

~ Riverside Estates ~

Frequently-Asked Questions & Answers

Q What company manages our community, and who is our Community Association Manager?

A **Ameri-Tech Community Management, Inc.** is the company who manages Riverside Estates. **Karen Guider** is our **Licensed Community Association Manager (LCAM)**. She can be reached at **(727)726-8000**, or you may email her at kguider@ameritechmail.com.

Q What is the response time once I have contacted Ameri-Tech via phone regarding an issue I may have?

A The response time is usually **2 business days (48 hours)**. If you do not hear from Ameri-Tech after the 2 business days (48 hours), it is suggested that you contact **Community Manager Karen Guider** via email at kguider@ameritechmail.com. Please remember that we are not the only HOA that Ameri-Tech services, and yours is not the only issue within the community. Some issues may take time to research and respond. Again, Ameri-Tech will usually contact you within 2 business days (48 hours) to let you know of any progress and an estimated date of resolution. If you still do not have resolution after contacting Ameri-Tech twice and waiting the appropriate time, please bring it to the Board's attention at the next meeting.

❖ **Please NOTE:** Ameri-Tech's business hours are **Monday-Friday (9AM – 5PM)** and is **CLOSED on Saturdays & Sundays**. If you email Ameri-Tech after 5PM on a Friday, your email will not be addressed until the following Monday morning. You should expect a response no later than the close of business on Tuesday.

Q Does Riverside Estates have an online form of communication?

A Yes, the online form is the **community website:** www.theriversideestates.com. You can download forms, documents, read previous months minutes, see when the next meeting date/time/location is, etc. This website is public; however, in order to view confidential information that is only privy to residents, you must login to gain access. All residents have been sent the specific login information (**username and password**) via email. If you cannot find the login information or have moved in to the community after the email was disseminated, please contact our community manager, Karen Guider, at **(727)726-8000**, or you may email her at kguider@ameritechmail.com.

❖ If you are a new resident or you have not been receiving informational emails from Riverside Estates (riversideestates6@gmail.com) since the fall of 2019, please contact Karen Guider at the phone number or email address listed above to change/update your email information. This web address is **ONLY** used to disseminate information to residents. **Please do not respond or email questions/concerns to this web address, as**

it is not monitored. Please contact Karen Guider at Ameri-Tech with your questions/concerns.

Q Where can I get a copy of the Riverside Estates **Deed Restrictions**?

A If you did not receive a copy of the Deed Restrictions at your closing, you may download a copy on the **community website** at www.theriversideestates.com. Look under the tab marked "Documents." Please note, you must login in order to gain access to "Documents."

Q How do I handle a neighbor or a community guest if their vehicle is parked on my lawn?

A The recommended option would be to kindly ask your neighbor to move the vehicle or have their guest move the vehicle. If the neighbor/guest remains non-compliant to your request, please contact **Community Manager Karen Guider** of Ameri-Tech at **(727)726-8000**, and she can request to have the vehicle towed.

Q When does Riverside Estates plan its garage sales, and how many garage sales does the community hold per year?

A Riverside Estates sponsors one annual garage sale which is scheduled each fall, usually in October or November. Please refer to the garage sale guidelines from the Deed Restrictions found on the **community website**: www.theriversideestates.com

Q Can a resident host an individual garage sale?

A Yes, residents can hold one individual garage sale per year, as long as they adhere to the Community Guidelines, which include a 30-day notification to the Association. You can download a copy of the garage sale guidelines from the Deed Restrictions found on the **community website**: www.theriversideestates.com.

Q Does Riverside Estates have a Facebook page, and if so, how may I get access to it?

A Yes, there is a Riverside Estates Facebook page; however, it is an **"unauthorized"** page and is used as a tool to promote community awareness, as well as to share information among residents regarding utility issues, electrical outages, suspicious vehicles, good news among our neighbors, etc. It is also used as a tool to share references and good experiences with contractors, etc. It is **NOT** to be used as a forum to complain, vent, or create divisiveness or division within our community. Please contact **Community Manager Karen Guider** at **(727)726-8000** or kguider@ameritechmail.com to voice any complaints or concerns that you may have.

- Q** When do I need to request an approval to make any changes to my home or property?
- A** Any cosmetic changes or additions to the outside of your home or property need to go through the approval process through Ameri-Tech. This includes painting, landscaping, changing the mailbox, and any addition to your home (including pool). You will need to fill out an Architectural form and either scan and email it to **Community Manager Karen Guider** at kguider@ameritechmail.com, or you may drop it off at **Ameri-Tech's** local office located at **5434 Grand Blvd., New Port Richey, FL 34652**. You can find the Architectural Form under "Documents" located on our **community website: www.theiversideestates.com**.
- Q** Are there rules in the community about pets?
- A** Yes, there are. Please check your HOA documents as to the approved breeds of dogs and pets that are allowed into the community. **Pets need to be kept on a leash at all times.** Please, **ALWAYS clean up after your dog**, as there are no common areas or dog-walk areas within the community.
- Q** When is the trash and recycling picked up?
- A** You must make your own arrangements for trash service. Please contact **Waste Connections** at **(727)847-9100**. Pickup for regular trash is every Monday and Thursday morning. Recycling is picked up every Wednesday morning. The only days trash and recycling services are halted are if the pick-up days fall on **Thanksgiving Day, Christmas Day, and New Year's Day**.
- Q** Who are the current HOA Board Members:
- A** The HOA Board Members are volunteers who donate their time and talent for the betterment of our community. Please keep this in mind when you are feeling upset about an issue you may have. You will not receive an answer to a question from a Board member on the community Facebook page as it is not an "authorized" HOA page. If you have a question/concern, please contact our **Community Manager Karen Guider** either by phone at **(727)726-8000** or via email at kguider@ameritechmail.com. The Board positions and residents' names are as follows:

President/Treasurer:	Theodora Genduso
Vice President:	Gary Blackwell
Secretary:	Jare Pearson
Director-At-Large	Lori Lucas

- Q** What do we do with debris after trimming trees/palms/bushes on our property?
- A** The proper way to dispose of debris is to break it up and put it in garbage cans for the trash company. **Do NOT put any debris in the wetlands next to, behind, or near your property.**
- Q** How often does Ameri-Tech check our neighborhood for violations?
- A** Ameri-Tech does a monthly check throughout our community. If a violation is noted, a letter will go out to that specific resident stating the violation. This is not a personal attack, rather it is an effort to maintain our community.
- Q** What do I do if I notice a violation of the deed restrictions?
- A** If you see a perceived violation, please contact our **Community Manager**, Karen Guider at Ameri-Tech, and she can then investigate and proceed with the appropriate action. Please do not contact, email, or send photos/letters to the HOA Board Members. You may contact **Karen Guider** either by phone at **(727)726-8000** or via email at kguider@ameritechmail.com.
- Q** What do I do if I see a suspicious vehicle in the neighborhood?
- A** Immediately call the Pasco County Sheriff's Office as soon as you see the vehicle. The phone number to call is the **Sheriff's Office Non-Emergency Line** at **(727)847-8102**. Please add it to your phone contacts. The more phone calls they get will result in officers patrolling our community during the time(s) the vehicles are seen. If you deem it necessary or advisable, call 911 for an immediate emergency response.

******If you have a suggested question(s) that you would like added to this format, please email your Q & A suggestion(s) to Karen Guider at kguider@ameritechmail.com. Thank you!***

Riverside Estates Website: www.theriversideestates.com
Ameri-Tech : **Community Manager:** Karen Guider
Phone Number: (727)726-8000
Email Address: kguider@ameritechmail.com
Local Office Address: 5434 Grand Blvd.
New Port Richey, FL 34652