

THE WOODS

Jacksonville, Florida
Recorded with the State of
Florida December 2018

RULES & REGULATIONS

Welcome!

Welcome to The Woods Community, one of Northeast Florida's first gated communities; a planned unit development with 811 homes. You will find The Woods to be a friendly, family-oriented community that offers a number of facilities arranged around our Community Center.

Following are the Rules & Regulations established by The Woods' Rules & Safety Committee. These rules are written, reviewed, and revised on an as-needed basis. A comprehensive review was held by the Committee in 2018 and approved by the Board of Directors. The Committee is comprised of residents; if you are interested in joining or attending a meeting, please contact the Woods Office for meeting dates, times, and locations. A copy of the Rules & Regulations may be obtained from the Woods Office.

There are three sections:

Rules & Regulations: these are for neighborhood residents and offer specific information with regard to residents' property, common areas, guests, parking, motorized vehicles, and use of amenities.

Post Orders: these are the guidelines the Access Control Officers follow; they are included here so residents are aware of what the responsibilities of the Access Control Officers are (and are not), as determined by both the security company and The Woods Community.

Emergency &
Important Phone Numbers: for quick reference

If there is a situation where there is an immediate threat to yourself, others, or property, CALL 911. The Access Control Officers CANNOT RESPOND TO EMERGENCIES, their primary purpose is to control who enters the community.

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Rules & Regulations

General Rules

1. A 25-MPH speed limit applies within the community. Drivers in The Woods are required to obey all traffic signs. The Jacksonville Sheriff's Office (JSO) patrols our streets, and violators of traffic signs and safety rules will be ticketed.
2. Only minor repairs on residents' automobiles is authorized. (Minor repairs should be completed within 8 hours). Cars are not permitted to be left up on jacks. All tires must be in working order. No inoperable vehicles may be stored on site. All tags must be up to date.
3. Only The Woods information signs, street signs, safety signs, for sale and for rent signs are authorized. The signpost must be "L" shaped, and sign will not exceed 180 square inches in size. Preferred color is tan background with green writing. No other signs are permitted, included, but not limited to, signs placed by vendors doing work at your home.
4. Properties must be kept in good repair. No obvious need of repair – no broken windows or shutters, no rotted wood, peeling paint, mold or mildew on roofs or driveways, or driveways in need of repair. Excessive pine straw on roof and in gutters is not permitted. A homeowner's driveway and/or walkway need(s) to be repaired if the cracked surface has become uneven by a minimum of one inch and this condition contributes to not meeting The Woods' standard for aesthetics and/or safety. (Declaration of Covenants 9.4 - Upkeep and Maintenance of Dwellings and Lots. It shall be the responsibility of each Owner to prevent the development of any unclean, unsightly or unkempt conditions of buildings or grounds on any family dwelling lot or family dwelling unit which shall tend to decrease the effect of the aesthetic appearance of the development or specific areas therein).
5. All homes must have identifying house numbers on the home or mailbox area that are visible from the street.
6. No window AC units are permitted that are visible from the street. ARC variance requests may be submitted for review on a case-by-case basis. Any units already in place prior to May 1, 2013 have been grandfathered in.
7. No parking is allowed at any time in areas where parking may obstruct access for emergency vehicles (police, fire trucks, ambulances) to homes. Overnight (12am-6am Monday through Friday, and 2am-6am Saturday and Sunday) parking is not permitted on The Woods streets and will be subject to ticketing fines and towing at owners' expense. Parking of boats, trailers, campers, motor homes or other motor vehicles is not permitted on The Woods' streets, thoroughfares, cul-de-sacs or common areas. Parking of such vehicles on a resident's property will be permitted, providing the following rules are followed:
 - a. A written ARC request must be submitted and approved.
 - b. All vehicles must be located behind an approved fence.
 - c. Every effort must be made by the resident to conceal as much of the vehicle (boat, trailer, camper, motor home, etc.) as possible.
8. The ARC and/or the Board of Directors will have final approval authority on each request.
9. Temporary parking of a guest's camper or motor home will be permitted, provided the resident makes arrangements through The Woods Office in writing. This temporary period shall not exceed nine (9) days (through two weekends).

10. Parking on the nature trails or grass areas of cul-de-sacs is prohibited at all times, and vehicles so parked will be towed. Vehicles may not be parked on lawns at any time. Parking of commercial vehicles (other than pick-up truck of $\frac{3}{4}$ ton or less capacity) is prohibited, unless the driver is conducting normal business activities, and then only during daylight hours.
11. Any and all acts of vandalism shall be the responsibility of the resident/parents. It will be the resident's/ parents' responsibility to pay for all damages caused by any household member or their guests.
12. No trailer or boat being towed can use the resident automated gates for entry unless it exceeds the height restriction and the Access Control Officer can control the gate arm. All other access must be through the guest lane.
13. Pet owners must obey the Jacksonville leash laws and will be held responsible for their pets. Owners must also clean up after their pets. It is forbidden to discard animal droppings in the street drains and retention ponds. Owners in violation of these laws may be reported to Animal Control, whose fines exceed \$100.00 per offense.
14. No weapons (BB guns, pellet rifles, pistols, shotguns, paint ball guns, bottle rockets, bows/arrows, or firearms of any type) shall be openly displayed or discharged in The Woods subdivision.
15. No swimming, boating, or any types of flotation devices are allowed in any pond in The Woods.
16. Garbage receptacles, construction debris, lawn clippings, tree branches, bags, etc., are not to be placed by the curb until AFTER 5:00 p.m. the evening before pick-up, and must meet specific pick-up requirements. Garbage receptacles must be stored in a secure area not visible from common property or streets within 24 hours of pick-up.
17. Basketball hoops must be in good condition – no torn nets or damaged poles. If approved by the ARC, basketball hoops must be stored upright no less than 20 feet from the roadway. No other sports equipment may be left in a visible location when not in use.
18. Littering or dumping lawn clippings in ditches or on common property (including retention ponds and drainage easements) is prohibited.
19. No excessive debris, equipment, etc., may be stored in a visible location on the homeowner property.
20. Storage Facilities. No fuel tanks or similar storage receptacle may be exposed to view, and may be installed only within the main dwelling house, within the accessory building, within the screened area required in Section 9.18 herein, or buried underground.
21. If a resident has questions s/he would like addressed regarding the Rules & Regulations, contact the Woods Office. Residents are also welcome to attend a Rules & Safety Committee Meeting; ask the Woods Office for meeting day/time/location. If a resident has a challenge to an existing rule or feels a new rule should be incorporated, s/he must submit a written, signed request to the Woods Office to be addressed via proper channels.

Architectural Rules

The following actions by residents must be presented to the Architectural Review sub-committee for approval prior to commencement of work. The committee has up to 30 days to take action on a request, or a written notification for delay will be provided by The Woods office. Architectural forms are available at the Woods office and online, located under "Forms."

Variations: Variations or deviations from these criteria listed below may be granted in unique situations but will not set any precedent for future decisions. All such variance requests shall be reviewed on an individual, case-by-case basis.

1. Any change affecting structural (including elevation), change of property, exterior additions, detached structures or facilities, walls, fences, walkways, or driveways must be approved by the ARC.
2. There will be no processing fee if the request is worked within 30 days.
 - a. a fee of \$25.00 will be assessed if the approval turn around is required within five business days.
 - b. a fee of \$50.00 will be assessed if the approval turn around is required by the next business day.
3. Upon approval of homeowner's request, a copy of the request will be provided to the homeowner. The homeowner will need to pick up an ARC sign to be placed in a visible window at the front of the home. A deposit of \$25.00 is required for the sign. The sign must remain in place until project is completed. Upon completion, homeowner will return the sign and the \$25.00 deposit will be refunded.
4. Detached structures must be placed in the resident's back yard in such a manner as to conceal as much of the structure as possible from the street side. The maximum height for any structure is eight feet (8') including foundation. Exterior colors of structures must complement the exterior of the resident's home.
5. Satellite dishes may not exceed 18 inches.
6. Installation of swimming pool, outdoor hot tubs or any such facility.
7. Construction of any sports equipment or facility such as, but not limited to, basketball backboards, skateboard ramps, and soccer goals must be approved by ARC. If approved, basketball backboards must be erected a minimum of 20 feet from the nearest road.
8. Alteration of landscaping affecting structural (including elevation) changes of property, drainage, or safety or exterior additions to any existing structure.
9. Changes in color or color combinations of homes and other permanent structures.
10. Tree removal if the tree is further than 10 feet from the home. If approved for removal, the tree stump must be removed or ground to ground level and re-landscaped. Exception: trees located within an enclosed fenced area do not require stump removal.
11. Installation of clotheslines: no permanently installed clotheslines are allowed. Temporary, portable clotheslines must be positioned in the resident's backyard in such a position that no part can be seen from the street.

12. For sale/rent sign posts must be “L” shaped, and sign will not exceed 180 square inches in size. Preferred color is tan background with green writing.
13. Garages cannot be enclosed or changed from the original use of vehicle storage.
14. Installation of fences: all planned fence installations must be submitted to the ARC for approval, which must be obtained before commencing with fence installation. Fences must meet the following minimum guidelines:
 - a. Fences WILL be a minimum of four to a maximum of six feet in height, stockade or board on board, except when: fences adjacent to ponds will be a maximum of four (4) feet in height and can be of the picket-fence style. These fences will remain at that height up to a point where a six-foot-high fence would no longer restrict the water view of the adjoining homes. Fences must be graduated from six to four feet in height. Material used to construct the fence must be wood, aluminum, PVC, or wrought iron. Chain link fences are NOT acceptable.
 - b. Wood fences may be preserved using a stain or a clear preservative. Painting is not permitted. All other fences MUST be white, black or brown in color. Color and/or stain must be approved by the Architectural Review Committee.
 - c. Fences are restricted to back and side yard areas. No portion of the fence or fenced area is to extend in front of a line parallel to and even with the front of the dwelling or “right of way” areas. In the case of a corner lot, the ARC and Board of Directors shall, in their exercise of sole discretion, determine which the front lot line is and which the side lot lines are.
 - d. When approved, an 18" lattice panel may be used in areas to assist in concealing approved structures and/or vehicles, boats, campers, or motor homes.
 - e. Ribbing and support members of the fence shall face inward (toward the owner’s side of the lot). The smooth side of the fence shall face the adjacent properties (outward).
 - f. In the event an existing fence owner is confronted with a neighbor who intends to erect a fence not of the same quality, style, height or material of the existing fence along parallel property lines the matter will be resolved by the Board of Directors.

In summary, no landscaping, affecting structural (including elevation) change of property, drainage or safety, exterior additions, detached structures or facilities, walls, fences, walkways or driveways shall be erected, constructed or maintained by anyone, under or upon the common specifications thereof showing the nature, kind, shape, height, materials and locations, have been submitted to and approved, in writing, by the architectural review sub-committee, in accordance with the by-laws. Any construction, erection of structure or installation in violation of these rules, and/or without the express written consent of the architectural review sub-committee, shall be subject to removal or correction to meet these standards. The Association, and its officers and agents, are specifically authorized to enter upon any lot and remove or correct any condition contrary to these regulations; the owner and/or tenant thereof shall be responsible for all reasonable fees, charges and expenses incurred in the correction or removal of such condition.

The ARC does not assume liability or responsibility for the following:

1. The structural adequacy, capacity or safety features of the proposed improvement.
2. Soil erosion, incompatible or unstable soil conditions and/or improper drainage.

3. Compliance with any or all building codes, zoning codes, safety requirements, governmental laws, regulations or ordinance.
4. Performance or quality of work by any contractor.
5. Accuracy of surveys provided by homeowners or the placement of the homeowners' project.

Failure to submit an ARC request prior to making exterior changes could result in the Association levying a reasonable fine per Florida Statutes - 720.

Assessment Collection Policy

Effective January 1, 2013, the assessment collection policy is as follows:

1. **The annual assessment as set by the Board of Directors is due monthly on the first day of each month. Assessments may be paid in advance annually.**
2. Assessments will be considered late **on or after the 6th of the month** and a \$25 late charge will be assessed to the account on the 6th of every month that there is an outstanding balance on the account.
3. It is **IMPORTANT** to understand that if a late charge is assessed, **any future payments will first go toward the late charge BEFORE the usual monthly dues**. Therefore, if the late charge is not covered, but dues are paid for the next month, the dues may be underpaid and another late charge will be assessed.
4. Accounts five days past due will receive a statement detailing the amounts due on the account.
5. Accounts 60 days past due: the Association will suspend the resident's use of the automated entry access to the community and recreational facilities. Residents will be required to access the property through the guest lane until all assessments are brought current, and a \$5 per-sticker fee will be charged to reactivate each bar code sticker. In addition, the Association will suspend the resident's use of The Woods' recreational facilities, including clubhouse rental. The Association will forward the past due account to a collection agency and/or to a collection attorney. The Association will also reserve the right to place a lien and/or a money judgment against the resident's property.
6. The Association may accelerate the assessments through the remainder of the year on those accounts more than three months delinquent.
7. The Association will begin foreclosure and/or money judgments proceedings on those accounts determined by the Board of Directors to be delinquent.
8. Annual assessment increases cannot exceed 10 percent per year (excluding Reserve funding).
9. Any resident that has two returned checks must pay by certified funds (i.e. cashier's check, money order or cash) for a period of six months. After six months, personal checks will be accepted.

Questions regarding account balances or related issues should be directed to the Woods Association manager at 221-3722.

Rule Enforcement

Violations of the Covenants and Restrictions and/or the rules and regulations of The Woods Community will be handled as follows:

1. Complaints from residents must be submitted to The Woods Office in writing by letter or email. If possible, the property manager will verify that the violation exists.
2. Management will do weekly inspections (broken into 4 sections so that each area is visited monthly).
3. The manager will evaluate all aspects of the resident's property that is visible from the street, and if any violation(s) are noted, then a letter will be sent.
4. A letter will be sent to the offending homeowner. The letter will detail the infraction and will provide the opportunity to remedy the violation. This first notice will give a time frame to correct the violation. Lawn violations are generally given a 30-day completion time frame. Trailers, boats, visible debris, trash can violations, and others may receive a three-day completion time frame.
5. If the violation is not completed or corrected, the owner will then receive a second notice of violation detailing actions that the Board may take if the violation is not corrected.
6. After the second notice has been sent and the violation is still not corrected, the management will send a hearing notice no less than 14 days prior to the hearing date. Failure to comply after the second notice will result in the management company sending out a hearing notice to be set by the Appeal Committee. The Board of Directors reserves the right to charge a fine for violations that have not been corrected. The association may levy reasonable fines of up to \$100 per day per violation against any member or any member's tenant, guest, or invitee for the failure of the owner of the parcel or its occupant, licensee, or invitee to comply with any provision of the declaration, the association bylaws, or reasonable rules of the association. A fine may be levied for each day of a continuing violation, with a single notice and opportunity for hearing, except that the fine may not exceed \$1,000 in the aggregate unless otherwise provided in the governing documents. A fine of less than \$1,000 may not become a lien against a parcel. In any action to recover a fine, the prevailing party is entitled to reasonable attorney's fees and costs from the non-prevailing party as determined by the court.

A fine or suspension may not be imposed without at least 14 days' notice to the person sought to be fined or suspended and an opportunity for a hearing before a 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. If the association imposes a fine or suspension, the association must provide written notice of such fine or suspension by mail or hand delivery to the parcel owner and, if applicable, to any tenant, licensee, or invitee of the parcel owner.
7. The Board reserves the right to file for mediation through the court system if the resident fails to comply after legal counsel has sent the warning letter.
8. Failure to respond or comply with mediation will result in a lawsuit being filed in the Florida Courts. All enforcement fees will be charged back to the homeowner's account.

9. Homeowners may request their own hearing with the Board of Directors if they do not agree with the violation notice that has been sent. Homeowners must notify the management company in writing within fourteen (14) days of violation receipt. A hearing will be set up with the Board of Directors. The decision of this meeting will be provided to the homeowner, and Management Company.
10. The Woods regrets that it is not in a position to police violations of city animal control ordinances. If you witness such violations (barking dogs, unleashed animals, etc.), please call Jacksonville Animal Control at 630-2489.
11. Jacksonville Sheriff's Office will ticket traffic violations in The Woods.

Security Guidelines

1. Access Control Officers are not to leave their posts for any reason. In emergency situations, call 911. For non-emergencies call the JSO non-emergency number (630-0500).
2. Access Control Officers will NOT be utilized to notify emergency services for residents. Residents will be instructed to notify the required proper emergency services on their own. Only in a situation where residents are at the guard gate will they be permitted to use the phone to contact emergency services.
3. All Woods Community Association residents are required to have a bar-code sticker on authorized vehicles; otherwise, the resident will be treated as a guest when entering the property and will be required to show proper identification. In the event a resident's bar-code sticker doesn't work, the guard will request that the resident back up and try the scanner again one time. If the sticker still doesn't work, the guard will verify the resident's ID and note the license plate number. Residents who continue to have problems with their stickers should notify the Woods office.
4. Residents manage their own guest lists using the Gate Sentry app and/or website, <http://www.gatesentry.com>. Permanent and temporary guest lists can be instantly managed and updated. Please note that visitors must provide proper, valid identification. A visitors' log is maintained in Gate Sentry. If you are having problems with Gate Sentry, contact the Woods Office or Gate Sentry at (800) 975-5971.
5. If the Access Control Officer doesn't receive notification of a guest's arrival, or if the visitor is not on the resident's guest list, the Access Control Officer MUST call the resident and receive permission to admit the guest; otherwise the guest will be refused entry.
6. Any unauthorized person in The Woods will be reported to the police and will be subject to prosecution.
7. Residents must add food delivery vendors to their Gate Sentry app/website in order to maintain access control to the neighborhood.
8. Access Control Officers are NOT allowed to accept packages or deliveries for homeowners in their absence, or to accept changes, additions, etc. to residents' permanent guest lists.

Woods Decal Policy

Purpose

To expedite ingress traffic flows through our gates and improve our security posture. The decal system will allow the guards to permit vehicles into our community without logging in or verifying authorization for entry into our community. The decal system will provide positive identification of residents and frequent guests. The decal system does not replace the bar code system, rather enhances it.

Implementation

The Management Company will be responsible for issuing all decals. The Access Control Officers at either gate will issue daily (24 hour) window cards and 10-day short-term visitors window card. Homeowners will receive decals for two vehicles and month/year decals free of charge. A fee will be assessed for additional resident's vehicle decals. Residents will be responsible for purchasing frequent visitors decals.

Follow-up

Resident's year decal will be updated on a yearly basis, including additional purchased resident's decals. Residents will be required to purchase new frequent visitor's decals during the month of December each year. Our management company will provide to all homeowners, who are in good standing with their association dues, two free expirations decals to be placed above the Woods decal.

Windshield Decal Requirements

All Homeowners will be issued two at no charge. Additional decals may be purchased for a one-time charge of \$5.00 each, with an annual expiration date. The decal and year bar will be installed on the lower left front windshield of their registered vehicles to access either gate with no extra annual charge.

All frequent visitors can be issued an annual windshield access decal, applied for by the resident. The frequent visitor decal will expire each calendar year. Each resident may purchase a limit of seven frequent visitors' decals at \$5.00 each. The decal will be installed with date bar on the lower left front windshield of their vehicle.

Lawn Care Criteria

1. Landscaping: foundation landscape must be maintained on all visible sides of the home from the street and path (if applicable). Lawns & landscaping must be maintained to the edge of the street.
2. Mowing: all lawns must be mowed when necessary to maintain a height not to exceed six inches. Lake banks should be mowed to the water's edge.
3. Edging: edging must be performed on a regular basis to conform to the mowing schedule. Weed-eaters should be used in areas inaccessible to lawnmowers. Bed edges must be kept clean and well defined around color beds, shrub beds, open beds, and tree trunks to prevent turf encroachment. Driveways, walkways and curbing must be edged often enough to maintain clean, crisp, consistent edge lines.
4. Trimming: shrubs, trees and other ornamentals must be trimmed as often as necessary to maintain a neat, well-groomed appearance.
5. Weeding: beds must be weeded to remove any weeds and to maintain healthy, neat-looking plants. All turf is to be kept free of weeds through hand-weeding or herbicide application. Herbicides must be used in accordance with all applicable local, state and federal guidelines.
6. Fertilization: all turf must be fertilized frequently enough to maintain a lush green appearance.
7. Lawn Clippings: Littering & dumping lawn clippings/debris in ditches, common property, ponds and/or drainage easements is prohibited.
8. If any conflict between the covenants and restrictions and the general rules arises, the covenants and restrictions shall prevail.

Recreation Rules

1. The Woods' recreation area includes the baseball diamond, football/soccer field, basketball court, tennis courts, swimming pool, volleyball court, and all of the area included in the park at The Woods.
2. The Community Center recreational areas may be used between the hours of 8:00 a.m. and 10:00 p.m.; the park closes at 10:00 p.m. This area is provided for everyone's enjoyment; adults, children and teenagers are expected to do their part to keep the area clean. It is advised that children be supervised at all times by an adult.
3. The specific rules for the tennis courts and pool are included in a separate section of this document.
4. Anyone caught vandalizing any of the park or common areas will be identified and prosecuted.

Field Reservation Policy

1. To be eligible to use and/or sponsor teams to use The Woods' fields, members must be current and in good standing with Association dues.
2. Homeowners may sponsor a maximum of one team sport per season.
3. Sponsors are personally responsible for the actions of any group they sponsor.
4. Any violations of The Woods Community Rules by any member of the group or use of any other facility without proper permission and supervision will result in withdrawal and/or denial of permission to use The Woods Facilities.
5. To reserve fields and/or sponsor teams to use Woods Recreation Facilities, homeowners must go to the Woods Office and complete the proper forms.
 - a. Reservations are first come, first served.
 - b. There are both time limits for field use and limits on how many days per week fields may be reserved.
 - c. Reserving fields is at the Management's/Board's discretion.

Pool Rules

1. During scheduled periods when no lifeguard is on duty and the swimming pool is open, “swim at your own risk” signs will be in effect.
2. No persons under the age of 14 are allowed in the pool area without a parent or guardian (over 18) present. All children 14-17 must apply for a pool pass, with parent’s permission, in order to access the pool area without adult supervision. Any parent interested in getting the pool pass for the children should contact the Woods Office for more information. The pool ID badges will be \$3.00 per badge. They must have the pool pass/ID in order to enter the pool area.
3. Toddlers and infants must wear Infant Swimming Resource (ISR)-approved reusable elastic diapers (NO disposable diapers). If your child defecates in the pool and the ISR-approved diapers were not being worn, there will be a \$100 charge to close the pool and clean it.
4. Proper swim attire must be worn at all times. Be mindful that the pool is used by residents of all ages, backgrounds, beliefs, etc., so please use discretion in what swimwear is worn at the pool.
5. The lifeguard will announce his/her break 10 minutes once per hour. When the lifeguard is on break, it is “swim at your own risk” and parents/guardians will be responsible for watching children in their care.
6. A member must accompany a guest. No more than five (5) guests per each household. Any parties bigger than 5 persons must be arranged through The Woods Office. Clubhouse rentals CANNOT access the pool area at any time; the lifeguard has the right to deny entry.
7. Evacuate the pool and take shelter immediately if lightning occurs. The lifeguard(s) shall determine when it is safe to reenter the pool.

8. The lifeguard's authority is final. Failure to follow these rules will result in removal from the pool.
 - a. Abusive language is not permitted.
 - b. Only water-safe toys will be permitted in the pool area and these are subject to the lifeguard's approval. No rafts are permitted.
 - c. No running.
 - d. No diving.
 - e. No vandalism.
 - f. No horseplay.
 - g. No food or drink (except water) permitted on the pool deck.
 - h. No alcohol.
 - i. No pets allowed in the pool area at any time.
 - j. No smoking of tobacco products or use of any tobacco products, including vaping and e-cigarettes.
 - k. No glass or breakable containers.
 - l. No skateboards, bikes, roller skates, roller blades, scooters, mopeds, or go-peds in the pool area!
 - m. Respect the lifeguards and others.
9. The pool schedule is subject to change annually, and will be published in The Woodsette or posted on the reader boards at each entrance.

Tuesday - Friday: 8:30 a.m. - 8:00 p.m.
Saturday & Sunday: 8:00 a.m. - 8:00 p.m.
10. The pool will be CLOSED Mondays for maintenance, unless Monday is a holiday. It will then be closed the following day.

Spring & Fall: Lifeguards on duty Saturdays & Sundays, 12:00 p.m. – 8 p.m.
Summer: Lifeguards on duty Tuesday – Sunday, 12:00 p.m. – 8 p.m.
11. If you wish to have a pool party, the following must be established:
 - a. Arrangements must be made through The Woods Office, at least 10 days in advance, to confirm availability of required lifeguards. Payment is due prior to the event.
 - b. If lifeguards are not available through The Woods, you may hire your own lifeguards through the City of Jacksonville, upon Board approval.
 - c. If lifeguards cannot be secured, then the party cannot be scheduled.

Tennis Courts Rules & Policies

Court hours: All courts will be closed when the courts are deemed too wet or damaged for play. Courts are open from 8:30 a.m. to 9:30p.m.. The courts will be closed from 1:00 p.m. to 2:00 p.m. for watering. The courts will be closed whenever they need to be resurfaced or repaired. Shutdown time per court will be determined by current conditions. General rules are as follows:

1. Each resident may bring up to three guests to play on one court. Residents must accompany their guests.
2. Courts used for doubles may be used for two hours, singles for 1½ hours, if others are waiting for court usage.
3. No player should ever play on wet courts or those with “No play” signs on them. Failure to adhere to this rule may result in loss of playing privileges.
4. Proper tennis attire is required. Cut-off shirts or shorts, tank tops, and swimsuits are unacceptable. Shirts must be worn at all times.
5. Smooth-soled tennis shoes must be worn. No jogging, track, basketball, soccer, or football shoes are allowed on the courts.
6. Vulgar, loud, or abusive language is prohibited. There will be no racquet-throwing, indiscriminate ball smashing, or net abuse.
7. League-sponsored events and team matches will be given priority in court usage. Otherwise, first come/first serve rules apply.
8. No one other than players is permitted on the courts. Pets are not allowed on the courts at any time.
9. Tennis courts are for tennis ONLY.

Parking Rules

1. Temporary parking on the street is allowed from 6:00 a.m. through 11:59 p.m. Sunday through Thursday, from 6:00 a.m. Friday through 2:00 a.m. Saturday, and from 6:00 a.m. Saturday through 2:00 a.m. Sunday.
2. No parking is allowed at any time in areas where vehicles may obstruct emergency (fire trucks, ambulances, etc.) access to homes/properties or fire hydrants, mailboxes, or driveways.
3. Community Center parking is permitted during the hours of operation (6:00 a.m. to 10:00 p.m.) or if there is a function at the clubhouse that you are attending. Parking at any other time is allowed if a parking permit is received from the Atlantic Gate (only available between the hours of 7:00 a.m. and 3:00 p.m., Monday through Friday) or from the Woods Office. Parking overnight cannot exceed 10 days without prior Board Approval.
4. No parking is allowed at any time in the parking lot at the Atlantic gate without a valid permit for that lot. Permits are available from the Access Control Officer at the Atlantic Gate.
5. When construction or repair work is contracted on homeowner's property and the driveway is not accessible, temporary parking passes are available at the Woods Office or at the Atlantic Gate (only available between the hours of 7:00 a.m. and 3:00 p.m. Monday through Friday) for parking in the street or the parking lots located at the Community Center or Atlantic Gate.
6. Parking on grass islands is prohibited.
7. Parking on the nature trail is prohibited at all times.
8. Parking on lawns and Woods common areas are prohibited.
9. Parking of commercial vehicles (other than pick-up trucks of $\frac{3}{4}$ -ton capacity or less) is prohibited unless the driver is conducting normal business activities, and then only during daylight hours.
10. No parking of boats, trailers, campers, motor homes, or any other motor vehicle is permitted on The Woods streets, thoroughfares, cul-de-sacs, or common areas. Boats, trailers, campers, motor homes may not be parked on the resident's property unless specifically located in an area where the vehicle cannot be seen from the street. Arrangements may be made through The Woods office in writing for visitor overnight parking of such vehicles for a specific period of time, not to exceed nine days (through two weekends).*
11. Vehicles in violation of the parking rules will be ticketed and/or towed.
 - a. A vehicle with a temporary parking pass is authorized to park in the street.
 - b. Vehicles parked in the street between the hours of midnight and 6 a.m. (Monday-Friday) and 2 a.m. and 6 a.m. (Saturday & Sunday) will be ticketed. If a vehicle receives two warning tickets, it will be towed on the third offence at owner's expense. If the vehicle is blocking a fire hydrant, neighbor's driveway or mailbox, the vehicle will be towed without warning.
 - c. Vehicles parked on common property (grass areas) will be towed without warning at owner's expense.

***Overnight parking is defined as vehicles parked between 12:00 a.m. (midnight) and 6:00 a.m. (Monday - Friday) and 2 a.m.-6 a.m. (Saturday & Sunday).**

Motorcycle Rules

1. Any Woods homeowner who wishes to operate a motorcycle or moped must apply and register the motorcycle or moped at The Woods Office, and must pay a \$50.00 non-refundable application fee to cover associated costs.
2. The Woods Representative will inspect the homeowner's motorcycle(s) or moped(s). If the homeowner's motorcycle or moped is found to be unsafe or excessively loud, the application will be denied. The homeowner may reapply after making required adjustments.
3. The homeowner shall present a valid driver's license with the appropriate motorcycle endorsement, and must provide proof of insurance and registration for the motorcycle.
4. Motorcycles must be licensed vehicles in accordance with all city and state regulations.
5. Homeowners and immediate family members over 18 years of age that reside in the residence can register a motorcycle or moped here in the Woods. No others may operate any motorcycle or moped at any time in the Woods.
6. Lease holders over the age of 18 may register a motorcycle, limit two per household. All other rules apply.
7. The Woods Office will issue registered motorcycle owners a decal, which must be attached to the motorcycle or placed in a protective sleeve and readily visible by Access Control Officers. When operating a motorcycle, the homeowner must use the non-resident (left) access gate.
8. Motorcycle may only be operated from the homeowner's residence to either access gate or return. Any other operating or riding is prohibited. Any abuse will result in fines and loss of privilege.
9. Dirt bikes and ATVs are prohibited.
10. Driving around guard gates or speed bumps is prohibited. Abuse of guard gates will not be tolerated, and will result in fines and in loss of privilege.
11. Motorcycles must be muffled. Excess noise will not be tolerated. Any abuse will result in fines and loss of privilege.
12. Motorcycles are not permitted on walking paths, nature trails, sidewalks, dirt trails or any common area. Any abuse will result in fines and loss of privilege.
13. Revving of engines is not permitted. Any abuse will result in fines and loss of privilege.
14. The Woods Board of Directors and management reserve the right to deny any motorcycle permits for any reason.
15. The Board of Directors reserves the right to amend these rules to provide for the safety and welfare of all residents. Violations may result in the reinstatement of the prohibition of motorcycle operation within The Woods community.
16. Violations of the motorcycle restriction or any other rule by the homeowner will result in fines in accordance with The Woods Rules, Covenants and Restrictions enforcement fees as applicable.
17. The privilege of operating a motorcycle in The Woods Community can be revoked with or without cause.

Golf Cart Rules

1. The Woods golf cart rules are in accordance with the following Florida Statutes:
 - a. 316.212. Operation of golf carts on certain roadways
 - b. 316.2122. Operation of a low-speed vehicle on certain roadways
2. A Woods homeowner who wishes to operate a golf cart must apply and register the golf cart at The Woods Office. Proof of driver's license and insurance required. A woods number windshield decal with month/year bar will be placed on the lower left hand corner of the golf cart windshield. The cost of the decal is \$5.00.
3. A golf cart will not be operated on sidewalks, nature trails, ball fields, tennis courts, or playgrounds.
4. Any person under the age of 16 may not operate a golf cart.
5. A golf cart operator must have a valid driver's license.
6. Driver and passengers must remain seated while the golf cart is in motion. Passengers will not exceed the manufactures weight or passenger number limit.
7. A golf cart may be operated on The Woods roads and will not impede the safe and efficient flow of motor vehicular traffic.
8. A golf cart may be operated only during the hours between sunrise and sunset, unless the Board of Directors has determined that a golf cart may be operated during the hours between sunset and sunrise and the golf cart is equipped with headlights, brake lights, turn signals, and a windshield.
9. A golf cart must be equipped with efficient brakes, reliable steering apparatus, safe tires, a rearview mirror, and red reflector warning devices in both front and rear.
10. Violations of the golf cart restriction or any other rule by the homeowner may result in liens placed on your home and property in accordance with The Woods Rules, Covenants and Restrictions.

The Woods Community Association Post Orders

The Woods Community Association (WCA) is a controlled-access community. In order to enter the community, a vehicle must pass through one of the two entrances located at Atlantic or Hodges Boulevard. Each entrance has two gates, one manned and the other unmanned. The unmanned gate is for Residents and is operated by the vehicle's bar-code. The other gate is operated by an Access Control Officer, who will attend to guests and vehicles displaying resident stickers or frequent visitor stickers. Both gates at each entrance are operated twenty-four (24) hours a day, and seven (7) days a week. Access Control Officers are to enforce community rules and regulations as well as monitor incoming traffic.

Incoming Traffic – New and Current Residents

1. New Residents and Renters entering the Community for the first time must show a Deed, Lease, or closing documents showing their name and The Woods Community address. Access Control Officers will then inform new residents (homeowners and renters) to register with the Woods Office as soon as possible. List name, address and phone number, and pass the information to the other community entrance.
2. New homeowners are provided with up to two complimentary bar-code stickers, which will be attached to the resident's personal vehicles when they check in at the Woods Office. Bar-code stickers will be provided only for vehicles owned by residents of The Woods Community. Residents with more than two vehicles may purchase additional bar code stickers from the Woods Office for the price of \$10.00 each. Original bar-code stickers that are worn and inoperable may be replaced for free at the Woods Office.
 - a. All homeowners will receive two Windshield Decal stickers at no additional charge; each additional sticker will cost \$5.00 each. The decal and month/year bar will be installed on the lower left front windshield of their registered vehicles to access either entrance.
3. Access will be freely allowed at the un-manned gate for any vehicle with a properly displayed bar code sticker. Residents' vehicle with a valid bar code sticker will proceed through the unmanned gate ahead of vehicles at the visitors' gate.
4. If no current sticker is affixed to a vehicle that is at the un-manned gate or if the barcode does not open the gate, the Access Control Officer is instructed to request personal identification to verify that the person operating the vehicle is a Woods Resident. This must be done even if the Access Control Officer knows that the Resident without a bar code sticker resides in the Community. This practice is especially done in the case of Non Association Members (NAM). Owners or Renters who do not have bar code stickers will be encouraged by the Access Control Officer to obtain one from the Woods Office as soon as possible. Residents who do not obtain a bar code sticker after repeated reminders are to be reported to the Woods Office for further action. During rush hours, the Access Control Officer should use good judgment when verifying bar code stickers, so traffic does not back up to Atlantic or Hodges Boulevards.
5. If residency cannot be confirmed, the vehicle and driver will be treated as a visitor. Visitors will be allowed to enter if the Access Control Officer calls the resident and confirms the guest, or if the resident notifies the Access Control Officer in advance of the guest's arrival. There is no limit to the number of guests a resident may have on their list.
6. Residents manage their own guest lists via the Gate Sentry App or Website.

- a. A Resident is defined as an Owner or Renter.
 - b. If a guest is not on the access list, and no prior notification has been made to the Access Control Officer for admittance, the Officer must call the resident. If the resident is not home or denies entry to the guest, the guest cannot enter the community.
 - c. If the Resident's phone is busy or is not responding, ask the guest to park on the side until the Resident can be contacted.
7. Access Control Officers are expected to courteously provide information on rules pertaining vehicular traffic entering and leaving The Woods Community. All other inquiries pertaining to Community Rules and Regulations by a Resident shall be referred to the Woods Office.
 8. There is no "open gate" policy. If a Resident is having a gathering at their home or the Community Center, they must add their guests to their Gate Sentry App or Website for entry. This rule will be enforced by the Access Control Officer and the Woods Office.
 9. The Atlantic Access Control Officer can issue a ten (10) day temporary parking pass for the Atlantic Entrance Parking lot. The Woods Office must approve any extension requests. These parking passes must be visible in the front window when vehicle is parked in the lot.
 10. Many Residents have the same last name. Confirm that you are speaking to the correct Mr. Smith or Mrs. Jones by verifying the address.
 11. If the visitor cannot speak English, they must have a card in English stating their intentions. In this case, the Resident should be called and encouraged to have the guest placed on the access list.
 12. Access Control Officer will write an Incident Report referencing any complaints from residents or if entry is denied to a visitor(s) and the visitor(s) cause a disturbance at the gate.

Incoming Traffic – Vehicular and Pedestrian Visitors

1. Absolutely no go-peds, go-carts, motorized skateboards, or other motorized non-license plate vehicles are allowed to enter The Woods, or be operated within The Woods Community. Homeowners' dependents, Renters, or Guests are not permitted to enter the property at either entrance by motorcycle unless they have a decal for the motorcycle. The motorcycle may be parked at the Atlantic gate, if a space is available. Only property owners, immediate family and renters over the age of 18 residing in the residence may ride a motorcycle to and from the gate to their homes, after approval and decal has been issued by the Woods Office.
2. The Access Control Officer on duty shall log all visitors, vehicular or pedestrian, into the database.
3. Access Control Officers will open the door of the guardhouse, step out, and greet all visitors with "good morning/afternoon/evening." They will be polite and courteous at all times.
4. When there is a vehicle approaching the gate and you have a phone call, politely ask the caller to hold and greet the vehicle. No personal phone calls are permitted, unless it is an emergency.
5. Realtors should accompany any visitor wishing to look at homes for sale. Access Control Officers will log realtors and visitors in Gate Sentry under the Woods Office account.

6. Construction workers and sub-contractors shall enter via the visitors' gate at either entrance. Daily visitors should be logged in. Construction workers, sub-contractors, and lawn care services should only be allowed entry during the construction hours.
 - a. Monday to Thursday 7:00 a.m. to sunset
 - b. Friday 7:00 a.m. to 6:00 p.m.
 - c. Saturday 8:00 a.m. to 4:00 p.m.
 - d. Sunday 8:00 a.m. to 4:00 p.m.
7. Police officers of the Jacksonville Sheriff's Office, who wish to enter for the purpose of serving legal notices, will not be announced to the residents. Uniformed officers, fire department, and other emergency vehicles along with animal control do not need authorization to enter. Civilian process servers, who are not sworn officers of the law but have proper identification, will be allowed to enter the Community without an announcement to the residents, but will be logged in on the Woods Office list in Gate Sentry.
8. Realtors are permitted in caravans and may use their business cards as a means of identification. Realtors without pictures on their cards must present a current Florida Real Estate License.
9. Realtors whom sponsor an open house will provide the Access Control Officers with a contact number and the address of the open house.
10. Parcel and mail delivery vehicles, as well as common home and utility maintenance vehicles including: JEA, Comcast or Xfinity Cable Service, AT&T, Utility Workers, U.S. Postal Service, UPS, FEDEX, DHL, and Amazon vehicles will be admitted without approval from residents. Any unauthorized visitor gaining entrance by means other than the gate will be reported first to the roving patrol officer, then JSO, then the supervisor of security.
11. With the exception of Frequent Visitors Passes, the Access Control Officer must log in every non-resident vehicle even if the resident authorized entry.
12. Upon notification of impending arrival of an emergency vehicle, it is the Access Control Officer's responsibility to keep the lanes clear of traffic. Log in the time and unit number, if possible.
13. At the beginning of every shift, the officer reporting to duty will change out the "Officer on Duty" sign to reflect the name of the Access Control Officer currently on duty.
14. Posters and signs are not permitted at either gate. All other signs must be as directed by the Woods Office.
15. If a visitor comes to the gate after 11:00 p.m., and is not listed on the resident's access list, do not call the resident. Ask the visitor to pull onto the other side of the gate, and then have the visitor call the resident. After the visitor makes contact with the resident by phone, the resident must call the Access Control Officer for authorization. Do not call residents between the hours of 11:00 p.m. to 5:30 a.m.

Guardhouse Etiquette

1. Each Access Control Officer is responsible for cleaning the work area at the end of the shift. This includes sweeping floors, cleaning counter space, toilet, and glass doors.
2. To respect other Access Control Officers who do not smoke, smoking will not be allowed in the guardhouses and must be out of the presence of residents and guests. Properly dispose of the tobacco product in a container outside the guardhouse. Do not throw cigarette butts on the ground outside the guardhouse.
3. Empty the trash in the trash bin located outside the guardhouse.
4. Do not prop your feet on the walls or on the counter.
5. The Access Control Officer on duty will have his/her name prominently displayed in the proper location outside the guard house.

Specific Instructions

1. Access Control Officers are not allowed to accept packages of any type for or from residents. Deliveries for the Woods Office may be accepted only if there is no answer at the office at the time of delivery or if directed by the Woods Office.
2. Community Center Renters: The Woods Office will notify the Access Control Officer at the Atlantic Entrance of the individual who will be picking up the key to the Community Center, which must be returned by 8 a.m. the following day. If the key is not returned the Woods Office Manager will be notified. Only the personnel listed below may check out the Association key in the guardhouse. All checkouts and check-ins will be recorded on the key log form.
 - a. Woods Office Managers
 - b. Buddy Pafford, maintenance supervisor
 - c. Access Control Supervisor
 - d. As requested by Woods Office staff
3. Non-residents parked outside the gate are not permitted to fish in The Woods Community Association's ponds. Politely ask these individuals to leave; otherwise notify the rover and/or JSO to document a trespassing violation.

Gate Malfunctions

1. If the gate will not go into the up position, perform the following steps:
 - a. Turn the power off to the main unit.
 - b. Take the cover off the main unit. Locate the pulley inside the motor and move the gate up manually by turning the pulley.
 - c. If step B doesn't work, use a wrench provided at each gate and take off the arm. Do not break the arm off. After removing the gate arm, block off the resident gate, of the affected gate. Complete an incident report.
2. Call Buddy or Tommy to have a vendor come and check the system. See the Woods Office database for contact numbers.

Gate Operations during Thunderstorms

1. Gate arm procedures during thunderstorms:
 - a. Put the entrance and exit arms in the up positions.
 - b. Turn the power off to the gate arms.
 - c. Block off the residents' lane with the large traffic cones.
 - d. Return gates to normal operation once the storm has passed.

Computer Instructions

1. Tablets are located at the Atlantic and Hodges Entrances. These tablets are provided to view guest lists, and provide access. Residents' information is private and not intended for public access.
2. When an Access Control Officer starts his/her shift, verify the tablet is operable.
3. Any Access Control Officer caught tampering with the tablet will be billed for the repairs.

Roving Patrol

1. The Roving Patrol Officer will perform roving patrol around the community, at which time they will log in a total of eight (8) buttons located at various sites every two hours per tour. A map will be located in the patrol vehicle disclosing the location of the buttons along with the Pipe. It will be the Supervisors responsibility to check the logs of the Rover after each shift.
2. During each shift, Rovers must be aware and report all street light outages. Make a note on the daily log and forward to the Woods Office Manager.
3. Issue parking citations:
 - a. If a vehicle has a temporary parking pass, vehicle is authorized to park in the street only.

- b. Vehicles parked in the streets or parked in a cul-de-sac between the hours of midnight and 6 a.m. (Monday-Friday) or 2 a.m. and 6 a.m. (Saturday & Sunday) will be ticketed. If a vehicle receives two warning tickets, it will be towed on the third offense. If the vehicle is blocking a fire hydrant, neighbor's driveway, or mailbox, the vehicle will be towed without warning.
 - c. Vehicles parked on common property (grass areas) anytime will be towed without warning.
4. Report any damage to property within the Community (street lights, fence line along streets and nature trails, community areas such as pool, tennis courts, playground, etc.)
- a. Assist residents with noise complaints or emergencies.
 - b. Patrol nature walks to deter any illegal activity.
 - c. Assist Access Control Officers located at either gate during heavy traffic periods.
 - d. Enforce the City of Jacksonville's curfew ordinance (see attached). All effort should be made to identify the curfew ordinance offender's name(s), even if it entails following them home. Rover will have to use good judgment in order to decide whether to call JSO. This is a key element in addressing vandalism.
 - e. All Access Control Officers, when placing a call to JSO, whether it's 911 or the non emergency number, will note the time call was made, the time of first responding officer's response, and the first responding officer's name.
 - f. An Incident Report should always be forwarded to the Woods Office and reviewed by the Supervisor.

Noise Complaints

1. The Rover will respond to the resident making the complaint, and make the determination if the noise is excessive.
2. The Rover will report back to the Access Control Officers' Gate Office and attempt to contact the offending resident by phone. If contact is made, the Rover will inform the resident that a complaint has been received and that the noise must be reduced to an acceptable level. The Rover will not inform resident as to who made the complaint. If no contact can be made, and if the noise continues, the complaining resident must be informed that they must call the JSO non-emergency number and register a complaint. At no time will the Rover call JSO for the resident.
3. The Rover must file an Incident Report for the Woods Office Manager, giving all pertinent details

Emergency Instructions

1. Residents who call the guardhouse and ask you to call the police should be politely informed that they must call 911 or the non-emergency number themselves, since they are in a better position to answer any questions the JSO dispatcher may have.
2. Residents are permitted to use the Access Control Officer's phone to place a 911 call or to call the JSO non-emergency number.
3. Access Control Officers will only call the police if they actually witness a violation of the law or are in eminent danger themselves. For all other non-emergency calls to the Sheriff's Office number 630-0500.
4. Contact Giddens Security dispatch at 384-8071 if the police have been called either for an emergency or non-emergency incident and note the event in the pass-down logbook. Complete an incident report.

Emergency Weather Procedures

1. Secure property around your post.
2. Check emergency supplies (flashlights, batteries, first aid, water, tape, tarps, plastic sheeting, rain gear, etc).
3. Advise Management of any shortages or expired items.
4. Monitor weather alerts and broadcasts.
5. Gas up patrol vehicle and check all fluid levels.
6. Make every effort to report to your assigned post, unless authorities prohibit travel due to dangerous conditions or a mandatory evacuation is in effect.
7. In the event a mandatory evacuation is in effect, the Access Control Supervisor will coordinate the securing of the buildings and gates with the Woods Office.
8. All officers who do not report for their normal shifts due to inclement weather conditions must make every effort to contact the Access Control Supervisor to receive updated weather conditions. All officers must report for their next assigned shift, unless conditions prohibit it. Any officer not reporting must contact the Post Commander or the Woods Office and give a verbal accounting of their current location.

Death in a Resident's Household

1. It is the responsibility of the bereaved family to notify the Access Control Officer, and/or the Woods Office of a death of a family member. The Access Control Officer at both entrances should have this information. The information should contain name, address, and phone number of the resident.
2. The bereaved family should notify the Woods Office and the Access Control Officers regarding how they prefer to manage the admission of visitors (i.e., it will not be an automatic open gate; the family can request entry for all visitors for a certain time period OR they can provide a specific guest list via the Gate Sentry App or Website). Access Control Officers should be tactful and use common sense when handling this situation. If the Access Control Officer has any doubt of the procedure, the Supervisor should be notified in order to clarify the problem.
3. Because of emergency concerns, there should be no parking overnight in the streets. For the first two nights, the Rover will notify the residence of the deceased that there will be parking at the Community Center and the Atlantic Entrance parking lots. Again, tact and common sense should be used.
4. For family members who will be staying at the residence for an extended period of time: they should be informed that long term parking passes can be obtained at the Woods Office for parking at the Community Center or the Atlantic Blvd. parking lots. Access Control Officers should be prepared to explain the reason due to narrow streets and the passage of Police and Fire Department vehicles in the event of an emergency.
5. All information must be passed down to all oncoming shifts, including the Rover.

Emergency and Important Phone Numbers

Atlantic Gate221-3111

Hodges Gate.....221-2435

Association Managers

Woods Office221-3722

Marsh Landing Mgmt273-3033

Other Numbers

Animal Control630-4957

City Hall.....630-2489

City Services630-4975

Fire Non-Emergency.....630-0522

Fish and Wildlife.....270-2500

Garbage Collection630-CITY (2489)

Giddens Security Dispatch.....384-8071

JEA Electric and Water.....665-6000

Mayor's Office.....630-1776

Neighborhood Services.....630-7398

Nuisance and Abatement630-4975

Police Non-Emergency630-0500

Police Regency Substation.....726-5100

School Bus Information381-3800

School Information390-2126