkler heads, and risers for mature plant growth.

Mainscape only replaces landscaping if it is under warranty. To find out if your sod, bushes, or trees are under warranty, please contact Lennar's customer service.

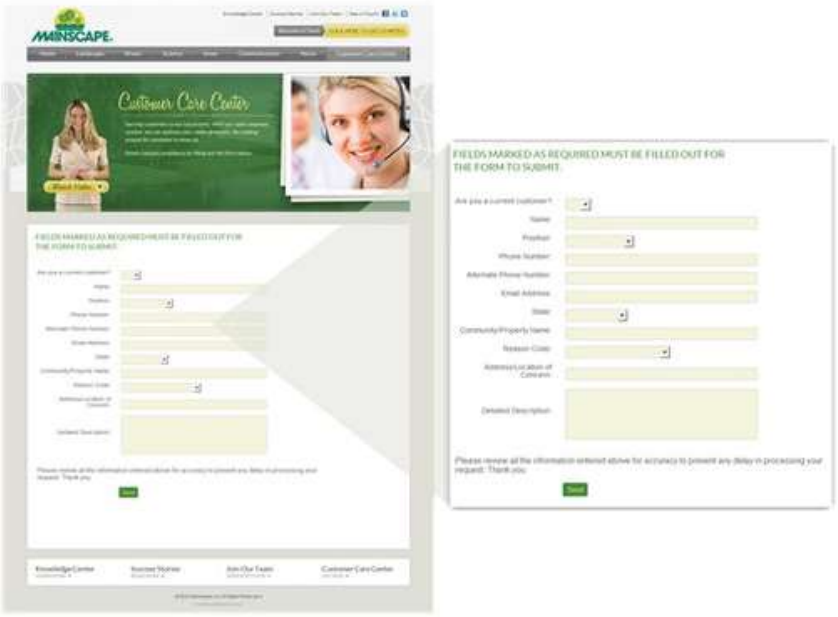
For Landscaping Requests please go to:
https://www.mainscape.com/customercare/

Please contact your General Manger, Jessica Church if you have any questions regarding this.

Jessica Church LCAM
239-382-2929
JChurch@theiconteam.com

Customer Service

Mainscape values the customer's time with prompt and reliable service. Keeping the customer informed during the service process helps set Mainscape apart from the competition. The communication process may include e-mails, phone calls, property inspection reports, site meetings, and photo documentation.



Mainscape's efficient customer service process provides industry-leading service:

- Mainscape's customer service staff is available during regular business hours to process all service requests. Whether it's an online request or a phone call, a Customer Service Request is entered into the system to begin the process.
- Within a few minutes of the Customer Service Request being entered, an alert is sent to the appropriate Mainscape representative.
- The Mainscape representative then resolves the issue within 3-5 business days.

Tracking System:

- For current and future reference, all service records are stored electronically. This allows for accurate tracking and documentation of all service requests. Providing the customer with the most up-to-date information about the status of the property is paramount.
- Through this system, we have the ability to create reports detailing the customer requests for your contract. This can be done on a weekly, monthly, & yearly basis.

How To Utilize Customer Service

The Customer Service Department is available Monday through Friday from 8:00am to 5:00pm.
*with the exception of holidays and special circumstances

Choose a channel to direct your request to a customer service representative:

- **Website:** http://www.mainscape.com/customer-care-center.html
- **Email:** CustomerService@Mainscape.com
- **Phone:** (800) 481-0096

The information needed to input a request:

- First & Last Name
- Address/Location of the problem
- Property/Community Name
- Phone Number
- All details about the reportedissue
- Email Address*

*Optional: only if the person would like to receive a copy of the request sent to our operations team



If you would like to submit a request outside of normal business hours, you may do so by email or through our website at any time. They will be attended to on the next business day.

In case of an irrigation emergency*, there is an option on the mainline voicemail to be directed to an on-call representative. This line is available 24/7 for emergencies only.

*What does Mainscape consider an irrigation emergency? Water running for over two hours.

LENNAR CUSTOMER CARE



PLEASE VISIT:

HTTPS://MYLENNAR.LENNAR.COM/CONTACT/CUSTOMERCAREWARRANTY

OR CALL: 800-698-1929

HOW TO PAY YOUR HOA DUES

Your HOA dues are due quarterly on January 1st, April 1st, July 1st, and October 1st. Depending on when you closed, your HOA dues will be prorated within the quarter you closed on your home. You will receive two coupon books via USPS from Truist Bank soon. One for Portico Master POA (ICON) and one for Portico Amenity (TCM).
There are several ways that you can pay in the future:

Online
You can pay online with this link: https://www.truist.com/payments
You will need the bill pay, serial account, and unit numbers to do so. All of that info is on your coupon books.

You can also enroll in ACH with Truist Bank by mail or electronically.

Online Bill-Pav. Service
Send payments from any U.S. financial institution using an online bill-pay provider. Refer to the instructions in your coupon book or statement. Use the bill-pay account number on the coupon as the account number requested by your bill-pay provider when setting up your payment. The mailing addresses are:

Portico Master POA
PO Box 628207
Orlando, FL 32862-8207
1–888–722–6669

Portico Amenity
PO Box 748672
Atlanta, GA 30374-8672

Please see attached forms: ACH enrollment form below.

MASTER HOA Questions: Joe Young or Jessica Bishop
941-747-7261

AMENITY Questions: Laurie LGetz@trueclubteam.com
407-787-8880

Truist Association Pav (ACH) Authorization

Truist Association Services Phone: 727-5 49-1102 or Tol l Free Phone: 888-722-6669
Toll Free Fax: 866-297-8932 Email Address: ASDAutopay@Truist.com

Sign up to automaticallly pay your association payment from your checking or savings account at any U.S. Financial institution. We are unable to accept authorizations for accounts located outside of the United States.

Enroll onl ine through the 25th of the month to be effective for the next debit month by visiting Truist com/Payments. If your association is not set up for online enrollment, comp lete the authori zation form below Comp le te a separate authorization form for each payment obligation,

To enroll by U.S. mail - Com plete the authorization form below and attach a voided check Mail form to **Tmist Association Services, P. O , Box 2914** Largj **FL 33779-2914.** Continue to make your payments until you are notified by the bank when your automatic payment will start **Associatio n Pay**

Terms and Conditions:

- You are enrolling in Assoc iation Pay to authorize rec ur ring payments through electronic funds transfers by ACH deb it entries,
- **When your payment is due, youir account is debited automaticallly on the 3rd of the month.** If **the 3rd is on a weekend or holiday, your account is debited the next business day.**
- Paym ents will appear as **your full or abbreviated Association Name** on your bank statement.

Paper authorizations must be rece ived by the 2oth of the month to be effective for the next debit month_ If the 2oth falls on a weekend or ho lida y, the dead line is the last bu siness day prior to the 20th, This Authorization will remain in effect until Truist rece ive s writte n n otic: from you or your associatio n or its management company *to* cancel or change it You hereby authorize Truist to accept changes in amounts or account information or cancellation of this Authorization from the association or its management company. Notice from you must be in writing and sent to the address referenced below or 'fax ed to Truist Toll Free Fax: 866-297 -8932. Notice must be reoei ved by Truist on or before the 27th of the month to be effective for the next debit date. When the 27th of the month falls on a we ekend or hol iday , the deadline is the last business day prior to the 27th. Some exceptio ns apply ; visit T ruist oom /Paym ents to view the Association Pay deadline calendar. You may print a Cancel or Change Request for Association Pay from the Truist Online Payment System or online at Truist com/Payments. All payments ini tiated fo r debit are subject to acceptance by the designated financial in st itution. All ACH transac tions authorized here in must comply with applicab le U,S . law. Your complet ion of t h is authorization form indicates your agreement to be bound by the NACHA Operating Rules_ For qu estio ns, contact Truist Assoc iat ion Se rvices To ll Free at 888-722-6669_ Ci(,e 1D;ii 109

Truist Bank, Member FDIC ,

Keep top section for your records

Mail enrollments, cancels Or changes **to Association Pay:** Truist **Association Services - P.O. Box** 291 4 **Largo,** FL **33779-2914**

Affa cli'.,,oided check when plicable **Asso cia ti0 n Pay (ACH) Autho rization** **Relun boltom ection**

Associat ion0 Ir Colm mullity **Name:** _____ U11it **No.** _____

BankAc co nt Owner Name_____ Phone _____

aNu1g Address _____ City_____ State _____ Zip ___

Property Address_____ Cty ___ St Zip ___

Bank Name_____ Bank Routing No,_____

Checking D Savings☐ Account No._____ Check box if acoountto debit is a business account D

By signin g ttiis authorization, you agree to the following: 1) I have read and agree to the Terms and Conditions provided and 2) I am authorized to initiate transactions on the account provided. I authorize a) the above named associa,tion to debit/credit the a,cco unt to process my associ ation pa.yments b) Truist to in itiate electronic funds transfers by ACH debiUcredit entries to the account for the purpose of proc: ssing those payments. and c) the financial institution lo withdraw and/or credit payments from/to my account_ O.O IIIi\ 109

SIGNED_____ DATE_____

Email_____ Effective Month for ACH to start - - - - - - - - - -

BILL PAY ACC#:	SERIAL #:	Unit #:	FREQ:	GROU P#:

Revision 10/2021

TRASH COLLECTION SCHEDULE

Lee County
Southwest Florida

Waste Pro: 239-422-5660 www.leegov.com

Collection Schedule

Friday – Waste, Recycling, Yard Debris, and Bulk
Once you close on you home, contact Waste Pro to order your garbage cans.

2025 Holiday Trash Collection Schedule

There is no trash, recycling, yard waste, or bulk collection on the following holidays, unless otherwise noted:

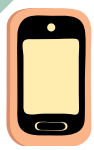
- New Year's Day (Jan 1st)
- Memorial Day (May 26th)
- Independence Day (July 4th)
- Labor Day (Sept 1st)
- Thanksgiving Day (Nov 27th)
- Christmas Day (Dec 25th)

Holiday Week Collection Delays

If the holiday happens to fall on Saturday or Sunday, your collection schedule will not be affected. If the holiday falls on a weekday, the collection schedule will be delayed one day from the day of the holiday for the remainder of the week. For instance, if the holiday falls on a Wednesday, then Monday and Tuesday collections would be performed as regularly scheduled, Wednesday's collection would occur on Thursday, Thursday's collection would occur on Friday and Friday's collection would occur on Saturday.

ICON AFTER-HOURS SERVICE LINE:

FOR MEDICAL EMERGENCIES: DIAL 911

01. 

PLEASE CALL 941-747-7261 AND FOLLOW INSTRUCTIONS FOR NON-MEDICAL COMMUNITY/CLUB RELATED EMERGENCIES (WILL PROMPT YOU TO PRESS 1)

02. 

ICON DISPATCHER WILL TAKE YOUR NAME/PHONE NUMBER/COMMUNITY NAME/ADDRESS AND DISPATCH THE COMMUNITY MANAGER TO CALL YOU BACK.

03. 

IF MANAGER IS NOT AVAILABLE, THE SERVICE LINE OPERATOR WILL ESCALATE YOUR CALL TO THE MANAGER'S BACK UP OR TO THE MANAGER'S SUPERVISOR.

04. 

IN ADDITION TO CALLING THE SERVICE LINE, PLEASE FEEL FREE TO EMAIL THE MANAGER AS THEY ARE SENT TO THEIR CELLPHONE.

05. 

PLEASE SNAP A PHOTO & SAVE THIS FLYER FOR FUTURE AFTER-HOURS CALLS.

NON-EMERGENCY SITUATIONS WILL BE REVIEWED THE NEXT BUSINESS DAY.