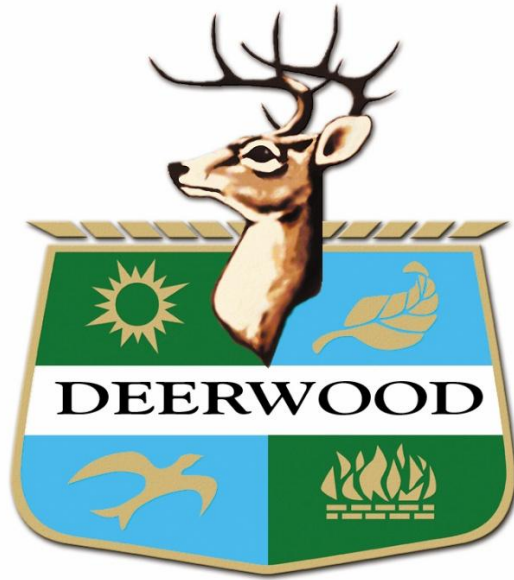




RESIDENT HANDBOOK

A Guide to Living in Deerwood



Welcome to Deerwood

We extend a warm, neighborly welcome to the Deerwood community. This handbook is designed to help you settle in, locate important services, understand community standards, and enjoy all that Deerwood has to offer.

It serves as a convenient reference for essential community information, available amenities, resident services, and important policies and procedures. Whether you are new to Deerwood or have lived here for many years, we hope it helps you find answers, stay connected, and make the most of living in our community.

If you have questions or need additional information, please contact our Community Manager. We are delighted to welcome you to Deerwood and hope this handbook helps you feel informed, connected, and at home in our community.

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A Letter from Our Board of Directors

Dear Deerwood Resident:

On behalf of the Deerwood Improvement Association (DIA) Board of Directors, welcome to Deerwood—one of Jacksonville’s finest residential communities and a wonderful place to call home.

Our community offers an exceptional combination of elegant living, natural beauty, outstanding amenities, and a warm, welcoming atmosphere. Beautiful lakes, mature landscaping, private streets, recreational facilities, and 24-hour controlled access all contribute to Deerwood’s distinctive character.

About Deerwood

Established in June 1963 on land originally associated with the Skinner family business, Deerwood was envisioned as a gated residential community with exceptionally high standards. That vision continues through our Covenants and Restrictions and the shared commitment of our residents.

In August 1999, Deerwood’s residents purchased the community from the developer. Today, Deerwood is owned by its residents and governed by the Deerwood Improvement Association. Eleven residents serve staggered three-year terms on the DIA Board of Directors.

Deerwood’s approximately 960 residences range from five-acre estate properties to garden homes and condominiums. Mature trees, lakes, ponds, parks, and landscaped common areas create the peaceful, country-style setting we are fortunate to enjoy.

Residents also have access to a three-acre recreational area featuring a playground, pavilion, and park, open daily from dawn to dusk.

At the heart of the community sits the Deerwood Country Club – a private membership club, which shares our beautiful setting, and has been a defining feature of Deerwood since the championship golf course was first designed by George Cobb in 1960.

The Club offers an 18-hole championship course stretching 7,350 yards, a short course called “The Approach” along with dining, fitness, aquatics, tennis, and pickleball facilities and remains one of Jacksonville’s most prestigious private clubs. Membership information is available from the Club Administration Office at 10239 Golf Club Drive.

Our Shared Commitment

The DIA Board is committed to preserving Deerwood’s character, supporting an exceptional quality of life, and protecting homeowners’ property values. Accomplishing these goals requires the cooperation and involvement of everyone who calls Deerwood home.

We encourage every homeowner to register for Deerwood’s online resident portal at www.deerwoodjax.com.

Once registered, you will receive the DIA’s weekly emails and have access to the community calendar, resident directory, current policies, announcements, committee updates, safety alerts, and other helpful information. Please contact the community manager if you need assistance.

Protecting Our Community

Every Deerwood property is governed by the Covenants and Restrictions applicable to its Unit. These shared standards help preserve Deerwood's beauty, character, and property values. The documents are available at www.deerwoodjax.com, or through the Community Manager.

The safety and security of our residents are also among our highest priorities. The Baymeadows and Southside gates are staffed 24 hours a day, and a patrol officer serves the community around the clock. Please refer to the Access Control and Safety section of this handbook for information about registration, guest authorization, vendor access, and community safety.

Deerwood's property and landscape standards are overseen by the Architectural Review Committee (ARC). Exterior changes—including structural alterations, paint colors, roofs, fences, windows, and front-yard landscaping—must be approved before work begins. Additional information and ARC applications are available in the Property and Landscape Standards section and at www.deerwoodjax.com.

Welcome Home

We hope you will enjoy everything Deerwood has to offer. We warmly invite you to attend Board meetings, serve on a committee, participate in community events, and get to know your neighbors.

Your involvement helps make Deerwood more than a neighborhood—it makes Deerwood a community and one of the very best places to call home.

Welcome to Deerwood!



Frequently Called Numbers

Keep this page handy for quick access to Deerwood, emergencies, community service, and club contacts.

Emergency and Law Enforcement

Police, Fire, or Medical Emergency	911
Jacksonville Sheriff's Office - Non-Emergency	(904) 630-0500
Fire and Rescue - Non-Emergency	(904) 630-0529
Emergency Preparedness	(904) 630-2472
Poison Information Center	(904) 222-1222

Deerwood Improvement Association Management

First Coast Association Management - General Office	(904) 998-5365
Deerwood Onsite Office / Park Reservations	(904) 833-8124

Management office: 7785 Baymeadows Way, Suite 210, Jacksonville, FL 32256

Onsite office: 8410 Hollyridge Road, behind the park pavilion

Hours: Monday-Friday, 9:00 AM-5:00 PM

General Manager: patty@firstcoastam.com

ARC Coordinator: cindy@firstcoastam.com

Gates and Security

Gate House Voice Line - Add Guests	(904) 595-3075
Baymeadows Gate	(904) 642-1633
Southside Gate	(904) 329-2458
VoicePass - Same-Day / Next-Day Guests	(866) 651-5033
FCS Account Manager - Steve Tutson	(904) 952-1920
FCS Field Supervision - On Duty	(904) 776-0212

Community Services

Waste Collection - Waste Pro	(904) 731-7288
Call Before You Dig - JEA	(904) 665-6000
Lost and Found - Baymeadows Gate	(904) 642-1633

Animals and Wildlife

City Animal Control - 630-CITY	(904) 630-2489
FWC - Injured Wildlife	(888) 404-3922
FWC - Alligator, Daytime Non-Emergency	(904) 785-0525
FWC Emergency Line	(800) 342-9260
FWC Emergency - Alternate	(888) 330-7340
Otter Space Wildlife	(904) 424-6543 (904) 679-1533
Quick Catch Wildlife Removal	(904) 859-6585
Jax Wildlife Removal	(904) 738-0555

Deerwood Country Club

Administration	(904) 641-6100
Tennis and Pickleball	(904) 997-2004
Fitness Center	(904) 641-5364
Golf Shop	(904) 642-5917
Course Maintenance	(904) 642-9351
Membership	(904) 641-6100 ext. 1061

Club administration office: 10239 Golf Club Drive
Country Club numbers are provided for Deerwood residents who are also club members. Reminder, Golf cart pathways on the course are limited to Deerwood Country Club members.

Approved Sign Vendors

Matt Broadus Signs	(904) 396-6950
Mail Masters Printing and Signs	(904) 285-9129
Giglio Signs	(904) 396-9046

Board of Directors

The Deerwood Improvement Association (DIA) Board oversees the residential community. It is separate from the Deerwood Country Club Board, which is responsible for the Country Club and its amenities. Each Deerwood district is represented on the Board. The Deerwood District Map on the following page identifies the community's districts.

Board Roster and Annual Election

Because Board membership changes through annual elections, residents should visit the DIA website at deerwoodjax.com for the current list of directors and officers. The DIA Annual Membership Meeting is generally held in March. Homeowners receive advance notice, election materials, applicable ballots, voting instructions, and deadlines.

DIA Committees

Volunteer committees advise the Board by researching community matters and making recommendations. Committees include Access Control and Safety, Architectural Review, Communications, Finance, Landscape, Maintenance, Park, and Roads, Lakes, and Drainage. Residents interested in serving on a committee should visit deerwoodjax.com or contact the Community Manager.

Board Meetings and Resident Participation

The DIA Board generally meets on the fourth Tuesday of each month at 5:30 p.m. at the DIA Management Office. Microsoft Teams participation may also be available. Residents should consult the calendar at deerwoodjax.com to confirm meeting dates, agendas, and locations. Residents may raise questions or concerns during the Visitor Comment portion of a Board meeting. Each speaker is generally limited to three minutes. Residents may also write to the Board or an individual Board member through deerwoodjax.com.

Annual Association Assessment

The annual DIA assessment supports the Association's operations, maintenance, administration, and services. Notices are generally mailed near the end of December, with payment due by January 31. Late payments are subject to a \$25 late fee plus interest. Homeowners should refer to their annual invoice for the current assessment amount, payment instructions, due date, and applicable charges. Questions or special requests should be directed to the Community Manager.

Requests for DIA Official Records

Requests for DIA official records must be submitted in writing to the Community Manager. Requests should describe the desired records in enough detail for DIA to locate them. Eligible records will be available for inspection or copying within the period required by Chapter 720, Florida Statutes.



Deerwood Park Facilities and Use

Deerwood Park provides residents with a welcoming setting for recreation, family gatherings, neighborhood activities, and informal opportunities to connect with friends and neighbors. The Park's facilities include a covered pavilion with picnic tables, a kitchen available with qualifying reservations, a soccer practice field, a basketball court, playground areas, and conveniently located restrooms. Whether enjoying casual outdoor recreation or hosting a planned event, residents are encouraged to use and care for the Park as a shared community amenity.

Using and Reserving the Park

Residents and their guests may use the Park in accordance with posted rules (shown on the following pages). The pavilion, kitchen, soccer field, and basketball court may be reserved using the Park Use Application included after this page.

- Only a Deerwood resident or homeowner may reserve the Park. The residents must host the event and remain present.
- Applications should be submitted at least 48 hours in advance. Reservations may not be made more than 90 days in advance and are not confirmed until approved.
- Pavilion rentals are scheduled in three-hour increments, including setup and cleanup. Rental fees and refundable deposits vary by the type of event and whether the kitchen is included.
- Soccer field reservations are available Monday through Friday, limited to two reservations per team each week, and require the resident host to be present.
- Weather-related cancellations may be rescheduled within six months using the original rental fee.

General Park Rules

Residents are responsible for their conduct, their guests, and any damage connected with their use of the Park. Facilities are used at the residents' and guests' own risk.

- Children aged ten and younger must be accompanied by an adult. Shoes must be worn at all times.
- Smoking, illegal drugs, gambling, profane language, glass containers, pets, fireworks, and loitering are prohibited.
- Vehicles, low-speed vehicles, and bicycles must be parked in designated areas.
- Roller blades, skateboards, scooters, and bicycles are not permitted on the courts. Unreserved courts are available on a first-come, first-served basis.
- Residents must remove decorations, equipment, food, trash, and debris; clean all used areas; and return the pavilion, kitchen, restrooms, and vendor areas to their prior condition.

Reporting Problems

Report unsafe conditions, damage, maintenance concerns, or missing restroom supplies to the Baymeadows Gate or the Community Manager (refer to Frequently Called Numbers). The application, current fees, detailed rules, checklist requirements, and terms and conditions follow.

APPLICATION FOR PARK USE

Reservations should be made at least 48 hours in advance and are not guaranteed until approved by the Community Manager. Reservations made on a Friday will not be approved until the following Monday.

For special requests and additional information, contact the Community Manager.

*Applicant Name	
Property Address	
Primary Contact Phone	
Primary Contact Email	
Event or Use	Residential / Function
Requested Date of Event	
Time Requested	Including setup and cleanup

***Applicant name must be the resident or homeowner name. Guests cannot rent the Park.**

Type of Rental

- **Residential Pavilion Rental:** Used for residential activities such as birthday parties and family gatherings.
 - Pavilion and picnic tables are rented in three-hour increments, including setup and cleanup.
 - A deposit is required to hold the reservation.
 - The reservation may include the kitchen.
- **Function Pavilion Rental:** Used for company parties, civic groups, church groups, Boy Scouts, Girl Scouts, and larger non-related groups.
 - A DIA resident must host the function and be present for the entire event.
 - A deposit is required to hold the reservation.
 - The reservation may include the kitchen.

APPLICATION FOR PARK USE**Liability Insurance**

The undersigned agrees to the terms and conditions enclosed with this application. The license is not effective until signed below by The Deerwood Improvement Association, Inc. (DIA) and may be revoked at any time.

Homeowners Insurance Company	
Policy Number	
Applicant Signature	Date:
Community Manager Name	
I have read and agreed to follow the Park Rules & Regulations, Park Reservations Rules & Regulations, and the Deerwood Park Terms & Conditions (shown on the following pages of this package). I understand any violation will result in the forfeit of my deposit.	
Applicant Signature	Date:

FOR OFFICE USE ONLY

Deposit Check Received		Check Number:
Rental Fee Check Received		Check Number:
Checklist Returned		
Check Shredded / Mailed		

APPLICATION FOR PARK USE

Rental Fees

Facility	Fee
Resident Pavilion Rental	
Pavilion	\$50 per 3-hour increment
Pavilion and Kitchen	\$100 per 3-hour increment
Soccer / Basketball	No charge
Refundable Deposit	\$100
Function Pavilion Rental	
Pavilion	\$60 per 3-hour increment
Pavilion and Kitchen	\$120 per 3-hour increment
Soccer / Basketball	No charge
Refundable Deposit	\$200

*All payments should be made payable to The Deerwood Improvement Association, Inc.

*Deposits and rental fees must be submitted as separate checks.

Rental fees are non-refundable. The Community Manager will consider the rental deposit as forfeited if these conditions are not met:

1. The Resident and the Access Safety and Control Officer fully complete the DIA Amenities Entry and Exit Rental Checklist.
2. DIA did not incur additional cleaning duties or repairs associated with the rental.

I would like to reserve the following

☐ Pavilion	☐ Kitchen
☐ Soccer Field	☐ Basketball Court

If your event is cancelled due to harsh weather, it may be rescheduled within six months by applying the original fee.

DEERWOOD PARK RULES AND REGULATIONS

The Community Manager and their staff will enforce the rules set forth herein. Residents are responsible for their own behavior and that of their guests, including any property damage. Any resident or guest who violates the rules may be barred from using the Park. Residents and guests use the facilities at their own risk. Behavior deemed unsuitable or inappropriate may result, at the discretion of the Association Board, in permanent suspension from the Park.

Report irregularities or requests for restroom supplies or emergency maintenance to the Baymeadows Gatehouse or the Community Manager. As a reminder, smoking is prohibited. Bicycles must be parked in designated areas.

ALCOHOL DRUGS GAMBLING AND PROFANITY

Persons under the influence of alcohol or illegal drugs, those engaging in gambling, and those using profane language are not allowed on the premises. Violations or continual violations may result in permanent suspension from the Park at the discretion of the Association Board.

TRASH KEEP DEERWOOD BEAUTIFUL

Residents and guests must use the facilities with utmost care. Everyone is responsible for picking up their own trash and depositing it in the nearest trash receptacle. For safety purposes absolutely no glass containers are allowed in the Park.

AGE RESTRICTIONS

Parents are responsible for their children's conduct. Children 10 years old and younger must be accompanied by an adult at all times.

PARK GROUNDS AND COURTS

Motor vehicles and Low Speed Vehicles (LSVs) must be parked in designated areas or they will be towed. Shoes must be worn at all times. Pets and fireworks are prohibited in and around the Park. Loitering is prohibited, and all posted signs must be obeyed. Courts are assigned on a first-come, first-served basis unless reserved. If others are waiting, please limit your play. Roller blades, skateboards, scooters, and bicycles are not allowed on the courts.

DEERWOOD PARK RESERVATION RULES AND REGULATIONS

SOCCER PRACTICE FIELD RESERVATIONS

1. Soccer practice field reservations are available Monday through Friday only.
2. A team may reserve the practice field no more than two times per week.
3. There is no charge to use the field.
4. The field may not be reserved more than 90 days in advance.
5. A Deerwood resident must reserve the field and be present at every game and practice.

PAVILION RESERVATIONS

1. Reservations are not accepted more than 90 days in advance.
2. Jumper houses are permitted.
3. Fireworks are prohibited.
4. Banners and posters may not be permanently mounted to walls. Tape or another removable adhesive may be used, and all decorations must be removed during cleanup.
5. Residents must bag and collect all trash, place it in the receptacle behind the Pavilion, and place a clean bag in each Pavilion receptacle used.
6. Clean and wipe down all tabletops and bench seating.
7. Clean and sweep debris from the Pavilion floor and place it in the rental trash receptacle.
8. Check restrooms and remove trash from the floor and place it in the rental trash receptacle.
9. Restore to the condition prior to the event any area used by an outside vendor. The renter is responsible for damage caused by the vendor.
10. Inspect the rental area before use and immediately report issues to the Security Manager or the Patrol Officer on Duty.
11. Inspect the area after the event, complete the checklist, and return it to the Community Manager.

KITCHEN RESERVATIONS

1. Clean the kitchen, sink, and refrigerator. Remove all food and drinks and empty the refrigerator.
2. Close and secure the rolling window.

DEERWOOD PARK TERMS AND CONDITIONS

When executed by The Deerwood Improvement Association, Inc. (DIA), this application becomes a revocable license to use the designated facility only during the approved dates and times and subject to the following terms. Unless otherwise provided, the license expires six months after approval by DIA.

1. Applicant indemnifies and holds The Deerwood Improvement Association, Inc., and its agents, officers, and directors harmless from any loss, claim, cost, or damage resulting from the applicant's use of the facility or use by members, invitees, or others using the facility with the applicant's express or implied permission.
2. Applicants, for themselves and their members, officers, directors, and employees, waive and release The Deerwood Improvement Association, Inc., from claims and causes of action arising from use of the facilities.
3. Applicants agree to follow all DIA rules and regulations regarding the facilities. Activities must be consistent with the approved use and supervised at all times by the applicant or another responsible party named in writing.
4. Privileges under this license are not assignable or transferable. Applicants must notify DIA if the facility will not be used during the scheduled hours.
5. Applicants must remove all equipment, property, trash, and debris after each use.
6. Applicants must immediately report unsafe conditions to DIA in writing and provide a written report of any injury to a person or property occurring in or around the facility during the approved use period.
7. Applicant agrees not to bring onto DIA property any person convicted of a felony, listed on a sexual predator or similar list, using illegal drugs, or abusing alcohol or drugs of any type.

DIA AMENITIES ENTRY AND EXIT RENTAL CHECKLIST

This form must be completed by the Resident who is renting **and** the Access and Safety Control Officer ("the Patrol Officer or the Security Manager on Duty") immediately before and after the rental period. The completed form is required per the Application Rental Fees document.

Both the Resident and Security Officer/Manager must initial each item. Immediately report facility irregularities to the Baymeadows Gate

Entry	Exit	Inspect the entire Pavilion area for damage before rental period. List all existing damage below. Note this will prevent being held responsible for the damage/irregularities caused by a previous renter.
		Place a clean trash bag in all trash bins used.
		Clean food and debris from tabletops and bench seats.
		Remove litter from the playground area.
		Sweep around and underneath the tables.
		Remove all party decorations from the Pavilion and playground.
		Restore areas used by outside vendors to the condition prior to renting. The resident is responsible for vendor-related damage.
		<u>For Kitchen Rentals only:</u>
		Clean the kitchen area, sink and refrigerator. Remove all food and drink from the refrigerator.
		Inspect the entire Pavilion area for damage after rental period. List all existing damage below.

Resident Name: (Print)		
Address:		
Before Renting		
Resident Signature		Date:
Security Signature:		Date:
After Renting		
Resident Signature		Date:
Security Signature:		Date:
Accounting:		

Deerwood residents have access to several community and household services.

Waste Collection

Deerwood has a unique waste collection process. Placement and holidays. Bins, cans, and yard debris must remain inside the motor court area outside the garage; they may not be placed at the curb. Residents arranging substantial landscape work should have the contractor remove the debris. Collection is interrupted only on Thanksgiving Day and Christmas Day; service on all other holidays follows the regular schedule.

Accounts and fees. New residents should contact Waste Pro at (904) 731-7288 to establish garbage, recycling, and yard-waste collection. Waste Pro sets the quarterly fee for once-a-week valet service. Deerwood Point I, II and III, the Villas, and the Fairways Condominiums may have different fee schedules.

Any questions? Contact Waste Pro at (904) 731-7288. For continuing collection problems, contact the City of Jacksonville at (904) 630-CITY.

Mail Services and Mailboxes

Deerwood has a neighborhood cluster mailbox system. Your real estate or neighbors can easily help you find the location of the cluster mailbox that services your home. If you are unable to find it, please contact the Community Manager.

- **Mailbox keys.** When possible, obtain keys from the previous owner, seller, or realtor. If keys are unavailable, order them at the USPS branch at 11250 Phillips Industrial Boulevard East; the stated key fee is \$25. A replacement cylinder lock must be arranged with USPS at the homeowner's expense.
- **Mail concerns and general service.** Call the branch office at (904) 268-3358 and ask for the Branch Office Supervisor, or call USPS Customer Service at (800) ASK-USPS or (800) 275-8777. USPS may direct residents to 4150 Belfort Road, Jacksonville, FL 32216, to collect certified or other special mail.

RV and Boat Storage Yard

The Deerwood Improvement Association maintains a designated outdoor storage yard for residents' recreational vehicles, boats, and trailers. Use of the facility is subject to space availability, registration, applicable fees, and compliance with DIA rules governing access, vehicle condition, identification, insurance, and permitted storage. Residents interested in renting a space or obtaining current information about availability, fees, and requirements should contact the DIA Management Office. All property is stored at the owner's risk, and residents are responsible for keeping their assigned space orderly and their registration and contact information current.

Landscape and Property Standards

Deerwood's distinctive landscape and residential character are important parts of the community. The standards in this section help preserve the appearance of individual properties, support a harmonious community design, and protect property owners' investments. Residents should review the applicable requirements before planning exterior changes to a home or property.

Architectural Review Committee

The Architectural Review Committee (ARC) establishes and administers standards for exterior changes to homes, structures, landscaping, and other property improvements. The ARC reviews each proposed project for aesthetic compatibility and compliance with the DIA Covenants and Restrictions.

Before exterior work begins, property owners must submit the applicable plans and materials to the Community Manager for ARC review and approval. Current criteria, guidelines, application forms, and submission requirements are available through the DIA website (deerwoodjax.com) or by contacting the Community Manager.

The application form on the following pages provides a good overview of the nature and types of structural changes which require ARC submission and review.

Resident Signage and Property Marker Standards

The second topic in this section outlines Deerwood's standards for resident signage and property markers. Residents should review these standards before installing, replacing, or changing any sign or property marker to ensure that it is consistent with community requirements.

ARCHITECTURAL REVIEW APPLICATION

Revised June 23, 2026

As outlined in the Covenants, the Architectural Review process helps to maintain Deerwood's high standards of residential development and ensures that all improvements to homes and lots contribute to an attractive and harmonious community appearance. To support this objective, the Deerwood Improvement Association (DIA) requires that all plans be submitted to and approved by the Architectural Review Committee (ARC) before any work begins on a building, structure, or residential lot.

The ARC meets twice each month and is committed to reviewing applications in a timely manner.

To ensure your project can be considered at a scheduled meeting, complete application packages should be submitted at least seven (7) days prior to the meeting date. Certain projects may qualify for an expedited review process. Please contact the ARC Coordinator to determine whether your project is eligible.

For your convenience, ARC application forms are available on the DIA website. The application packet includes the ARC Application Form (shown on the next few pages), which is required for all submissions, as well as project-specific checklists.

Homeowners may also begin the submission process online through the ARC section of the website or the place in the DIA drop box at the Baymeadows gate.

Questions and submittal assistance can be provided by the ARC Coordinator or the Community Manager

ARCHITECTURAL REVIEW APPLICATION

Revised June 23, 2026

Please see Submittal Criteria for information needed to properly process all submissions. **No submittal will be evaluated by the ARC until all materials have been received. All materials must be received 7 days prior to the meeting during which they will be considered.** There is an expedited review process and if you are interested, the ARC coordinator will let you know if your project qualifies.

From: Property Owners: _____ Unit: _____ Block: _____ Lot: _____

Mailing Address: _____

Approval requested for (property address): _____

Submitted by: _____ Phone: _____ Email: _____

Fees: Please submit 3 separate checks payable to Deerwood Improvement Association, Inc. for review fee, deposit, and impact fee (if required). Checks can be mailed to the address above or dropped in the green drop box at the Baymeadows Exit. Property Owners must request final inspection within 30 days of completion of work. The Deposit will be refunded once the final inspection has been completed. Failure to request this inspection may result in the forfeiture of the deposit. Review Fee & Impact Fee are not refundable. (Anyone requesting an Expedited Review must pay a \$100 Expedited Review Fee in addition to the appropriate Review Fee of the Project).

➤ **Note:** All External Changes to home or property must be submitted to ARC for Review and/or Approval

	Review Fee	Deposit	Impact
1. New Construction or Renovation/Additions			
☐ New Home	\$1,500	\$5,000	\$2,000
☐ Room Additions/Major Renovations	\$750	\$3,000	\$1,000
2. Other Construction Projects			
☐ New Patio or Deck (New construction or new material)	\$100	\$500	\$0
☐ Patio or Deck Replacement (same footprint/material)	\$25	\$0	\$0
☐ New Swimming Pool	\$250	\$500	\$500
☐ New Screen Enclosure	\$100	\$500	\$0
☐ Driveway or Sidewalk (New construction or new material)	\$200	\$500	\$0
☐ Driveway or Sidewalk Replacement (same footprint/material)	\$25	\$0	\$0
☐ Installing a Well	\$100	\$100	\$0
☐ Installing a Bulkhead	\$150	\$500	\$0
☐ Installing Solar Panels	\$100	\$100	\$0

☐	Miscellaneous	\$75	\$100	\$0
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ARCHITECTURAL REVIEW APPLICATION

Revised June 23, 2026

Page 2 of 3

3. Cosmetic Changes		Review Fee	Deposit	Impact
☐	Painting Exterior (New Color)	\$75	\$100	\$0
☐	Painting Exterior (Same Color)	\$25	\$0	\$0
☐	Roofing (New Color/Material)	\$75	\$100	\$0
☐	Roof Replacement (Same Material and Color)	\$25	\$0	\$0
☐	Door, Window, Shutter or Garage Door Replacements	\$75	\$100	\$0
☐	New Exterior Siding/Trim	\$75	\$100	\$0
4. Yard and Play Structures				
☐	Fountains or Gazebos	\$75	\$100	\$0
☐	Play Structures	\$75	\$100	\$0
☐	New Fence or Replacement with change to existing	\$75	\$500	\$0
☐	Fence Replacement (Exact same as existing)	\$25	\$0	\$0
5. Landscape				
☐	Landscape Changes	\$100	\$100	\$0
☐	Tree Addition (Like for Like)/Tree Addition	\$25	\$0	\$0
☐	Live Tree Removal	\$100	\$100	\$0
☐	Dead Tree Removal	\$25	\$0	\$0
6. Flags				
☐	Flags (Not within Statute Approval)	\$25	\$0	\$0

➤ **Note:** These plans have been reviewed for the limited purpose of determining the aesthetic compatibility of the plans with the community and in conjunction with community deed restrictions. These plans are approved on a limited basis. No review has been made with respect to functionality, safety, and compliance with governmental regulations or otherwise and no reliance on this approval should be made by any party with respect to such matters. The approving authority expressly disclaims liability of any kind with respect to these plans, the review hereof, or any structures built pursuant hereto, including but not limited to, liability for negligence or breach of express or implied warranty. Property owner agrees to allow the ARC to inspect job site as needed to ensure compliance with plans.

The following applies to the construction of pools, screens, and room additions: This approval concerns only your architectural and/or landscape plans. You are responsible to obtain the necessary permits, licenses, and approvals, etc. This approval must not be considered as

permission to encroach on another property owner's rights. Approval of the plans does not constitute a warranty or representation by the Architectural Review

ARCHITECTURAL REVIEW APPLICATION

Revised June 23, 2026

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Committee or any developer or landowner that the proposed improvements will be consistent with plans of any other landowners. In addition, this approval does not in any way grant variances to, exceptions, or deviations from any setbacks or use restrictions unless a specific letter of variance request is submitted and a specific letter of "variance approval" is issued by the party entitled to enforce such setbacks or restrictions. This approval does not constitute approval of any typographical, clerical, or interpretative errors on the submitted plans.

Compliance with all applicable building codes is the responsibility of the general contractor and the owner and not that of the Architectural Review Committee or any developer. The Owner is responsible for positive drainage during and after the construction of the lot. No water drainage is to be diverted to adjoining lots. The Owner is responsible for informing the primary contractor. Compliance with all approved architectural and landscaping is the responsibility of the owner of legal record, and any change to the approved plans without prior Architectural Review Committee approval subjects these changes to disapproval and enforced compliance to the approved plans may result. Legal fees are to be paid by the property owner if a non-compliance issue needs to be resolved through a legal process.

Homeowner's Signature: _____ Date: _____

Projected Start Date: _____ Projected Completion Date: _____

➤ **Note:** Project must begin within 60 days of approval. Covenants require completion within 6 months (12 months for a new build). Failure to do so without DIA Board approval for an extension may result in fines being assessed.

Architectural Review Committee: Your application is APPROVED / DISAPPROVED subject to the following conditions, if any:

DIA Signature: _____ Date: _____

Printed Name: _____ Title: _____

Residential Signage & Property Identification

What Every Deerwood Resident Should Know

This section brings together Deerwood's standard requirements for residential address identification, yard address markers, and real estate or Open House signage. All signs must comply with the current DIA Covenants and Restrictions and Architectural Review Committee (ARC) requirements.

1. Address Identification Requirements

- Every residence must be clearly marked with a street number and address. The owner's name may also be included if desired.
- When a separate address marker is used, it should be located where it is visible from the paved street and can be readily identified by emergency responders, visitors, and service providers.
- The marker should not be obstructed by landscaping or other objects.
- Electronic illumination, landscape lighting, or solar lighting may be used when permitted by current ARC requirements.

2. Yard Address Markers

- Residents may choose a small hunter-green marker with reflective white lettering (approximately 5 inches by 20 inches) or a larger black marker with gold lettering (approximately 14 inches by 23.5 inches).
- Markers may be ordered from a vendor familiar with Deerwood standards or from another vendor, provided all DIA and ARC specifications are met.
- The resident is responsible for placing or installing the address marker in the yard.

SMALL YARD MARKER



LARGE ADDRESS MARKER

5" aluminum sign with reflective lettering with metal stand \$100 + tax



Address marker examples - current pricing must be confirmed with the vendor.

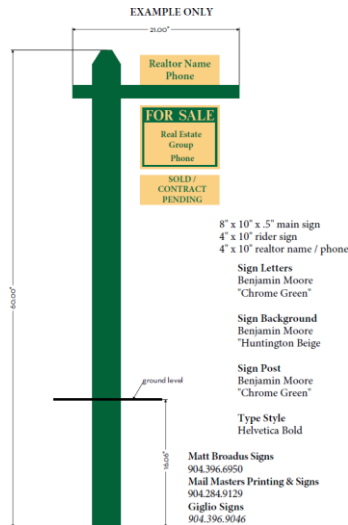
Ordering information: Matthew Broadus Signs: (904) 396-6950. Residents may use another vendor if the finished marker meets all current specifications. Confirm current pricing, delivery, and installation arrangements directly with the vendor.

3. Real Estate and Open House Signs

All Realtor and owner signs must meet DIA and ARC standards. Any sign that does not meet these requirements may be removed in accordance with DIA policy.

- An approved Open House, For Sale, or For Rent sign may be posted only on the property being advertised. A sign may be smaller than the approved maximum, but not larger.
- A rider displaying the Realtor's name and telephone number may be attached at the top of the sign and may not exceed 4 inches by 10 inches.
- Use the current DIA sign specifications for exact dimensions, colors, materials, lettering, and post style. Provide the specifications to the selected sign company before ordering.

4. Sign Specification Diagram



Example only - verify measurements, colors, materials, and wording against current ARC specifications before ordering.

5. Sign Vendors

The following companies have historically been familiar with Deerwood sign specifications:

- Matt Broadus Signs - (904) 396-6950
- Mail Masters Printing & Signs - (904) 285-9129
- Giglio Signs - (904) 396-9046

Access Control, Rules & Community Information

*What Every Deerwood Resident Should Know
Based on Post Orders Rev11*

Welcome to Deerwood!

The Deerwood Access Control Post Orders are the official operating procedures governing security, access control, and gate operations within our community. They establish the rules, protocols, and standards followed by security personnel, residents, guests, vendors, and other visitors to help maintain the safety, security, and orderly operation of Deerwood.

This Resident Guide is derived from the Deerwood Improvement Association Access Control Post Orders (updated Revision 11), approved by the DIA Board on May 19, 2026. It summarizes the procedures, services, and community expectations most relevant to residents. Its purpose is to provide residents with a practical, easy-to-understand reference outlining both the responsibilities and procedures that help preserve the secure, safe, and pleasant environment of our community.

Important to know: Deerwood roads, lakes, parks, and common areas are **private property**. Access is controlled by First Coast Security (FCS) on behalf of the DIA.

Each section below summarizes a topic and lists the residents' Do's and Don'ts. A complete contact directory appears at the end of the guide.

1. Gate Safety & Entry Procedures

⚠ **Important: Please read carefully to avoid accidents**

The right entry lanes are reserved for residents and holders of RFID tags. The gate arms are fully automated. Sensors — not officers — control when the arm rises and lowers. The system cannot see or interpret what a driver intends to do, so safe entry depends entirely on you following the procedure below.

How the gate works (one cycle per vehicle)

- **RFID Reader** — detects your tag and raises the arm.
- **Safety Loop** — senses your vehicle has cleared the gate and lowers the arm.

✓ DO Safe entry

- Slow down well before the gate arm.
- Wait until the arm **begins rising** before driving forward — that confirms your RFID was read.
- If the arm does not rise, back up slightly and try again.
- If you are following another vehicle, stop and wait **5 seconds**. If the arm stays up, your tag is read.
- Use the **visitor / guard lane** for rentals or any vehicle without an RFID tag.
- Speak with the officer on duty if entry is not granted.

✗ Unsafe entry: DON'T

- **Tailgate.** The arm may drop and damage your vehicle.
- Approach the gate at high speed — the reader may miss your tag.
- Assume the gate stays open for multiple vehicles. **Each vehicle requires its own cycle.**

Important: The gate operates automatically based on sensor input and cannot distinguish driver intent. Failure to follow these procedures may result in vehicle damage. The DIA and FCS are not responsible for damage caused by tailgating or unsafe entry.

2. RFID Tags & the Resident Lane

Only vehicles with a valid RFID tag may use the resident entrance lane. Tags are issued to authorized residents, their family members, non-resident Deerwood Country Club members, DCC employees, and approved non-residents working for residents (housekeepers, nannies, caregivers).

Where & when to get a tag

- **Baymeadows Gate, Monday–Friday, 9:00 AM – 5:00 PM**, excluding holidays. Only the FCS Account Manager is authorized to issue RFID tags.

✓ DO Obtaining a tag

- Bring vehicle registration. The Account Manager must verify license plate, make, model, and color match the registration.
- Bring **\$10 per tag**, by check, money order, or cash, payable to **Deerwood Improvement Association (DIA)**.
- The vehicle must be registered to a resident at a Deerwood address. Exceptions: company-owned vehicles registered to a business address, or vehicles registered to a housekeeper, family member, or other authorized person.
- Report a malfunctioning tag for (free) replacement — the old tag number will be removed from the system.
- For housekeepers, nannies, and caregivers: complete a **Non-Resident RFID Tag Application**; annual fee is **\$30 per tag**; person must hold a valid U.S. driver's license.

✗ DON'T RFID rules

- Use the resident lane if your tag does not work— use the visitor lane so the officer can verify you.
- Lend or give your tag to a vendor, contractor, or any commercial entity. Tags are never issued to vendors or contractors.
- Use the resident lane if your RFID privileges have been suspended or revoked — use the guest lane.

3. Guest Access & Visitor Authorization

Every visitor must be authorized before entry. Use one of the two systems below to add guests.

- **EIQ Connect App** (preferred), add guests and vendors at any time.
- **VoicePass (phone-based, short-term only)** - Call **(866) 651-5033** to add guests for the **same day or next day only**. You must call from the phone number registered in your EIQ account and labeled **"Primary."**

✓ DO Hosting guests

- Add guests in advance through EIQ Connect. VoicePass should only be used for same-day or next-day guest additions and requires the resident to call from the telephone number designated as the "Primary" phone number in the EIQ Connect system.
- Keep your EIQ contact information current so gate officers can reach you for visitor verification when necessary.
- For large events involving more than 50 expected visitors (including resident events, DCC events, Realtor open houses, or estate sales), you have the option to submit your guest list electronically using the EIQ bulk-upload Excel template to either the FCS Account Manager or the Property Manager. The template may be requested from either the FCS Account Manager or the Property Manager.

Important: In the case of large-group events, visitors who were not preregistered but properly identify the event they are attending will be manually registered by gate officers with the notation "unregistered" and will be granted access without telephone verification by security personnel with the resident or event organizer.

✗ DON'T Common mistakes

- Expect unauthorized visitors to be admitted. If a guest is not on your list and you cannot be reached, the officer will deny entry (except as described above for unregistered large-event visitors).
- Give out gate phone numbers for general access — guests should contact you, not the gate.
- Authorize a visitor by calling the gate from an unregistered number. Officers verify by speaking with you on a registered line.

Important: Zero tolerance for rude behavior from visitors. If a guest becomes verbally abusive at the gate, the officer will document the incident, contact the supervisor (or Account Manager), and the visitor may be denied entry. Audio and video recording are in operation at the gates at all times.

4. Who Has 24/7 Access Without Your Authorization

Certain categories of vehicles and personnel are permitted entry without prior resident notification. You do not

need to pre-authorize routine deliveries or emergency responders.

24 / 7 / 365 access

- Delivery services: Amazon, DHL, FedEx, UPS, RPS, Walmart, Shipt
- Police, Fire / Rescue (gates will be opened immediately for them)

- Any City, State, or Federal official (ID verified)
- Utilities: JEA
- IQ Fiber
- AT&T, Comcast/Xfinity, Dish, DirecTV (logged to a specific residence)
- Pharmacy, home health supplies/services, oxygen delivery, or setup
- Fast-food deliveries and catering (logged to a specific residence or event)
- Florist deliveries (headed to a specific residence)
- Uber, Taxi services

Other unrestricted access (during normal operating scope)

- DIA-contracted lawn care service (Precision Turf)
- Garbage collection trucks
- Licensed real estate agents, 7 days a week (business card and license verified)
- U.S. Mail (marked or unmarked vehicles with a USPS sign on the dashboard)
- State Attorney and Public Defender investigators
- Newspaper delivery (newspapers only — no flyers or junk mail distribution)
- Tent and party supply companies (logged to a specific residence)

5. Vendors & Contractors

Commercial workers may be in Deerwood only during approved hours, and they must meet the standards below.

Hours of operation

Day / Service	Permitted Hours
Monday – Friday	7:30 AM – 7:00 PM
Saturday	7:30 AM – 7:00 PM
Sunday & National Holidays	No commercial work permitted
Emergency services *	24 / 7 / 365 — must be added in EIQ Connect or by calling the gate
Deerwood Club deliveries	Food and material deliveries permitted prior to 7:30 AM

* Emergency services include electrical, plumbing, A/C, heating, and roofing.

National holidays: New Year's Day, Memorial Day, Independence Day (July 4), Labor Day, Thanksgiving Day, and Christmas Day.

✓ DO Vendor requirements

- Every vendor and worker must have a valid **U.S. driver's license**. A foreign license is acceptable only with an International Driver's Permit or passport.
- Lawncare and pool-service vehicles must display **professional signage** (company name and phone) on the side of the vehicle. Hand-printed signs are not acceptable.

- Vendors must park in the driveway of the residence being serviced. On the street, orange cones must be placed at least 5 feet to the front and rear of the vehicle.

✗ **DON'T Vendor restrictions**

Allow vendors to park on irrigated islands, easements, or community grass.

- Allow loud music.
- Allow vendors to bring animals onto the property.
- Allow soliciting, leaflet distribution, or business-card drops on doors, mailboxes, or vehicles.
- Allow vendors to fish in any Deerwood lake. **Fishing is for residents and accompanied guests only.**

6. Community Rules & Restrictions

The following items are prohibited or regulated by the Deerwood Covenants and Restrictions. Non-compliance is documented and may be referred to the Property Manager.

Vehicles & Parking

✓ **DO**

- Obtain management approval for boats, trailers, RVs, or motor homes parked beyond **48 hours** at a residence.
- Place orange cones at least 5 feet to the front and rear of any vendor or work vehicle parked on a Deerwood street.
- Report any damage to irrigated areas to the Property Manager.

✗ **DON'T**

- Operate motorcycles or motorized scooters within Deerwood.
- Park on irrigated islands (unless approved in advance for a special event).
- Obstruct the view of oncoming traffic or park near intersections.
- Park dumpsters or trash bins on the street; construction sites must keep a receptacle on the property.
- Bring commercial vehicles into the park unless contracted to work there.

Lakes, Fishing & Outdoor Areas

✓ **DO**

- Fish in Deerwood lakes only if you are a resident or are accompanied by a resident.
- Use battery-powered trolling motors or paddle boats only.

✗ **DON'T**

- Swim in any lake.
- Use gas-powered motors on any lake.
- Allow non-residents to fish without a resident present.
- Walk behind homes to fish when lake levels are low — this is **trespassing**.

Playground & Park

✓ **DO**

- Leave by **dusk** — the playground closes at dusk and is secured from dusk to dawn.

- Reserve the pavilion through the Property Manager (prior written authorization, agreement, and deposit required). The kitchen is inspected before unlocking and after use.

✗ DON'T

- Bring pets to the playground or park.
- Remain in the area after dusk — anyone present after hours will be asked to leave.

Pets

✓ DO

- Keep pets leashed when off your own property.

✗ DON'T

- Allow nuisance behavior such as excessive barking. Patrol may respond to complaints; the owner will be advised to take corrective action, and an incident report will be filed.

Firearms

✗ DON'T

- Discharge a firearm anywhere within Deerwood.

7. Signs (*Real Estate, Estate Sale & Other*)

All Realtor, owner, and Estate Sale signs must meet the standards below — set by the DIA Covenants and

Restrictions and the Architectural Review Committee (ARC). Access may remove non-compliant signs

Control.

Sign specifications

- Maximum size: **18" × 24"**.
- A rider no larger than 4" × 10" may be attached at the top or bottom for the Realtor's name and phone.
- No attachments — no balloons, streamers, pinwheels, or banners.
- Only one "For Sale," "For Rent," or "Estate Sale" sign per property. "Contract Pending," "Agent Name," and "Coming Soon" signs follow the same rules.

Sign placement

- One Open House or Estate Sale sign may go at the subject property, in addition to the "For Sale" sign.
- Up to **5 directional signs** may be placed in common areas.
- Only one Open House sign per event in the same common area (exception: larger common areas with multiple approach directions).
- Placement may be street-side or golf-course-side, but only one sign per listing.
- Open House signs must be removed by **6:00 PM**.

✗ DON'T Sign prohibitions

- Place any sign outside the **Baymeadows or Southside gates**.
- Place signs on another resident's private property for guest direction.

- Post political or commercial advertisements.
- Use signs that exceed DIA specifications.

Approved sign vendors

- Matt Broadus Signs — (904) 396-6950
- Mail Masters Printing & Signs — (904) 285-9129
- Giglio Signs (904) 396-9046

8. Real Estate, Open Houses & Estate Sales

Open Houses

✓ DO

- Open Houses may be held **any day of the week, 10:00 AM – 5:00 PM**.
- Notify Access Control at least **48 hours in advance**. Realtors are encouraged to notify each gate in person.
- A one-page printed MLS summary with directions and hours is recommended for gate personnel.
- The Realtor must present a valid Florida real estate license and photo business card (or business card plus driver's license).
- Pre-authorize the Realtor for showings of an occupied home through EIQ Connect.
- A qualified real estate agent or broker must accompany all prospective buyers.

✗ DON'T

- Use oversized signs or attachments (see Section 7).
- Allow unaccompanied buyers to drive through the community.

Estate Sales

✓ DO

- Estate Sales may take place on **Thursday, Friday, and Saturday only, 8:00 AM – 5:00 PM**.
- Notify the DIA Property Manager (Patty Truax-Stewart, patty@firstcoastam.com) and the FCS Account Manager (Steve Tutson, stutson@fcssecurity.us) by email at least **21 days in advance**.
- Pre-register all expected guests in EIQ Connect. For larger groups, request the EIQ bulk-upload template from the FCS Account Manager or the Property Manager.
- Retain a contracted FCS security patrol for the duration of the event, at the resident's expense. Contact:
 - Steve Tutson, (904) 952-1920.
- Prepare a standard letter-size (8.5" × 11") flyer for visitors, including the address, date(s), and **10:00 AM**
 - **5:00 PM** hours. The flyer will be displayed on each visitor's dashboard.

Important: In the case of large-group events, visitors who were **not preregistered** but properly identify the event they are attending will be manually registered by gate officers with the

notation “**unregistered**” and will be granted access without telephone verification by security personnel with the resident or event organizer.

✗ DON'T

- **No pick-up of items on Sundays.**
- **Estate Sale companies may not bring in extra items for the sale.**

9. New Owners — Gate Access Setup

Upon closing, the new owner must report to the Baymeadows Gate (Monday – Friday, 9:00 AM – 4:00 PM) to

register and obtain RFID tags.

Bring with you

- Deed or Closing Statement
- Driver's License
- Vehicle Registration for each vehicle to be tagged
- Primary phone, secondary phone, and email address
- Emergency contact name and phone
- **\$10 per RFID tag** (check payable to Deerwood Improvement Association)

What happens at the gate

- The FCS Account Manager will verify make, model, color, and license plate
- Affix the RFID decal to each vehicle, which must be physically present at the gate.
- Your information is entered into the EIQ Manage system.
- You will receive a **welcome binder** containing governing documents, community information, and instructions for installing the EIQ Connect app to register your vehicles and visitors.

10. Process Servers, Repossession Agents & Media

Process Servers

Process servers are private contractors. They have no law-enforcement authority and are not granted

unannounced entry.

- The server's identification, business address, and the resident they intend to contact are recorded.
- The server is treated like any other unregistered visitor — the resident is contacted.
- If access is granted, a Patrol Officer will escort the server to the residence and back to the gate.
- Access Control will **not** accept documents or materials from a process server. “Drop serves” at the gate are refused.

Repossession Agents (“Repo Men”)

- Repo agents are not authorized to enter Deerwood without the resident's permission unless a police officer accompanies them.

News Media

- News media are not permitted on the property.
- A resident cannot authorize news media for general access. Media may enter only if specifically listed on the resident's guest list and going only to that resident's property.
- The Deerwood Country Club manager may authorize media for DCC events on Club property; other exceptions require approval from the DIA Board President, Property Manager, or Access Control Board Liaison.

11. Wildlife & Animal Issues

Deerwood is bordered by heavy woods, providing natural habitat for deer, coyotes, foxes, rabbits, squirrels, alligators, and other wildlife. Please use the resources below — patrol officers are not trained or authorized to capture or handle animals. **Do not call the gatehouse or patrol requesting pickup or removal of stray or wild animals.** Instead, please follow the procedures below:

Deceased animals on private property

Removal is the homeowner's responsibility. For larger animals, use a licensed wildlife removal service:

- Quick Catch Wildlife Removal (904) 859-6585
- Jax Wildlife Removal (904) 738-0555

Injured wildlife on private property

- FL Fish & Wildlife Conservation Commission (FWC) (888) 404-3922
- Otter Space Wildlife (904) 424-6543 or (904) 679-1533

Wildlife on DIA-managed property

- Small dead animals on roadways or islands: patrol or maintenance will bag and dispose.
- Large dead or injured animals (deer, coyote, etc.): contact **Steve Tutson, FCS Account Manager, (904) 952-1920**.
- Patrols cannot capture live animals. If an animal becomes a hazard, complete a complaint form — a trapper will be notified upon visual or photographic confirmation, during the next business day.

Domesticated animals (loose dogs / cats)

- During business hours: City Animal Control (904-630-CITY) (904) 630-2489
- After hours / emergencies: JSO (904) 630-0500
- If possible, residents should try to contact the owner directly to reunite the pet.

Alligators

Important: It is against the law to harm or kill an alligator. Only a Florida-licensed trapper may remove a

nuisance alligator. Patrol officers will not interfere with an alligator under any circumstances.

- FWC — Duval Daytime, Non-Emergency: (904) 785-0525
- FWC Emergency Line: (800) 342-9260 or (888) 330-7340

Barking-dog complaints

Patrol will respond, locate the dog, contact the owner, advise them to take corrective action, and complete an incident report.

Critical: In rare cases of rabid or extremely aggressive animals, contact JSO immediately (911 if life-threatening; otherwise (904) 630-0500).

12. Calls for Assistance & Emergencies

Emergencies (life-threatening or in progress)

Always call 911 directly. You may also call the gate to notify FCS patrol but call 911 first — the emergency operator can collect information faster and more accurately from you than from a third party.

Alarms

If your alarm company contacts the Baymeadows Gate, patrol will respond to the residence and stand by for JSO. The Access Control Officer will coordinate with the alarm company and complete a report.

Services Officers cannot provide

Important: For liability reasons, FCS Officers are not authorized to provide jump-starts, open vehicles, or house doors, or change flat tires under any conditions. Please contact a roadside-assistance service.

Serious incidents

If you witness or experience a serious incident (homicide, sexual assault, robbery, carjacking, abduction, theft/burglary, bomb threat, chemical or biological threat, serious injury, discharge of a firearm, fire, or a traffic crash with injury), call 911 first, then notify the gate. The officer will contact the FCS patrol, Account Manager and Property Manager.

13. Sexual Predator Policy (Resident Information)

The DIA has adopted a policy regarding individuals classified as Sexual Predators under the Florida Sexual Predators Act. The summary below describes what residents need to know.

- The DIA will not knowingly permit any Sexual Predator access into the community, as indicated by notation on the person's driver's license, except as required under the governing documents or by applicable law.
- Any access granted is limited to ingress, egress, and occupancy required by law. Sexual Predators may not otherwise be on the roads, sidewalks, or common areas.

If you need to receive goods or services from an individual registered as Sexual Predator:

- Submit a request to the DIA Board including:
 - full legal name,
 - current photograph,
 - vehicle description (if applicable), and the requested dates and times.
- Your request will be added to the agenda for the next regularly scheduled Board meeting.
- If approved, the DIA will endeavor to provide advance electronic notification to community residents prior to entry, subject to personnel availability.
- Security may accompany or monitor the individual while on common areas or near a private residence. Any expenses incurred at the resident's request will be charged to that resident.

14. Resident Services

House Checks

Going out of town? Request a **daily daytime visual check**. Forms are available at the gate.

- Conducted on the 1st and 2nd shifts, before dusk, weather permitting.
- Patrol will: move newspapers and packages out of sight (unless you instruct otherwise), visually check entrances and windows, note any vehicles present, and verify fence gates.
- Anything unusual is documented and reported.

Special-Event Security

Need additional security for a private event? Contact the **FCS Account Manager** to arrange a contracted detail. Complete the Temporary Service Authorization form and submit payment in advance to the Account Manager.

Package Delivery at the Gates

- Gate personnel **cannot accept packages on behalf of residents** or hold items for third-party pickup.
- Misdelayed packages or mail for former residents must be handled directly with the carrier (UPS, USPS, FedEx, Amazon, etc.).

School Zone

School-zone lights operate weekdays only:

Period	Activation	Deactivation
Morning	7:30 AM	8:30 AM
Afternoon	2:30 PM	3:30 PM

Lights do not operate on Saturdays or Sundays. Report any irregularities to the gate.

15. Contact Directory

Emergencies & Law Enforcement

Emergencies, Police, Fire, Medical	911
Jacksonville Sheriff's Office (Non-Emergency)	(904) 630-0500

Gates & Security

Baymeadows Gate	(904) 642-1633
Southside Gate	(904) 329-2458
VoicePass (add same-day / next-day guests)	(866) 651-5033
FCS Account Manager — Steve Tutson	(904) 952-1920
FCS Field Supervision (on duty)	(904) 776-0212

Property Management

DIA Property Management — Primary	(904) 525-5193
DIA Property Management — Secondary	(904) 747-0181
Community Association Manager — Patty Truax-Stewart	(904) 833-8124
Email — Patty Truax-Stewart	patty@firstcoastam.com

Animals & Wildlife

City Animal Control (630-CITY)	(904) 630-2489
FWC — Injured wildlife	(888) 404-3922
FWC — Alligator (Daytime Non-Emergency)	(904) 785-0525
FWC Emergency Line	(800) 342-9260
FWC Emergency (alternate)	(888) 330-7340
Otter Space Wildlife	(904) 424-6543 / (904) 679-1533
Quick Catch Wildlife Removal	(904) 859-6585
Jax Wildlife Removal	(904) 738-0555

Approved Sign Vendors

Matt Broadus Signs	(904) 396-6950
Mail Masters Printing & Signs	(904) 285-9129
Giglio Signs	(904) 396-9046

Thank you for helping make Deerwood a safe and welcoming community.

Access Control and Safety Committee