



STERLING OAKS COMMUNITY ASSOCIATION & CLUB, INC

Rules, Regulations and Community-Wide Standards

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Introduction

Membership is not an investment in the Homeowner's Association or the Club Facilities. Membership does not provide an equity or ownership interest in the Club Facilities. It is solely a revocable license to use the Club Facilities.

These Rules and Regulations have been developed and adopted for the purpose of establishing a clear understanding of governing documents and amendments of Sterling Oaks Community Association and Club, Inc. and for specifying additional rules for the use of the community.

They do not supersede nor contradict the existing governing documents or Florida statutes. They were adopted to clarify issues and concerns and to benefit all members of Sterling Oaks Community Association and Club, Inc. The term "governing documents" as used in these Rules and Regulations shall include the Amended and Restated Declaration of Covenants, Conditions and Restrictions (including all amendments), Articles of Incorporation, By-Laws and the Rules and Regulations of the Association. In the event of a conflict between any governing documents, the following priorities will prevail:

1. Florida Statutes
2. Declaration of Covenants, Conditions and Restrictions
3. Articles of Incorporation
4. By-Laws
5. Rules and Regulations

Many of the Rules and Regulations are based upon the requirements of Florida Laws and/or Statutes governing the operations of a Homeowners' Association. They were developed to help ensure the protection of property values, provide safety and promote a pleasant and enjoyable use of our property and Community.

The Board of Directors shall have the power to adopt and publish rules and regulations governing the use of the common elements and facilities, including the personal conduct of the members and their guests thereon and to establish penalties for any infractions of such rules and regulations (By-Laws: Section 3.7.6).

These Rules and Regulations may be amended as deemed necessary by the Board of Directors to continue and maintain the high standards of the Sterling Oaks Community.

Definitions

1. **Homeowner** – Individual whose name is on the deed of the property or is a trustee of the property at Sterling Oaks.
2. **Approved Tenant** – Individual who is listed on lease documents and has transferred Use Rights by completing the Sterling Oaks Rental process.
3. **Tennis Member** – Individual who has an active Tennis Membership.
4. **Social Member** - Individual who has an active Social Membership
5. **Member** – Homeowner, Approved Tenant, Tennis Member, Social Member
6. **Immediate Family** – Children, Parents, Siblings, Grandparents, Grandchildren & Spouse/Significant Other
7. **Clubhouse Member** – Individual who has an active Clubhouse Membership.
8. **Guest** – Individual that is not described above.
9. **Club Facilities** – Clubhouse, Dining Room, Tennis, Bocce, Pickleball, Pool, Tot Lot, Cabana and Fitness Center

10. **Board of Directors** (Board) – Elected governed body of Sterling Oaks Community Association and Club, INC.

General Information - Club Facilities

1. The hours of operation of the Club Facilities will be established and published by the General Manager or the Board of Directors.
2. Shirts and shoes are required in the Club Dining Room. Casual sports attire may be worn. Bathing suits are not permitted anywhere except in the pool area and locker rooms.
3. Smoking, including the use of E-cigarettes, is permitted only in the blacktop area of the Clubhouse parking lot.
4. No commercial advertisement or solicitation shall be posted or circulated at the Club Facility unless approved by the General Manager.
5. Dogs or other pets, with the exception of service animals, are not permitted at or inside any Club facilities.
6. No performance by entertainers will be permitted at the Club without the permission of the General Manager or the Board of Directors.
7. Any employee not rendering courteous service should be reported to the General Manager.
8. All complaints, concerns and suggestions concerning normal operations of the Club Facilities, its employees or other matters are to be directed to the General Manager. Complaints must be made in writing and signed by the complainant.

Ownership

Gate Access

Permanent Access

1. Homeowners & Approved Tenants will be able to have a permanent access list of 6 visitor screens. These six visitor screens will be for a combination of Immediate Family and Guests. These individuals have access to the unit 24/7 without having to be pre-registered upon each arrival.
2. These fixed lists are only able to be updated each year in the month of May.
3. Homeowners & Approved Tenants will be able to have unlimited permanent service personnel.
4. Guests and service personnel can be deleted from the Guest List at any time during the year.
5. Vehicle Barcodes are available for purchase for Members. The barcode must be affixed to the vehicle it is assigned to. Barcodes are not permitted for guests.

Temporary Access

1. Homeowners & Approved Tenants will be able to have temporary guests/vendors that will be registered for 48 hours. The registration will be completed through the access program.

General

1. Vendor Hours are Monday – Saturday, 7:00AM – 6:00PM. No vendors are permitted on Sundays or Holidays. Only emergency repairs, such as plumbing and air conditioning, will be permitted outside of these hours.
2. Homeowners are responsible for securing all furniture, plants and other objects around the outside of the unit, including the lanai in the event of any hurricanes, winds or other violent acts of nature.
3. An owner may lease only the entire home. All leases shall be for a minimum rental term of one (1) month, no more than one (1) year and a Lot may be leased not more than three times during any calendar year. No subleasing or assignment of lease rights by a lessee is allowed.
 - a. Homeowners are required to provide the Association(s) with a copy of the lease, application and fees for the designated lessee at least 20 days prior to the start of the lease. Failure to do so may result in a additional fees, fines and/or suspension of privileges.
 - b. Renters are not allowed pets during the lease term.
 - c. Units may not be marketed (listing on rental websites or any other advertising method) for a lease less than 30 days. Homeowners must include the 30-day minimum with any type of marketing. Any non-compliant marketing is subject to fines assessed to the homeowner.
 - d. A late fee of \$100 plus applicable sales tax will be charged to the Owner for any lease application or rental documentation that is received at the Club Office less than twenty business (20) days prior to the beginning of the lease. Further, an additional \$100 plus applicable sales tax will be charged to the Owner when Owners/ lessees present documentation after the start/renewal of their lease date to transfer the privileges of the club.
4. Approved Tenants must apply for Member Charging privileges with completion of an ACH Form. The owner is responsible for the payment of all unpaid charges incurred by the lessee.
5. Parking shall be restricted to private, licensed, passenger automobiles and passenger-type vans, jeeps, motorcycles, motor scooters and pickup trucks having a capacity of no more than one (1) ton and a length not exceeding the length of a driveway or parking space. Lot owners shall park their motor vehicles only in the designated parking areas, driveways and garages.
6. No major vehicle repairs or maintenance may be performed except emergency repairs.
7. Parking on streets within 30 feet of any stop sign is prohibited.
8. Parking on lawns is prohibited.
9. Overnight parking on the roadway is prohibited. Overnight parking is defined as continuously being parked on the right-of-way between the hours of midnight and 6:00AM. Any vehicle in violation will receive one written notice. If the vehicle is in violation of the Rules and Regulations in the future, the vehicle is subject to towing by the Association at the sole expense of the owner.
10. No sign, advertisement or notice of any type or nature whatsoever may be exhibited, displayed, painted or affixed, in or upon any part of the unit, except the standard “Sterling Oaks” approved “For Sale” or “For Rent” signage. Open house and directional signs may be placed outside the front entrance to the Community, within the Community and at the unit. They may be displayed on Saturday or Sunday only and removed no later than 5:00PM. Signs specifically permitted by State or Federal law are permitted.
11. The sale of properties within Sterling Oaks are subject to a capital contribution fee, an estoppel fee and an administrative fee as determined by the Board of Directors.
12. Golf carts and electric bikes may be operated only during the hours between sunrise and sunset and must be equipped with efficient brakes, reliable steering apparatus, safe tires, a rearview mirror and red reflector warning devices in both the front and rear. A golf cart may not be operated on public streets by any person under the age of 14. All golf carts must be registered with the General Manager.

- 13 Except for golf carts or medically required vehicles, no off-highway motorized vehicles, such as dirt-bikes, go-carts, all-terrain vehicles and similar unlicensed motorized vehicles may be operated at any time within Sterling Oaks.
- 14 Vehicles are not permitted on the sidewalks in the pool, bocce, and tennis areas. Vehicles include bicycles, tricycles, scooters, skateboards, riding toys, rollerblades and similar devices. Users must use parking lots and park these vehicles at the bike racks. This excludes handicap scooters.
- 15 No trade or professional business may be conducted in or from any home, except that an owner or occupant residing in a home may conduct business activities within a home as long as:
 - a. An existence or operation of the lawful business activity is not apparent or detectable by sight, sound or smell from outside the property.
 - b. The business activity is consistent with the residential character of the home and does not constitute a nuisance or a hazardous or offensive use or threaten the security or safety of other residents in the Community.
 - c. The business activity conforms to all applicable zoning ordinances or requirements.
 - d. The business activity does not involve persons coming into the Community for the purposes of soliciting other residents.
 - e. All Collier County licensing requirements are met.
- 16 All bicycles, tricycles, scooters, skateboards and other play equipment are to be stored so as not to be visible from the streets or property adjacent to a home when not in use.
- 17 Community-wide garage or yard sales shall be conducted on dates determined by the General Manager.
- 18 Garage doors shall be kept closed at all times except when persons or vehicles are entering or exiting or when performing maintenance of the home or property that requires it to be open for short periods of time.
- 19 All lakes, ponds and streams have been designated aesthetic features only. Swimming, boating, playing, fishing or use of personal floatation devices shall not be permitted.
- 20 If a vehicle cover is used on a vehicle parked in plain view, the vehicle cover shall be a product designed to cover a vehicle (no tarps, blankets, etc.), and be made of a non-metallic, non-reflective, neutral-colored material, and shall attach securely to or around the vehicle to prevent slippage. Additionally, the vehicle cover shall be kept in good condition, free of tears, debris, mildew/mold, etc.

Single Family Homes Residence Specific

1. The Association will provide mandatory front-lawn maintenance for all Lots. The Association will provide mandatory rear-lawn maintenance for all Lots in Wildcat Cove.
2. Each Home within Sterling Oaks must be equipped with an underground sprinkler system designed to irrigate all landscaped portions of the home.
 - a. Except for homes on County water, it is prohibited to manually turn on the main irrigation system outside of the master schedule to water an individual lawn. For each Lot connected to the underground sprinkler system, the Association shall control the days and times of irrigating Lots.
 - b. No sprinkler or irrigation of any type which draws upon water from lakes, ponds, wetlands, canal or other surface waters within the property shall be installed by any person, other than the Association.
 - c. Occupants of all homes must comply with any SFWMD and county restrictions regarding water usage.
3. The exterior of all homes within Sterling Oaks, including habitable improvements and landscaping, shall be maintained in a neat and attractive condition in accordance with Architectural and Maintenance Standards of Sterling Oaks. Maintenance shall include periodic painting, repair and cleaning.

4. All homes are equipped with a mailbox by the Community Association. Regardless of location, mailboxes and mailbox posts within the Community shall be maintained, repaired and replaced by the Association.
5. Any exterior modification, addition, change, alteration or decoration to the exterior appearance of any portion of the Lot is subject to the provisions of the Declaration, and is also subject to prior approval of the Architectural Standards Committee. The modification must be in compliance with the Architectural and Maintenance Standards.
6. Any replacement to the roofing materials or change in color to roofing materials is subject to Architectural Standards Committee approval in accordance with the Declaration.
7. Homes within Sterling Oaks may be constructed with privacy fences as part of the original construction of the home. No owner may remove the privacy fence, except for temporary access and improvement of the home. Requests for new privacy fences must be approved by the Architectural Standards Committee. The Association is responsible for maintaining and repairing privacy fencing bordering common areas. Each homeowner shall be responsible for maintaining and repairing the privacy fences which faces the interior of their Lot.
8. No rubbish, trash, garbage or other waste material shall be kept or permitted on the properties except in containers located in appropriate areas. Containers shall not be visible from any of the neighboring properties except for the minimum time necessary for its collection. Containers should not be set out prior to 6:00PM the night before pickup and must be taken in no later than 6:00PM. on days of collection.

Wildcat Cove Residence Specific

1. The Association shall provide exterior painting and roof replacement for all Wildcat Cove attached villas. Timing shall be determined by the Board of Directors. Approval will be subject to the Architectural Standards Committee. Maintenance or repairs required due to an owner's negligence may be assessed against the owner and his home as an individual assessment.
2. Each homeowner within Wildcat Cove attached villas shall maintain the portion of the party wall facing their Lot, including drywall, studs, insulation, electrical, plumbing and any other installations affixed thereto. Any damage to a party wall caused by an owner shall be promptly repaired to its original condition by the party at fault. The Association shall have the right to enforce maintenance and repairs to the party wall.
3. Each homeowner within Wildcat Cove attached villas will be assessed an amount established by the Board of Directors for Reserves to cover exterior painting and roof replacement. Reserves collected shall be placed in a segregated account of the Association and shall be utilized only for the purposes collected.
4. Wildcat homeowners shall be assessed a proportionate cost of the maintenance, repairs and replacements of the Wildcat pool and cabana and all associated real and personal property as a neighborhood benefit assessment. The Association shall post Rules and Regulations relating to the use of the pool. The Wildcat pool shall be strictly for the use of homeowners within Wildcat Cove and their guests.

Condos & Coach Homes Residence Specific

1. The streets, sidewalks, entryways and stairs must not be obstructed or encumbered or used for any purpose other than ingress or egress to and from the units.
2. Personal property of unit owners, such as carriages, wagons, shopping carts or any other objects of a similar type are not to be stored outside the units with the exception of bicycles which may be parked in bicycle racks provided by the Master or Condominium Association on the common areas or elements.
3. Unit owners shall not sweep or throw any waste or other substances out of the unit or allow anything to fall from the windows, walkways, entry ways or doors of the premises.

4. Refuse and garbage shall be deposited in containers provided and in designated areas only.
 - a. All garbage must be bagged and tied; no garbage is to be left on the ground.
 - b. Recycling is encouraged with items placed in proper containers. Boxes must be flattened.
 - c. Large items, such as mattresses, furniture, etc. are the responsibility of the unit owner to arrange for disposal with Club Management for bulk pick-up with Waste Management. Large items must not be placed in the garbage area or the dumpster.
5. Unit owners shall not play or permit to be operated audio equipment, television, radio or musical instruments as to excessively disturb or annoy other occupants of the condominium during the hours of 10:00PM to 8:00AM.
6. The North Naples Fire Control and Rescue District as per Collier County Ordinance 98-74, does not allow any LP (gas-fired) or charcoal barbeque grills to be used or stored on walkways, stairs, balconies, lanais or attached garages. They must be used and stored a minimum of ten (10) feet from the structure.
7. Electric grills may be used and stored on the rear balconies or lanais as long as they are not a nuisance to other people.
8. No flammable, combustible or explosive fluid, chemical or substance shall be kept in any unit except those necessary and suitable for normal household use.
9. Unit owners, their families, or visitors shall not at any time or for any reason whatsoever enter upon or attempt to enter upon the roof of the building.

Transferred Usage Rights

When a Homeowner has an approved Tenant in their unit, they have transferred their membership use rights to the Approved Tenant. If this Homeowner wishes to utilize the Sterling Oaks amenities at any time, the Homeowner will need to purchase an appropriate membership. The Homeowner's access cards and barcodes will be inactive during the time of an active rental of their property.

Amenities

Food & Beverage, Pool, Fitness Center, Bocce, Pickleball, Pickleball, Basketball, Table Tennis, Electric Piano. (Excludes Tennis)

Usage

1. Homeowners, Approved Tenants, Social Members and Tennis Members may use the above listed amenities at any time during the hours of operation, according to their membership terms.

	Homeowner	Approved Tenant	Clubhouse	Social	Any Tennis Membership After 06/01/23	Sterling Tennis (Prior to June 1, 2023)	Oaks Tennis (PM) (Prior to June 1, 2023)
Tennis Court Access					✓	✓	✓
Dining Room – Card Playing	✓	✓	✓	✓		✓	✓
F&B Events	✓	✓	✓	✓		✓	✓
Pool – Full Access	✓	✓		✓		✓	✓
Pickleball	✓	✓		✓		✓	✓
Bocce	✓	✓		✓		✓	✓
Fitness Center	✓	✓		✓		✓	✓

2. Immediate family of Homeowners and Approved Tenants may use the amenities without being accompanied by the Member. Non-resident Immediate Family Members must be on the Homeowner's Permanent Guest List.

3. A Homeowner, Approved Tenant or their Immediate Family (who is on the Permanent Guest List), can bring up to a maximum of four Guests per household to the amenities as long as the Guests are accompanied by the aforementioned member.
4. Homeowners, Approved Tenants, Social Members and appropriate Tennis Members can reserve up to one pickleball court at a time. Pickleball reservations must be made online using the court reservation system. Bocce courts are first come, first served, when not in use for league play.
5. Members will have Membership Prox. Cards which may be required to be presented to access or use amenities.
6. Immediate Family must provide documentation that they are on the Permanent Guest List and show Photo ID and/or provide amenity band for access to the Club Facilities.

Guests

1. A Guest may join a Member to use the amenities and Clubhouse no more than 6 times in prime season (November – April) and no more than 12 times in off season (May – October). If a Guest wishes to use the amenities more, they must purchase an appropriate Membership (Tennis, Social or Clubhouse)
2. Guests may join a Member to dine in the Oak Room or at the Cabana Bar, with no limit on the number of uses.
3. Guests cannot join leagues, such as bocce.
4. Guests must sign in at the Club Office when utilizing the Clubhouse.
5. When utilizing the Clubhouse or any amenity, Guests must be accompanied by the Member with whom they were allowed access through the Guardhouse.
6. Guests must abide by all Rules & Regulations of Sterling Oaks while on property.

Independent Coaches/Instructors

1. All independent coaches and instructors who use Club facilities and are paid for their services must be registered with the Club Office or Tennis Pro Shop and must have a current, signed Sterling Oaks Release of Liability, Assumption of Risk, Indemnity form on file before they provide any services.
2. Unless otherwise expressly arranged in writing, Independent instructors/coaches may only use Sterling Oaks facilities to teach Sterling Oaks Homeowners, their immediate family members, Approved Tenants and Club members. Sterling Oaks facilities may not be used to teach the general public.
3. Coaching/instruction at Sterling Oaks may not interfere with amenity use by other Homeowners, immediate family members or Approved Tenants.
4. These rules do not apply to volunteer coaches and instructors working with family members or friends.

Clubhouse Usage

1. A Homeowner, Approved Tenant or their Immediate Family (who is on the Permanent Guest List), a Social Member or appropriate Tennis Member may use the Clubhouse at any time during the hours of operation.
2. A Guest may join a Member to use the Clubhouse no more than 6 times in prime season (November – April) and no more than 12 times in off season (May – October). If a Guest wishes to use the Clubhouse more than these amounts, they must purchase an appropriate membership (Tennis or Clubhouse), excluding use of dining and Cabana.
3. Guests must sign-in.
4. When utilizing the Clubhouse, Guests must be accompanied by the Homeowner, Approved Tenant or Tennis Member with whom they were allowed access through the gate.
5. Club specific activities have priority at the Club Facilities.

6. Table Tennis may be played only when the MP room is not reserved for another activity. Tables and chairs shall be replaced if moved.
7. The electric keyboard may be played only when the MP room is not reserved for another activity. Turn off the key board and close the top after each use.

Food and Beverage

1. Alcoholic beverages will not be sold, served nor permitted to be consumed at any locations prohibited by State or Federal law. Alcohol consumed on the Club Facilities must be purchased from Sterling Oaks, holder of the liquor license. No alcoholic beverages will be sold or served to any person not permitted to purchase the same under the laws of the State of Florida.
2. All food and beverage consumed at the Club Facilities shall be furnished by Sterling Oaks or be provided only with the express permission of the General Manager.
3. Only Sterling Oaks employees are allowed in the service areas within the Club Facilities. The service area includes the kitchen, wait staff areas and Cabana work area.
4. The Association and General Manager may permit use of the Club Facilities for private parties provided such use does not interfere with the normal operation of the Club. Prior approval must be obtained from the General Manager/Food & Beverage Manager. Priority dates and times may be reserved for Members. Persons are required to consult with the General Manager/Food & Beverage Manager regarding date, catering arrangements and set-up fees. Fees for such usage will be determined by the General Manager/Food & Beverage Manager.
5. A deposit will be required for any private party. The individual sponsoring the party shall be responsible for removal of party décor and shall be liable for any damages caused by the event. Any party décor must be approved by the General Manager prior to the event.
6. A gratuity in the amount determined by the General Manager and Board of Directors will be added to all food and beverage charges.

Food & Beverage Reservation Policy

1. Reservations are required for Oak Room dinners and all Special Events. They will be taken on a first-call, first-come basis by contacting the appropriate personnel or using the online tool of the Sterling Oaks website. Walk-ins will be welcomed when there is availability. Special Event reservations will be taken fourteen (14) days in advance with the exception of New Year's Eve and Valentine's Day. These will be taken one (1) month in advance.
2. Dining reservations will be held for twenty (20) minutes after the reserved time when a wait list is in place.
3. Reservations for special events must be cancelled no later than 48-72 hours (depending on event) prior to the scheduled event. If a Member does not properly cancel or attend such event, he/she will be charged.
4. Reservations for activities scheduled off property, whether transportation is provided by Sterling Oaks or not, the Member will be charged for the reservation. In the event he/she cannot attend, they will need to find a replacement or call the Club office to see if a wait list is in place. If a replacement is not found, he/she will be charged.

General Etiquette for All Amenities

1. Display good sportsmanship and treat members, guests and staff with courtesy and respect.
2. Keep noise at a reasonable level. Players and spectators must be respectful of those living nearby or using nearby facilities. Loud outbursts, profanity and noise-making devices (horns, whistles, bells, etc.) are not permitted.
3. Dispose of trash properly.
4. Loitering on or around the courts is not permitted.

5. No smoking is permitted on or around the courts at any time.
6. No alcohol is permitted on the active playing surface.
7. All alcohol and food must be purchased from Sterling Oaks.
8. No glass containers are permitted on or around the courts.
9. Return chairs to their designated areas after play.
10. No pets are permitted on or around the courts.

Pool

1. All users must comply with the General Etiquette rules.
2. Hours of operation are from dawn to dusk.
3. If pool access passes are required by the Board of Directors, members must have theirs available at all times. These passes may be required for entry to the pool and Club purchases.
4. Use of the pool facilities is at the swimmer's own risk.
5. All swimmers must wear proper swimming attire. Cut-offs, dungarees, Bermudas and thongs are not considered appropriate swimwear at Sterling Oaks.
6. Children under fourteen (14) years of age must have adult supervision. Any non-swimming children must be accompanied by their parent or adult guardian.
7. Incontinent individuals are required to wear protective coverings and non-toilet trained children are required to wear swim diapers or other similar protective coverings.
8. The general rule of common courtesy and respect for others is expected to be observed. Running, ball playing and noisy or hazardous activity will not be permitted in the pool area. Pushing, dunking and dangerous games are not permitted.
9. Large floatation devices such as inner tubes, air mattresses, water guns, rings, etc. are not permitted in the pool or pool area. Pool noodles are permitted.
10. Personal radios and other audio devices may only be used with earphones.
11. Glass containers are not permitted in the pool area.
12. Pets of any kind are not permitted in the pool area.
13. Food, alcoholic beverages and non-alcoholic beverages must be purchased from Sterling Oaks
14. Coolers and containers are not allowed in the pool area.
15. All persons using the pool area must cooperate in keeping the area clean by properly disposing of towels, cans, trash, etc. in the appropriate containers.
16. Smoking in the pool area is strictly prohibited.
17. Saving chairs for persons absent from the pool area is not permitted.
18. Private parties may be held in the pool area only with the prior approval of the General Manager and provided such use does not interfere with the normal operation of the club

Fitness Center

1. All users must comply with the General Etiquette rules.
2. Members using the Fitness Center do so at their own risk and are subject to the rules listed below. Failure to conform to the rules as stated could result in the Member and/or Guest being asked to leave the Center, as well as possible fines and/or suspension of use rights.
3. All Members and Member's Guests must register name and membership number on the sign-in form, available in the Fitness Center, prior to using the Fitness Center. A Member's Guest must be accompanied by the Member. An Access Control Card may be required for entry.
4. Children under fourteen (14) years are not permitted to use the exercise equipment in the Fitness Center.
5. Proper gym attire (shirts, close-toed shoes, etc.) is required at all times.

6. Use of exercise equipment shall be limited to thirty (30) minutes if others are waiting for the equipment.
7. Fitness equipment must be cleaned by the Member or Guest after each use.
8. The Fitness Center may be closed for cleaning as scheduled by the General Manager.
9. Personal radios and other audio devices may only be used with earphones. Cell phones are restricted to emergency use only.

Bocce

1. All players and spectators must comply with the General Etiquette rules.
2. The Bocce Courts are available for use daily from 8:00AM until 10:00PM. However, there will be times when the Courts will be closed. A closure will be noted with a sign. Use of the Courts during a closure may result in damage to the Courts.
3. The Bocce Courts are available to Members on a first-come, first-served basis.
4. Bocce ball sets are stored at the courts.
5. If other players are waiting to use the bocce court, current players should limit play time or invite waiting players to join the group.
6. A Bocce Intra-Club League may be setup. To be eligible for league play, each player must be a Sterling Oaks Member. Sign-up information will be distributed by Sterling Oaks Management through the website and email communication.
7. The Courts may be reserved for organized intramural or league play at times.
8. A set of general bocce game rules, along with written Sterling Oaks Bocce Court Rules and Regulations, will be left in the kits that players check out at the Guardhouse. This information will also be available on the Sterling Oaks website.
9. Wear proper casual attire including shirts and shoes. Bathing suits are not permitted.
10. Children under age 14 must be supervised by an adult.

Pickleball

1. All players and spectators must comply with the General Etiquette rules.
2. The hours of play are 8:00AM until dusk.
3. Court reservations are encouraged and can be made using the online calendar on the Sterling Oaks website. It can be found under “Amenities, Pickleball”
4. The online calendar also indicates times that are blocked for “Open Play.” During Open Play, all players rotate according to the designated system.
5. One Pickleball Court per day may be reserved for one hour. Pickleball reservations must be made online using the court reservation system. Reservations can be made up to 4 days in advance.
6. If courts are not reserved, play is on a first-come, first-served basis. Play is limited to 30 minutes if the court is not reserved and others are waiting.
7. Players and spectators must park only in designated spaces.
8. No alcohol consumption by players during active play is permitted.

Equipment and Skill Level

1. Players must provide their own sound-abatement paddles and balls.
2. Players must wear proper footwear. Tennis shoes are encouraged. No sandals or dress shoes are permitted.
3. Players must wear proper court clothing– no bare chests, bathing suits, etc.
4. Players should review the “Sterling Oaks Self-Rating” document on the website to determine their appropriate skill level.

Safety

1. Equipment and personal items must be stored off court to ensure the safety of players.
2. Balls must not be allowed to accumulate on the playing area.

Open Play Rotation

1. During “Open Play,” a racquet holder will be used to track player rotation.
2. When a player arrives, or when a game is completed, the player must place their racquet in the next open quadrant. A quadrant is full when it contains 4 names.
3. If a specific group of players would like to play, place all names in the next completely open quadrant. This group of players will not be up to play until all the people in the quadrants before played prior.
4. Likewise, if the people already listed in the first open quadrant are above or below the level at which the player wants to play, the player may put their name in the next quadrant and encourage others to join. Players will not be up to play until all the people in the quadrants before played prior.

Tennis

General

1. Sterling Oaks Tennis Club members may use selected Sterling Oaks sports amenities (tennis, pool, fitness center, bocce and pickleball) and the Clubhouse, outlined in the membership purchased. Before membership is granted, a membership contract must be signed by the prospective member. Terms of the contract are subject to change by the Sterling Oaks Board of Directors.
2. There are both single and family membership options. The family option includes two adults living in the same household along with any unmarried children under 21 years of age also living in that household.
3. All activities on Club premises are at the member’s and guest’s own risk, with no assumption of liability by the Club. Members and guests should recognize that injuries may occur in athletic activities.
4. Players and their guests are fully responsible for any loss of and/or damages to the playing area, its surroundings and equipment.
5. It is the member’s responsibility to notify the Club in writing of any changes in contact information including address, telephone and email address. All member and guest fees must be paid in advance. Fees not paid when due may cause revocation of membership privileges. The Sterling Oaks Management and/or Board of Directors have the authority to terminate or not renew a tennis membership.
6. The General Manager and/or Director of Tennis are authorized to implement temporary rules waivers as may be necessary.
7. Children under the age of 14 must have adult supervision when using the tennis courts.

Types of Tennis Memberships

There are three types of membership: Sterling Membership, Oaks Membership and Quarterly Membership. Each of these has single and family options. The current rates for tennis membership are available in the Pro Shop. Rates depend on three factors:

- Type of membership (Sterling, Oaks or Quarterly)
- Single or family membership: The family option includes two adults living in the same household along with any unmarried children under 21 years of age also living in that household.
- Sterling Oaks homeowner or not (renters and non-resident members)

1. The **Sterling Membership** is a commitment for one year. It allows use of the tennis courts. Memberships will be automatically renewed on the anniversary of the original date of joining the club, unless the member notifies the Club in writing that the membership should be terminated. Membership options shall be unchanged unless the member notifies the Club of a change.

The **Sterling Membership** fee for the year is generally paid in advance on the anniversary date. However, Sterling Oaks homeowners can choose to pay monthly (although it is still a one-year commitment).¹ If the cost of membership changes during the contract period, those who paid for the year in advance will not be affected by the rate change until their contract is renewed at the new rate. But for those who pay monthly, each monthly bill shall reflect the current rate in effect for the billing month.

2. The **Oaks Membership** is the same as the Sterling Membership in all respects, except that it allows use of the tennis courts only between 3:00 PM and 9:00 PM on weekdays and between 12:00 PM and 9:00 PM on weekends. An Oaks Membership can be converted to a Sterling Membership at any time by adjusting the billed amount.

Non-Resident Memberships prior to June 1, 2023 have access to the other amenities at Sterling Oaks.

3. The **Quarterly Membership** is the same as the Sterling Membership in all respects, except that it is a commitment for three consecutive months. It is not automatically renewed.

Guests

1. Tennis members with a membership prior to June 1, 2023 may bring one (1) guest to use the other sports amenities (pool, fitness center, bocce and pickleball) and the Clubhouse in accordance with the Community Guest Policies. Guests must be accompanied by members at all times.
2. A given guest can use an amenity no more than 6 times in prime season (November – April) and no more than 12 times in off season (May – October).
3. Tennis members may bring guests to play tennis on a given day, subject to the following conditions:
 - The sponsoring member must pay a guest fee for each guest for that day.
 - Guests must be added to the Chelsea reservation system.

- For last-minute after-hours play involving guests, a call/email must be made to the Pro Shop to specify guest names. The member's account will be charged accordingly.

Tennis Resources

1. The Director of Tennis is available to provide professional tennis instruction to individuals or groups. The current rates for tennis instruction are posted on the Sterling Oaks website. Only the Director of Tennis or Sterling Oaks employees approved by the Director of Tennis are permitted to provide professional tennis instruction at Sterling Oaks.
2. Some courts are available for night play. Reservations for night play must be made prior to play. Tennis members can obtain a key for court lights, with prior arrangements made with the Pro Shop.
3. The ball machine can be used at the discretion of the Director of Tennis. The current fee for using the machine is posted on the Sterling Oaks website. Reservations must be made in advance for usage.

Dress Code and Etiquette

1. Follow the General Etiquette Rules.
2. Wear proper tennis attire on court at all times. This includes regulation tennis shoes suitable for soft court play, shirts or dresses that cover midriff and shirts with sleeves for men.
3. Relinquish your court at the end of your reserved period.
4. Keep noise to a minimum when waiting for your court time to begin. Do not enter the court until the previous court time has expired and the final active point is over.
5. No racquet or equipment abuse is permitted.
6. Turn off cell phones or silence them during play.
7. Recycle tennis balls, tennis ball cans and plastic bottles in labeled containers.
8. No consumption of alcohol by players during active play is permitted.

Court Reservations with Chelsea

1. Use of the tennis courts and facilities shall, at all times, be subject to the control of the Director of Tennis. The Director of Tennis shall determine the suitability of the tennis courts for play. Courts may be closed for maintenance, safety considerations or adverse weather conditions.
2. Courts reservations can be requested 6-14 days in advance using the CHELSEA system. The court REQUEST is confirmed immediately to each player. The court BOOKING is confirmed 5 days in advance of the court day. When courts are still available, court bookings can be made up to 5 days in advance.
3. One player from each court must check in at the Pro Shop just prior to the scheduled court time or the court may be released to other players. If a guest is participating, it is the responsibility of the sponsoring member to ensure that the guest fee is paid to the Pro Shop no later than the following day.
4. Any player who cancels a reservation less than one hour prior to the scheduled court time may lose future opportunities for requested court days/times.

5. For single court play (singles or doubles), a member will be limited to one court reservation during prime time (8:00 AM through 12:30 PM). In addition, a doubles group will take precedence over singles play in the 9:30 AM time slot. Another court may be reserved later in the day when available. For groups of members playing on more than one court, any member representing that group may reserve a maximum of two courts for the group.
6. Courts may be reserved for a maximum of 90 minutes for either singles or doubles play. Courts for all special events such as tournaments and outside rentals may not be scheduled before 11 AM, thus assuring members at least 2 time slots for daily play.

League Play

1. Members are encouraged to form and participate in organized tennis leagues.
 - All teams must comply with league rules and regulations.
 - USTA League teams must be comprised of at least 50% Sterling Oaks members and the Team Captain must be a Sterling Oaks member.
 - Night League Teams (matches beginning after 5:00 PM) require a minimum of at least one Sterling Oaks member per team.
 - Other daytime league teams (e.g., USPTA, Bonero, CTA, Col-Lee) must be comprised of 100% Sterling Oaks members.
 - Non-members will be charged a team participation fee for each league session and will play only in scheduled league matches (no other court time is permitted unless a guest fee is paid). The non-member team participation fee is established by the Sterling Oaks Board of Directors and posted on the website.
 - Preference should be given to Sterling Oaks members in the composition of teams and in actual league play.
 - Non-members may play on only one Sterling Oaks team per season.
 - League play will not start before 1:30 PM unless authorized by the Director of Tennis.
2. Captains are responsible to ensure that all non-member team fees have been paid. Captains or their representatives must attend compulsory league meetings and obtain the appropriate paperwork for team registration. Captains will furnish the tennis staff with the schedule of matches and a roster of players for their team.

Refunds and Medical Leave

Membership payments are generally non-refundable. There are only three events for which refunds will be made: death, divorce/separation and moving. In each of these cases, verification of the event is required. Medical leave is sometimes available, as specified below.

1. In the case of the **death** of a single member, the monthly billing will stop or, if future months have been paid in advance, then the membership fee for those future months will be refunded.
In the case of the **death** of one of the adults in a family membership, the remaining adult can switch to a single membership. In that case, the monthly billing will be adjusted to the single membership amount or, if future months have been paid in advance, then the difference between the single and family membership for those future months will be refunded.

2. If one of the two adults with a family membership permanently leaves the household because of **divorce or separation**, the remaining adult can switch to a single membership. In that case, the monthly billing will be adjusted to the single membership amount or, if future months have been paid in advance, then the difference between the single and family membership for those future months will be refunded to the remaining member.
3. If a member permanently **moves farther than a 15-mile radius from the Club**, the contract may be cancelled. Monthly billing will stop or, if future months have been paid in advance, then the membership fee for those future months will be refunded. There is no refund if a member moves to a location within a 15-mile radius.
4. Starting 4-19-20 there will be no medical leave status.

Compliance with Tennis Court Rules & Regulations and Court Etiquette

1. Any situation in conflict with the rules of etiquette listed above which cannot be resolved calmly or peaceably between Members should be brought to the attention of the Tennis Director. The Tennis Director will attempt to handle the situation at the time of the occurrence. If the situation cannot be addressed and corrected immediately, the Tennis Director will contact the Member(s) in question at a later time to discuss the situation and if severe enough, at his discretion, can issue a verbal or written warning. If needed, the conflict with the rules would go up the hierarchy of discipline as needed to follow: to the General Manager, Board President, then Board of Directors.
2. When a situation involves Tennis Members and non-tennis staff, the matter will be investigated by the General Manager and Board President.

Governance

Liability

1. Each Member, as a condition of use of the Club Facilities and each guest as a condition of invitation to the Club Facilities, assumes sole responsibility for his or her property. The Association and Club shall not be responsible for any loss or damage to any private property used or stored at the Club Facilities, whether in lockers or elsewhere. All personal property left, in or at the Club Facilities, if unclaimed, may be disposed of.
2. Each Member who, in any manner, makes use of or accepts the use of any apparatus, appliance, facility, privilege or service whatsoever owned, leased or operated by the Association and Club, or who engages in any contest, game, function, exercise, competition or other activity operated, organized, arranged or sponsored by the Association and Club, either on or off the Club Facilities, shall do so at their own risk, and shall release and hold the Association and Club and its Directors, Officers, employees, representatives and agents harmless from any and all loss, cost, claim, injury, damage or liability sustained or incurred by such person, resulting there from and/or from any act or omission of any Director, Officer, employee, representative or agent of the Association and Club.
3. Should any party bound by these Rules and Regulations bring suit against the Association and Club, its Directors, Officers, Employees, representatives or agents in connection with any event operated, organized, arranged or sponsored by the Association and fail to obtain judgment thereof, the Member shall reimburse the Association and Club, its Directors, Officers, Employees, representatives and agents for all costs and expenses incurred by them in the defense of the suit (including court costs and attorney's fee incident to appeals).

Compliance

All residents, lessees and guests shall comply with the Rules and Regulations as defined in this document. Failure to do so may result in fines being levied by the Association on the owner and/or loss of common area privileges. The Sterling Oaks governing documents will be enforced through notifications authorized by the Board of Directors.

1. The Association may suspend, for a reasonable period of time, the rights of a member or a member's tenants, guests, or invitees, or both, to use common areas and facilities and may levy reasonable fines, not to exceed \$100 per violation, against any member or any tenant, guest, or invitee. A fine may be levied on the basis of each day of a continuing violation, with a single notice and opportunity for hearing, except that no such fine shall exceed \$1,000 in the aggregate unless otherwise provided in the governing documents. In any action to recover a fine, the prevailing party is entitled to collect the reasonable attorney's fees and costs from the no prevailing party as determined by the court.
2. A fine or suspension may not be imposed without notice of at least fourteen (14) days to the person sought to be fined or suspended and an opportunity will be provided for a hearing before the Compliance Committee of at least three members appointed by the Board who are not Officers, Directors, or Employees of the Association, or the spouse, parent, child, brother or sister of an Officer, Director, or Employee. If the Committee, by majority vote, does not approve a proposed fine or suspension, it may not be imposed. These requirements do not apply to the imposition of suspensions or fines upon any member because of the failure of the member to pay assessments or other charges when due if such action is authorized by the governing documents. Suspension of common-area use rights shall not impair the right of an owner or tenant of a parcel to have vehicular and pedestrian ingress to and egress from the parcel, including, but not limited to, the right to park.

Suspension or Termination of Use Privileges or Club Membership

A Member or guest may have privileges to use the Club Facilities suspended or terminated if in the judgment of the Board of Directors the Member:

- a. Submits false information on Membership Application.
- b. Permits the membership card to be used by someone other than the designated holder.
- c. Exhibits unsatisfactory conduct.
- d. Fails to pay any amount owed to the Association and Club in a proper and timely manner.
- e. Causes intentional damage to Club or Association property.
- f. Fails to abide by the Rules and Regulations and/or Governing Documents.

The Board of Directors may at any time restrict or suspend for cause or causes any Member's privileges to use all of the Club Facilities as well as require restitution for intentional damage to Club or Association property.

During the Member's Suspension, dues and other charges shall continue to accrue and must be paid in full.

Management may refuse service at any time, at its discretion, to any Member or guest who violates these Rules and Regulations.

Collection Policy

The following timeline will be in effect for monetary obligations due and owing to Sterling Oaks Community Association and Club, Inc. This includes charges made at the Club at Sterling Oaks.

Association assessments, Membership fees and Club charges are billed the last day of the month. Account balances are due on the first day of each month. Statements will be emailed/mailed on or before the 5th day of each month.

There is a 25-day grace period (e.g., April 1 – April 25) to pay the account balance.

If payment is not received by close of business on the 25th day of each month, a \$25 late fee and interest will be assessed. Interest will be charged at the highest rate allowed by law which is currently 18% per annum. Late fees and interest are applied to all months the account is not paid in full.

Due Date Plus 30 Days ·

A 30-Day Past Due Notice is sent that outlines how much is owed and how it can be paid. Letter to also explain future collection policy if account is not brought up to current.

Due Date Plus 60 Days ·

Membership status will be changed to require any purchases made from the Club on or after this date to be paid by credit card.

Members with past due accounts will be sent a letter describing this change.

Due Date Plus 90 Days·

- Upon approval by a majority of the Board of Directors at a properly noticed Board meeting:
 - All Club amenities, participation in any activity (other than Board Meetings) on Club premises will be suspended
 - Vehicle Barcodes will be suspended
 - Voting rights will be suspended
- Disconnect of Cable and Internet Services. Delinquent member may be subject to a reconnection fee
- Members with past due accounts will be sent a letter describing these suspensions

Due Date Over 90 Days ·

- The account will be referred to the attorney to pursue all legal remedies available, including, but not limited to, recording a claim of lien against the property and foreclosure on the Association's claim of lien. Members shall be responsible for all attorneys' fees and costs incurred incident to the collection process.

Board Meetings

Member Speaking Policy

1. Homeowners who wish to speak at a Board Meeting should arrive at least 10 minutes prior to the meeting and sign a Speaker Sign-Up Sheet. The statement to be read should be limited to three minutes and delivery must be civil and respectful and not contain personal criticisms.
2. Homeowners who are unable to attend a Board Meeting may request their statement be read by another homeowner or the Board Secretary.
3. Homeowners may request that an email, letter or speech be included in the official minutes of the Board Meeting.
4. The homeowner speaking portion at the beginning of the Board Meeting will be limited to no more than 15 minutes. Additional speakers may speak at the end of the meeting.
5. Board members may also be available after the Board Meetings for discussions with homeowners.

Meeting Decorum for Members in Attendance

It is important to remember that Board Meetings are to conduct the business of the Association. The audience is to observe and audit the meeting, not to participate vocally during the meeting.

The following should be followed during the Board of Directors' meetings:

1. Silence your cell phone.
2. Be respectful of the Board Members. They are elected volunteers.
3. Do not applaud, yell or otherwise vocally engage in the meeting.
4. Do not be disruptive or intentionally interrupt the meeting.
5. Be courteous and, if necessary, remind neighbors.
6. Anyone wishing to speak at the meeting on an agenda item, must sign-up in advance of the meeting.
7. People with hearing difficulties can be accommodated with reserve seats by the Board table.
8. There is to be no discourse between the deliberations of the Board and the Audience.

Transparency Policy

The Sterling Oaks Board desires to conduct business in an atmosphere that is open and transparent with the goal of promoting trust and understanding in the Community. The Board commits to communicate relevant information to the Community in a timely manner. To facilitate this transparency, the Board is adopting the following guidelines and procedures to clarify what roles both homeowners and the Board have in making transparency successful.

Joint Responsibilities

Sterling Oaks Management and the Board of Directors will adhere to all Florida laws, Sterling Oaks By-Laws and this document regarding transparency.

Homeowners are responsible to keep informed about Sterling Oaks by attending meetings, Chat Sessions, Town Halls and/or Information Sessions. Homeowners can also keep informed by reading emails, bulletin boards, meeting minutes, posted documents and/or the Sterling Oaks website.

Open Meetings

Dates, times and locations of Board and Committee Meetings will be posted on the Club Calendar, at the gates and announced via email to all homeowners, at least 48 hours prior to the meeting. All homeowners are welcome to observe any meeting.

The Board may only use Closed Board Meetings (a majority of Board Members but no homeowners) for discussions of personnel matters and pending or threatened litigation.

Open Communication

Homeowners that wish to speak at Board Meetings or have someone speak on their behalf must follow the Speaking at Board Meeting Policy.

Board members may also be available after Board meetings for discussions with homeowners.

When practical, homeowners will also be given the opportunity to speak at Committee Meetings adhering to the guidelines set for Board Meetings.

Minutes or summaries of Board, Committee Meetings and Chat Sessions shall be made available on the website along with supporting documents, if submitted.

When the Board or any Board member makes a commitment for action, they should follow up and communicate the results to the appropriate people.

Open Spending

The Board will inform homeowners about spending via the budget process that may include a presentation to the homeowners before a budget vote. Copies of the proposed budget will be distributed to homeowners for review.

Unplanned and Reserve spending over the GM approval limit or President's approval limit is presented for a Board vote at Open Board Meetings. Limits are listed in the Authority for Expenditures and Disbursements posted on the Sterling Oaks website.

When a major change or decision is proposed, a special assessment or changing cable contracts for example, the Board may gather input from homeowners via Chat Sessions, Town Hall Meetings, surveys or other appropriate means to ensure the Board vote reflects a majority of homeowners' wishes. The Board will inform homeowners about the data collected that led to the vote/s.

The Board will communicate details of any concerns regarding reserves and major budget overruns as soon as possible. The communication will contain specifics regarding the amount involved, how it occurred and potential solutions, if known. The Board will provide monthly updates at Board Meetings on long-term issues/projects.

Open Records

Records must be "made available" for inspection within 10 business days after receipt of a written request by the Board or its designee. Most records are kept for at least 7 years. Governing documents and amendments are kept indefinitely.

Homeowners may review most official records by scheduling an appointment during regular staff working hours. The HOA does not have to pull every record requested and mail them to an owner. The HOA may simply allow inspection of the documents as they are kept in the normal course of business.

Records may also be available electronically via the internet or by viewing the records on a computer and printed upon request.

If requested, copies will be provided at no charge to the homeowner if the entire request is 25 pages or less. However, if the request is over 25 pages, the HOA may charge \$.25 per page for copies made on the HOA's copier. If personnel time spent retrieving and copying the records exceeds one-half hour, the HOA may charge \$20 per hour for retrieval and copying (This section reflect FL Law 720.303.5)