

seascape **Rental Manager PACKET**

Provided by:



HOMEOWNERS
ASSOCIATION

with input from current & former
rental unit owners at Seascape

ABOUT THIS PACKET FOR RENTAL MANAGEMENT COMPANIES

Whether you have been managing rental units at Seascope for years or are just getting started, this packet was created primarily to help rental management companies provide accurate **information about Seascope to short-term vacation rental guests.**

This packet is divided into the following parts:

- Part 1:** Info for Rental Manager Companies
- Part 2:** Providing Accurate Infor to your Rental Guests
- Part 3:** Other Things to Consider
- Part 4:** Resources for Rental Managers
- Part 5:** Worksheets Available to Rental Managers

The first section summarizes information relevant to rental management companies doing business within Seascope. The second section outlines info to provide to your rental guests at Seascope. The third section includes additional things to consider, such as providing guests with vehicle passes and preparing for hurricane season. The fourth section includes helpful resources, such as important websites and community groups. The last section displays the editable worksheets that are available for all property managers and rental management companies to customize and provide to rental guests.

Additionally, throughout this packet, there will be suggestions of specific information for you to gather pertaining to the rental unit(s) you manage. To help you keep track of this information, blank fields, and worksheets are included for you to input the data.



This packet is **provided as a courtesy** by the Seascope HOA office and Seascope HOA Board and is **not intended to provide legal, financial, rental management, property management, or other professional advice** pertaining to the management of the rental unit(s) you manage at Seascope. If you have specific questions about managing the rental unit(s), it is recommended to **seek guidance from professional service providers.**



Here is the URL to access an electronic version of this packet: tinyurl.com/Y5VKEUV5

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Part 1:

Info for

RENTAL MANAGERS

at Seascape



COMPLETE & SUBMIT THE 'PROPERTY MANAGER FORM' BY JAN 31

At the beginning of every year, all rental managers are required to complete and submit the 'Property Manager Form' to the Seascope HOA Office. This form informs the HOA Office of all the units that are managed by each rental management company. This way, the rental management companies can purchase vehicle passes, among other things, on behalf of rental guests occupying these units.

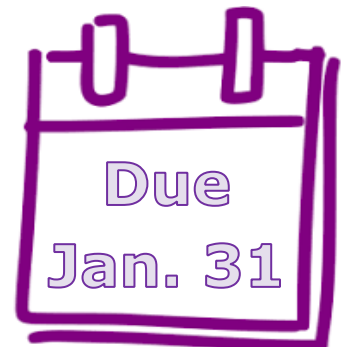


It is important for each rental management company to also **notify** the Seascope HOA Office of any **changes in the units that are managed** by the company. The 'Property Manager Form' can be used to note additions or subtractions to units managed at Seascope when you purchase vehicle passes for your rental guests throughout the year. The HOA office requests rental management companies to **notify the office within 30 days** of such change(s).



On this form, there is space for you to provide your **contact info**. Throughout the year, if there are any concerns or **issues pertaining to any of the rental guests occupying the units managed** by your rental management company, the HOA office will be able to **promptly notify you** and your company. **Most situations produce a better outcome for all parties when handled immediately.**

The Seascope HOA Office is providing its owners with a list of rental management companies that manage units within Seascope. In order to **ensure a spot on this list**, the rental company must **manage five or more units** at Seascope AND must complete/submit the 'Property Manager Form' to the HOA Office by **January 31st** of each year.



To access this form, click here: <https://tinyurl.com/yu37kzwz>

PURCHASE COMMERCIAL VEHICLE PASSES

All rental managers and/or rental management companies at Seascap are required to purchase & display a valid vehicle pass while on the premises, whether driving or parked. Vehicle passes are required for ALL vehicles, including motorcycles, scooters, mopeds, scoot cars, golf carts, etc.



Rental managers and/or rental management companies are responsible for making sure all their service providers have a valid vehicle pass at Seascap. Service providers may include any of the following: housekeepers, cleaning services, repair persons, contractors, etc.

To purchase the annual vehicle passes, complete and submit the ‘**Commercial Vehicle Pass Form**’ to the Seascap HOA Office. You will need to provide the following information in order to obtain a vehicle pass:

- Contact Info
- Vehicle Make/Model
- Vehicle Tag # & State
- Vehicle Year & Color
- Vehicle Registration (copy)
- Payment

Additionally, rental management companies are responsible for making sure all rental guests have a valid vehicle pass at Seascap. More information about vehicle passes for rental guests is provided towards the end of this section.

Part 2:

Providing Accurate Info to Rental Guests



GATHER INFO ABOUT RENTAL UNITS YOU MANAGE AT SEASCAPE



Make sure your **rental guests at Seascape** have all the info they **need about Seascape**, know how to **access your rental unit(s)**, and have the appropriate phone number to reach you.

On any given weekend in the Seascape HOA office, you can typically observe several **rental guests trying to figure out how to get into the unit they rented**. These are renters that rent units throughout Seascape (golf villas) and not just in Ariel Dunes. When this happens, the Seascape HOA office staff will kindly mention to the guests that they need to contact the rental management company or unit owner they rented the condo through in order to obtain the access code for the unit they rented. Some often say they've already tried the phone number for the rental company but got a voicemail, but most **renters typically don't know off hand the name of the rental company**. And many other renters responded that they rented through "Booking.com" and didn't know who to contact. An experience like this is not exactly an ideal way to start a vacation.



Having **rental guests who are confused and/or frustrated** diminishes from their experience visiting Seascape and renting the unit(s) you manage. And, it also takes up time/resources of security and/or Seascape HOA office staff. Therefore, it's always good practice to double-check **your communication with your rental customers** to make sure your rental company is providing accurate and helpful information.

Each unit at Seascape is unique, and as such, certain things are handled differently from one building to the next. Outlined below are a few things for you to gather pertaining to the unit(s) your company manage(s) – **all of which will be essential to provide to your rental guests**.

1. Full Seascape Unit Address

- List the **full address** for the rental unit, including the street address (including building number) & unit number.
- Refer to the chart in this section for the proper address format for units at Seascape.



GATHER INFO ABOUT RENTAL UNITS YOU MANAGE AT SEASCAPE – CONT.

2. Directions to the Rental Unit(s) at Seascape

- Include turn-by-turn directions on how rental guests can easily find the rental unit(s) you manage at Seascape.
- Suggest which gate entrance (north gate or southeast gate) is most convenient to enter when staying in your rental unit. Mention that rental guests should avoid using the SW gate, which many GPS devices will try to take them through, as this gate is only for owners with gate cards.
- More info is provided in a separate packet ('Visit Seascape') regarding general directions to specific buildings (Ariel Dunes, Majestic Sun, The Grove, etc.) and areas (Tennis Village, Golden Pond villas, etc.), with one page featuring each building/area. Click the following link to access this Visit Seascape packet: <https://tinyurl.com/4jnzh3bj>



3. Rental Company Contact Info

- List your rental management company's contact info.
- Include a number your rental guests can call 24/7 as well as a back-up number.
- Also provide an email address to your rental guests.
- A worksheet called 'Important Contact Info for Visitors' is provided in this packet. (Link: tinyurl.com/Y5VKEUV5).



4. Arrival / Departure Procedures & Other Specifics Pertaining to your Unit

- Explain the **check-in process** for your rental unit(s), such as check-in time, check-in location, how to obtain door codes, where to find luggage racks, etc.
- Make sure your rental guests understand the **Seascape HOA office is NOT a check-in desk, NOT an information desk and NOT luggage storage area.**
- Do **not offer early check-in** unless the rental unit(s) will for sure be ready early.
- Outline the **check-out process**, such as what time guests need to vacate the unit, what to set the thermostat to when they leave, etc.
- **Provide other info to your rental guests regarding the general care of the unit(s).**
- Sample worksheets are provided in the last section in this packet. (Link: tinyurl.com/Y5VKEUV5).



GATHER INFO ABOUT RENTAL UNITS YOU MANAGE AT SEASCAPE – CONT.

5. Vehicle Passes for your Rental Guests

- Explain that **all vehicles at Seascape must display a valid vehicle pass and the pass must be filled out completely.**
- Describe how your rental guests will obtain a vehicle pass from your rental company and/or where they can find the vehicle pass.
- Mention how your rental guests can obtain additional vehicle passes, if needed.
- More info is provided in this packet about vehicle passes for your rental guests.



6. Pools your Rental Guests can Access

- Identify which **pools your rental guests can access at Seascape.**
- Make sure rental guests understand that pool bands are to be left in the unit.
- More info is provided in the **VISITOR PACKET** about pools and pool rules.



7. Trash Disposal for your Rental Unit

- Identify where **trash bins/chutes are located for rental guests** in the unit(s) you manage.
- State what day(s) trash is picked up, if applicable.
- More info is provided in the **VISITOR PACKET** about trash pick-up at Seascape.



8. HOA's CCRs (Covenants, Conditions, Restrictions)

- Provide your **rental guests** with a copy of the HOA's CCRs so your rental guests understand the rules and policies at Seascape.
- The HOA's full CCRs can be accessed via this link: tinyurl.com/YZERZOKG.
- Make sure your rental unit owners understand that **landlords (rental unit owners) within an HOA are responsible for ensuring that their tenants (rental guests) follow the association's rules.** To prevent rule violations and potential fines, rental management companies should provide copies of all HOA policies and rules. For more information, Google the following: "**Florida HOA owner responsible for renter**" and read this article: www.neighborhoodlink.com/article/Association/hoa_landlord_tennant_responsibilities.



PROVIDE RENTAL GUESTS WITH FULL STREET ADDRESS & UNIT NUMBER

It is important for rental management companies to provide Seascape rental guests with the full street address and unit number so your guests can get to the unit(s) efficiently. If the unit is in a named building (like Ariel Dunes I), providing that may also be helpful.

The full address for every unit at Seascape includes two parts:

- 1) Street address (include the building number)
- 2) Unit number

Missing one of these two parts can make it difficult for your rental guests to find the unit at Seascape. As you know, this difficulty can lead to frustration – and this is no way you want your rental guests to start their vacation.

The table below displays the correct way to format full unit addresses for each unit at Seascape. Please note that this is the official 911 address in case of emergency.

Building Name		Full Unit Address Format*
Ariel Dunes I		112 Seascape Blvd, Unit #
Ariel Dunes II		122 Seascape Blvd, Unit #
Majestic Sun	A Bldg.	1160 Scenic Gulf Drive, A Unit #
	B Bldg.	1200 Scenic Gulf Drive, B Unit #
The Grove		[Building #] The Grove Drive, North, Unit # (Ex: 56 The Grove Drive, North, Unit 111)
Wyndham		77 Seascape Blvd, Unit #
Villas **		[Building #] Street Name, [Unit #] (Ex: 123 Sandpiper Bay, Unit 6F)



* All units utilize the same city, state, zip: “**Miramar Beach, FL 32550**”

** Villas include: Lakefront, Boardwalk, Golden Pond, Triangle, Tennis Village, and other Golf Villas

Enter the full address for the rental unit you manage in the space below. If you manage multiple units at Seascape, more fields are provided on the following page.

Rental Unit	_____, Unit # _____ Miramar Beach, FL 32550
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Note: A map containing all the street names in Seascape appears in the very last section in this packet to help you identify the street address for the unit(s) you manage at Seascape.

PROVIDE RENTAL GUESTS WITH FULL STREET ADDRESS & UNIT NUMBER

Rental Unit #1	_____, Unit #_____ Miramar Beach, FL 32550
Rental Unit #2	_____, Unit #_____ Miramar Beach, FL 32550
Rental Unit #3	_____, Unit #_____ Miramar Beach, FL 32550
Rental Unit #4	_____, Unit #_____ Miramar Beach, FL 32550
Rental Unit #5	_____, Unit #_____ Miramar Beach, FL 32550
Rental Unit #6	_____, Unit #_____ Miramar Beach, FL 32550
Rental Unit #7	_____, Unit #_____ Miramar Beach, FL 32550
Rental Unit #8	_____, Unit #_____ Miramar Beach, FL 32550
Rental Unit #9	_____, Unit #_____ Miramar Beach, FL 32550
Rental Unit #10	_____, Unit #_____ Miramar Beach, FL 32550

SEASCAPE NEIGHBORHOOD MAP

Use the map below to identify the neighborhood for your unit at Seascape. The nine (9) villa neighborhoods are in orange and the four (4) high-rises are in purple. The Grove, currently under construction, is indicated in blue. Mentioning the neighborhood where the unit is located can often help rental guests easily locate the unit.



Additionally, each Seascape neighborhood is featured in the Visit Seascape packet.
Link to view the Visit Seascape informational packet: tinyurl.com/YY8JWKDB

SUMMARY OF WORKSHEETS FOR RENTAL MANAGERS



These worksheets are provided as a courtesy to rental managers at Seascope. Go to the link listed at the bottom of this page to access these **editable worksheets to customize** for your rental guests. **Copies of the worksheets are also provided in the last section of this packet.**

Worksheet	Description
#1: Arrival / Departure Procedures	▪ This worksheet is provided for rental managers to fill in the blanks pertaining to the arrival and departure procedures specific to your rental unit, such as the check-in time and where to check in, etc. ▪ It is recommended to provide this info to your guests at least a few days prior to their arrival.
#2: Seascope Map with Street Names	▪ A Seascope map is included that lists all the street names in Seascope. ▪ Position the green star in the worksheet to identify the exact location of rental units you manage
#3: Other Info Pertaining to This Rental Unit	▪ This worksheet enables rental managers to provide additional info to rental guests pertaining to the rental unit, to include basic Dos & Don'ts at Seascope as well as where to find stuff.
#4: Important Contact Info for Visitors	▪ This worksheet summarizes the important contact info rental managers should provide to rental guests. ▪ There are spaces for rental managers to complete, such as the rental address and the rental management company contact info.

Link to access these Worksheets: tinyurl.com/Y5VKEUV5

Part 3:

Other Things to Consider with Rentals at Seascape



VEHICLE PASSES FOR RENTAL GUESTS

All rental guests and visitors at Seascope are required to purchase & display a valid vehicle pass while on the premises, whether driving or parked. Vehicle passes are required for ALL vehicles, including motorcycles, scooters, mopeds, scoot cars, golf carts, etc. and all vehicle passes must be filled out completely.



Rental managers are responsible for making sure rental guests have a valid vehicle pass at Seascope. Please take a few minutes to determine how you'll purchase and provide vehicle passes for your rental guests.

Please note the following pertaining to vehicle passes at Seascope:

- Vehicle passes are **single-use passes** (one per vehicle) and **cannot be shared**.
- Short-term vehicle passes are valid for the **duration of the stay** with a **maximum allowed duration of 15 consecutive days** per short-term vehicle pass.
- **ALL fields on the vehicle passes must be completed.** Fields on the vehicle pass include the following: building/unit #s, arrival/departure dates, vehicle tag/state.
- Advise your guests that the front of the vehicle **pass must be visible at all times inside the vehicle** while the vehicle is on the property. Vehicle passes should be **hung from the rearview mirror** or placed on the dashboard on the driver's side.
- As stated on the front of the vehicle passes, failure to accurately complete the vehicle pass fields will result in a **\$25.00 ticket**. Other violations of HOA parking and traffic rules may result in other fines.
- Recreational vehicles, trailers, and all other oversized vehicles owned by owners, rental guests, and other visitors are **not permitted** at Seascope overnight.
- **Form #25-07: Property Manager Form** is what rental companies will complete to purchase vehicle passes for rental guests in the HOA office.



For information on **current vehicle pass rates at Seascope**, please review the current Amenity Fee Price Sheet, which can be found here: tinyurl.com/YYERZOKG.

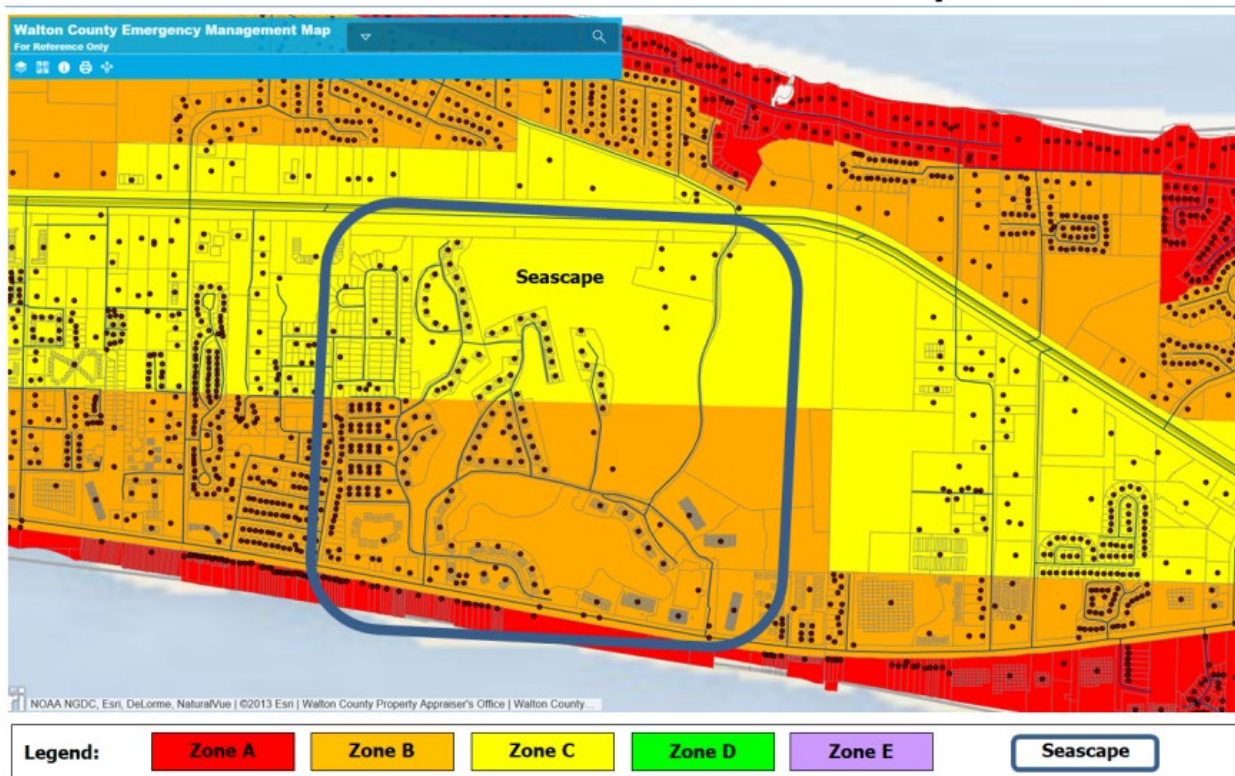
EMERGENCY PREPAREDNESS (HURRICANE PREP)

Rental management companies should ensure their rental guests are aware that hurricane season begins June 1 and lasts through November 30. Seascape is located in an area where the threat of tropical storms and hurricanes is very real.



Walton County utilizes a 5-zone color-coded evacuate zone map. Seascape is located in Zones A, B, & C. Refer to the image below.

Evacuation Zones in Walton County



Make sure your rental guests at Seascape understand that all local bridges will close when winds are sustained at 40 mph. "Sustained winds" mean that for at least one minute straight, during a two minute period, winds stay at 40mph or more. The determination for closure of bridges is made by the Florida Department of Transportation and Local Law Enforcement based on current conditions. Bridge closures are **NOT** scheduled as the closures are based on wind speed. Little to no warning could be issued due to the fast-changing nature of weather systems. The Florida Dept. of Transportation will always work diligently to reopen bridges ASAP.

EMERGENCY PREPAREDNESS (HURRICANE PREP) – CONT.

The Seascope HOA Office will notify all owners and rental management companies via mass email when a mandatory evacuation notice is issued to zones within Seascope. **All unit owners at Seascope, including rental unit owners, are responsible for making sure all personal items (patio furniture, etc.) are removed from patios and balconies.** If owners of units you manage are not local, they will need to make arrangements for their personal items and furniture to be cleared from their outdoor space, such as their rental management company, Phase association manager, or a neighbor.

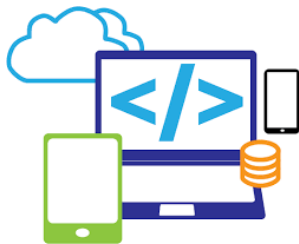


Emergency Preparedness Resources

Walton County Emergency Management (WCEM)	Facebook Page: https://www.facebook.com/WaltonCountyEM/ Website: www.waltoncountiem.org , Twitter: @WaltonCountyEM NOTE: It is highly recommended to “like” Walton County Emergency Management on Facebook. The WCEM Facebook Page provides real-time storm updates specific to Walton County. WCEM responds quickly to user questions and provides clarification when necessary.
National Hurricane Center	http://www.nhc.noaa.gov Monitor the latest storm projections from the NOAA National Hurricane Center.
US National Weather Service Tallahassee Florida	http://www.weather.gov/tae/
Florida State Emergency Response Team (SERT)	http://www.floridadisaster.org

Part 4:

Resources for Rental Managers



VISITOR PACKET – PROVIDED BY SEASCAPE HOA

The Visitor Packet was created primarily to provide accurate information about Seascape to all visitors, but especially to short-term vacation rental guests. The Visitor Packet is designed for rental owners, rental property managers, and rental management companies to be able to distribute to rental guests prior to their trip and/or print a paper copy to leave in rental units you manage for your vacation rental guests to view during their stay.



The Visitor Packet is divided into the following sections:

- **Section 1:** Things for Visitors to Learn Prior to a Trip to Seascape
- **Section 2:** About Seascape (Amenities, etc.)
- **Section 3:** Resources for Seascape Visitors, Renters & Guests
- **Section 4:** Seascape Maps

The first section suggests specific things visitors should try to learn prior to their trip to Seascape, such as what to expect upon arrival at Seascape, where to find vehicle passes, etc. Much of this information mirrors the Worksheets that rental owners can complete and provide to their rental guests.

The second section provides basic information about Seascape in general, including amenities at Seascape. The third section focuses on providing accurate info and resources to visitors, renters, and guests about Seascape policies in general and where to find relevant things such as the Wi-Fi password.

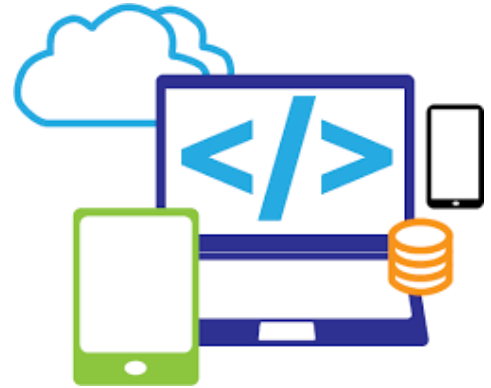
The last section contains a few Seascape maps – to help visitors locate the various neighborhoods within Seascape as well as the charcoal grill locations.

Link to access the Visitor Packet: tinyurl.com/Y4Q95W2Q

COMMUNITY WEBSITES

1. VisitSeascape.com Website

- Website provided by the Master HOA at Seascape
- **Beaches** - Includes info on the beach & amenities that are available there as well as on restaurants located on the beach for your enjoyment
- **Pools** - Explains the pools available to all vs. which are private to certain buildings. It also contains information on which pools are heated and have kiddie or zero-entry pools
- **Pickleball / Tennis** - Here is where you can find out about the type, locations, and access to the pickleball and tennis courts at Seascape.
- **Contact Link** - You may click on this link to contact us directly through the website and it also offers the link to email us at info@VisitSeascape.com
- **Gallery** - This offers plenty of aerial view photos of the property



www.VisitSeascape.com

2. Community Groups on Facebook

- Take a look on Facebook and you can find a number of community FB groups related to Seascape which may be helpful as a rental manager, such as ***Seascape Rentals, Visit Seascape, Seascape Pickleball & Tennis*** to name a few.
- Note: The Facebook groups are independent community pages and have no affiliation with Seascape HOA or the Seascape HOA Board of Directors.



Part 5:

Worksheets

Available to

Rental Managers



Link to access an editable version of these Worksheets:
tinyurl.com/Y5VKEUV5



WORKSHEET: ARRIVAL/DEPARTURE PROCEDURES

Thank you for renting this unit – we hope you enjoy your stay at Seascope. The full address for this unit is listed below. Directions are featured in a separate packet ('Visit Seascope') based on the building/area in which this unit is located.

Rental Unit Address	_____, Unit #_____ Miramar Beach, FL 32550
Building / Area	



We've compiled info to simplify checking into our rental unit. The basic arrival and departure procedures for this rental unit are outlined below.

CHECK-IN Process	
Check-In Time	_____ PM
Check-In Location	
How to obtain a Door Code	
Where to Find Vehicle Pass(es)	
Where to Find Wrist Bands	



CHECK-OUT Process	
Check-Out Time	_____ AM
Set Thermostat	Summer AC: _____ degrees Winter Heat: _____ degrees
Other Info	



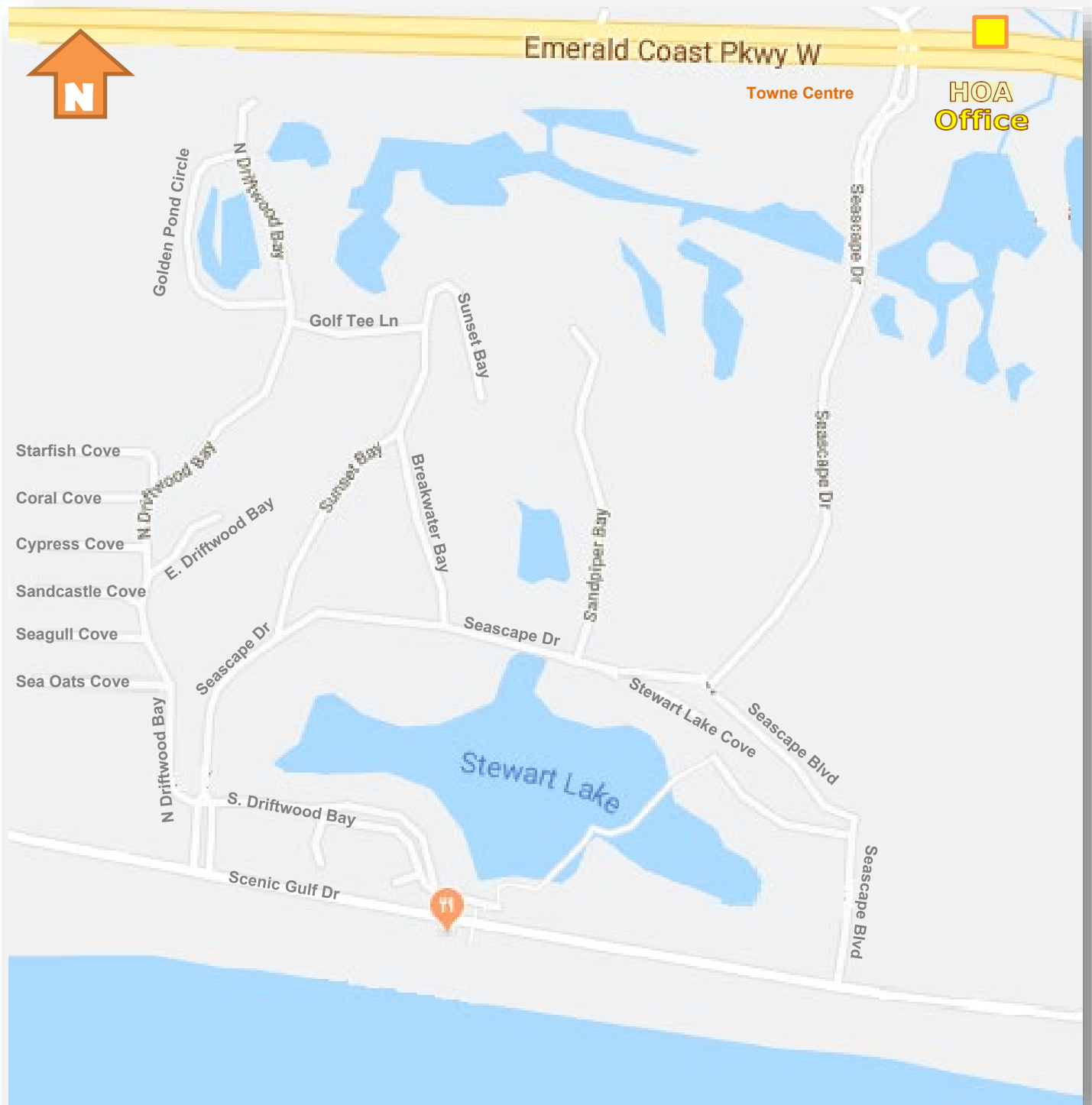
QUESTIONS Regarding Arrival / Departure	
Rental Mgt. Company	
Phone Number	() -





WORKSHEET: SEASCAPE MAP WITH STREET NAMES

The location of this rental unit is indicated with a green star in the Seascape map below.



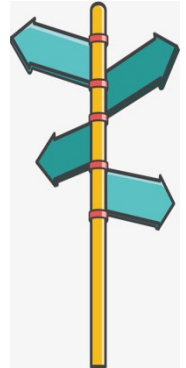


WORKSHEET: OTHER INFO PERTAINING TO THIS RENTAL UNIT

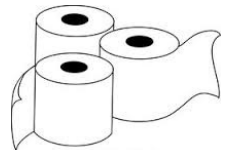
Thank you for renting this unit – we hope you enjoy your stay at Seascape. We've compiled info pertaining to this rental unit to include basic "DOS & DON'Ts" and where to find items.

Basic DOs & DON'Ts at Seascape	
Maximum Overnight Persons Permitted	▪ _____ people max overnight in rental unit
Display Vehicle Pass	▪ Vehicle pass must be visible at all times
Trailers	▪ Trailers are not permitted at Seascape
Do NOT bring sandy beach gear into unit	▪ Please keep sandy beach chairs, etc. outside the unit ▪ Please rinse off sand before entering unit & pools
Pet Policy in this Unit	▪
Do NOT flush down the toilet	▪ 'Flushable' wipes, paper towels, hygiene products
Other info _____	▪

Where to Find...	
Closest Pool	▪
Closest Trash Bin	▪
Closest Grill	▪
Closest Pet Disposal Station	▪
Washer & Dryer	▪
Other Info _____	▪



Extra Supplies	
Toilet Paper, Paper Towels, Trash Bags, Cleaning Supplies, etc.	▪ A few of each of these supplies are provided for your stay ▪ It is your responsibility to purchase additional supplies needed
Extra Pillows / Blankets	▪
Other info _____	▪



QUESTIONS Regarding this Rental Unit	
Rental Mgt. Company	
Phone Number	() -





WORKSHEET: IMPORTANT CONTACT INFO FOR VISITORS



IN CASE OF ANY EMERGENCY DIAL 911

	Fire Department 850-837-2250
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Walton County Sheriff 850-892-8111	
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Rental Unit Address	_____, Unit #_____ Miramar Beach, FL 32550
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Rental Management Company Contact Info	
Rental Mgt. Company	
Primary Contact	
Phone Number (valid 24/7)	() -
Back-Up Phone Number	() -
Email Address	



Seascope Property Patrol Contact Info			
Security Patrol Rover	Seascope Enforcement Officer	Southeast Guard House	North Guard House
850-865-7327	850-830-5592	850-461-0716	850-461-0732

Other Contact Info		
Animal Control	Mosquito Control	Fire Marshal
850-892-8111	850-892-8183	Sammy Sanchez 850-267-1298



Walton
County