

# **~ Riverside Estates ~**

## **Frequently-Asked Questions & Answers**

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

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

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

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

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

**Q** Does Riverside Estates have an online form of communication?

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

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

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

**A** If you did not receive a copy of the Deed Restrictions at your closing, you may download a copy on the **community website** at [www.theriversideestates.com](http://www.theriversideestates.com). Look under the tab marked "Documents." Please note, you must login to gain access to the community's "Documents." If you do not have the log in password, please contact **Community Manager Kristen Marchese** of Ameri-Tech at (727)726-8000 or email her at [kmarchese@ameritechmail.com](mailto:kmarchese@ameritechmail.com).

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

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

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

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

**Q Can a resident host an individual garage sale?**

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

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

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

**Q When do I need to request an approval to make any changes to my home or property?**

**A** Any cosmetic changes or additions to the **outside** of your home or property need to go through the approval process through Ameri-Tech. For a list of specific changes requiring approval, please refer to the community's governing documents that are found on our website: [www.theriversideestates.com](http://www.theriversideestates.com). You will need to fill out an Architectural Form (ARC) and either scan or email it to **Community Manager Kristen Marchese** at [kmarchese@ameritechmail.com](mailto:kmarchese@ameritechmail.com), or you may drop it off at **Ameri-Tech's** local office located at **5434 Grand Blvd., New Port Richey, FL 34652**. You can find the Architectural Form under "Documents" located on our **community website**: [www.theriversideestates.com](http://www.theriversideestates.com).

**Q Does the community have rules about pets?**

**A** Yes, there are rules about pets. Please check your HOA documents as to the approved breeds of dogs and pets that are allowed into the community. **Pets need to ALWAYS be kept on a leash. Additionally, it is expected that residents ALWAYS clean up after their dog(s) and dispose of their waste bag(s) properly.** Please note: There are NO common areas, nor are there "dog-walk" areas within the community.

**Q When is the trash and recycling picked up?**

**A** You must make your own arrangements for trash service. Please contact **Waste Connections** at **(727)847-9100**. Pickup for regular trash is every Monday and Thursday morning. Recycling is picked up every Wednesday morning. **The only days that both trash and recycling services are halted would be if the pick-up days fall on any of the following holidays: Thanksgiving Day, Christmas Day, and New Year's Day.**

**Q Does Riverside Estates have HOA Board Members?**

**A** Yes, we have 5 members on the Board who live within Riverside Estates. The HOA Board members are volunteers who donate their time for the betterment of our community. Please keep this in mind when you are feeling upset about an issue you may have. You will not receive an answer to a question from a Board member on the community Facebook page as it is not an "authorized" HOA page. If you have a question/concern, please contact our **Community Manager Kristen Marchese** either by phone at **(727)726-8000** or via email at [kmarchese@ameritechmail.com](mailto:kmarchese@ameritechmail.com).

- Board positions are 1-year terms.
- Board members volunteer approximately 2-4 hours a month of their time.
- Nominating/voting for Board members takes place once a year at the **HOA's Annual Meeting which takes place every February**. Residents are encouraged to run for a position on the board and become a part of the betterment of the community.
- Please keep in mind that our HOA contracts Ameri-Tech (property management company) to oversee every aspect of our HOA. Ameri-Tech also advises the Board as to the Florida state statutes for HOA's. Board members oversee Ameri-Tech's management of our association, they communicate with our property manager via email, and attend virtual Board of Director meetings via Zoom once a month.

**Q What do we do with debris after trimming trees/palms/bushes on our property?**

**A** The proper way to dispose of debris is to break it up and put it in garbage cans for the trash company. **Please do NOT put any debris in the wetlands next to, behind, or near your property.**

**Q How often does Ameri-Tech check our neighborhood for violations?**

**A** Ameri-Tech does a monthly check throughout our community. If a violation is noted, a letter will go out to that specific resident stating the violation. This is not a personal attack, rather it is an effort to maintain our community.

**Q What do I do if I notice a violation of the deed restrictions within our community?**

**A** If you see a perceived violation, please contact our **Community Manager Kristen Marchese** at Ameri-Tech, and she can then investigate and proceed with the appropriate action. Please do not contact, email, or send photos/letters to the HOA Board Members (see list of names above). You may contact **Kristen Marchese** either by phone at **(727)726-8000** or via email at [kmarchese@ameritechmail.com](mailto:kmarchese@ameritechmail.com).

**Q What do I do if I see a suspicious vehicle in the neighborhood?**

**A** Immediately call the Pasco County Sheriff's Office as soon as you see the vehicle. The phone number to call is the **Sheriff's Office Non-Emergency Line** at **(727)847-8102**. Please add it to your phone contacts. The more phone calls they get will result in officers patrolling our community during the time(s) the vehicle(s) are seen. If you deem it necessary or advisable, call 911 for an immediate emergency response.

**Q If I'm leaving for an extended period of time (i.e. vacation), should I contact the management company/HOA?**

**A** It's not necessary to contact the management company/HOA; However, we do suggest that you contact vendors who regularly maintain your property to ensure that it continues to be maintained during your absence (to avoid any violation(s)).

**Q Is there a specific App for our smart phones that is associated with our community?**

**A** Yes, there is! The App is called **"Ameri Tech Community Mgmt"** for iPhone and iPad. It is a Homeowner and Board App that is a mobile-friendly way to interface with our community association. You will be able to make payments, view your account, view and respond to violations, and access community information, all in one place! If you already have a login to our association website, you can log in to the App using the same email address and

password. If you do not have a current login to our website, simply click the register button and submit your information. Once your registration is approved, you will receive an email with a link to set your password, and then you will be able to log into your account directly from the App.

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***\*\*\*If you have a suggested question(s) that you would like added to this format, please email your Q & A suggestion(s) to Kristen Marchese at [kmarchese@ameritechmail.com](mailto:kmarchese@ameritechmail.com).***

***Thank you!***

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**Riverside Estates Website:**     [www.theriversideestates.com](http://www.theriversideestates.com)

**Ameri-Tech:**

**Community Manager:** Kristen Marchese

**Phone:** (727)726-8000

**Email:** [kmarchese@ameritechmail.com](mailto:kmarchese@ameritechmail.com)

**Local Office Address:** 5434 Grand Blvd.

New Port Richey, FL 34652