

<b>Whom to Call</b>		
<b>In an Emergency</b>	<b>Fire, Medical or Police</b>	<b>Dial 911</b>
<b>Maintenance Emergency of Common Area Master</b>	<b>On Call Property Manager</b>	<b>307-2759</b>
<b>Maintenance Emergency within Neighborhood</b>	<b>Subassociation Property Manager</b>	<b>See website</b>
Architectural Modifications (and Tree Removal Requests)	Marsh Landing Management Company	273-3033
Alligator Sightings	County-Alligator Hot Line	1-866-392-4286
Masters Common Area Complaints	Marsh Landing Management Company	273-3033
Covenant Violations	Subassociation Property Manager	See website
Estate Sale and Open House	Marsh Landing Management Company	273-3033
Gatehouse	First Coast Staff-Main Gate First Coast Staff-Solana Gate	543-0043 285-5488
Guest Authorization	Recorded Number	285-4161 285-4160
Incident Reports	First Coast Services (Gate Access)	370-4875
Lakes/Ponds/Canals	Marsh Landing Management Company	273-3033
Landscape (Common Areas)	Marsh Landing Management Company	273-3033
Parties (10+ guests) or Youth	First Coast Services	543-0043
Patrol Officer	First Coast Services	370-4875
Pets off leash/loud barking	Animal Control	904-209-0746
Power Outage	Beaches Energy	247-6171
Recycling	Republic Services	825-0991
Reserve Recreational Facility	Marsh Landing Management Company	273-3033
RFIDs/Decals	Marsh Landing Management Company	373-5600
Streetlights	Beaches Energy	247-6171
Suspicious Activity	SJSO	824-8304
Trash and Yard Waste	Republic Services	825-0991
Unwanted Guest List	First Coast Services	543-0043
Vehicle Registration	Marsh Landing Management Company	373-5600
Water/Sewer	St. Johns County Utility Department	209-2728 209-2745 (afterhours)
Wildlife Issues	Fish & Wildlife Conservation	866-392-4286

## Good to Know

**Marsh Landing Management Company is contracted by the Master Board to support the Directors, their Committees and provide controlled access administration, general support, architectural coordination, and maintenance.**

The property managers prepare meeting agendas, packets, minutes, and follow up on action items. Additionally, they serve as a liaison with residents, class c members (separate business entities within the community such as Sawgrass Village and the Marriott), and subassociation HOA property managers. Property management prepares violation notices for First Coast citations and unresolved subassociation violations, which are also against master covenant restrictions.

The controlled access administrator installs RFIDs Monday to Fridays from 8:30 AM to 4:30 PM. If owners are unable to stop by during office hours, an onsite appointment can be made at the Gatehouse with a First Coast staff member who is trained in installation. The front desk administrator is available to answer general questions and schedule the Players Pool and Park pavilion reservations.

The Architectural Control Coordinator and ARB assistant serve as liaisons to homeowners for all exterior modification requests. Modification requests are sent to the subassociation (HOA) ARBs who have 30 days to review exterior modification requests. Additionally, requests that require a permit, are visible from the golf course, or impact the waterways, are sent to the Master ACC for written approval. The Master ACC also has 30 days to review plans after ARB approval, and they meet twice per month.

The Director of Operations supports the Operations, Maintenance and Waterways (OMW) committee, schedules, and supervises staff, liaisons with contractors, and provides oversight of community projects. Staff maintain the two pumphouses (located in Salt Creek and at 250 Roscoe Road), the master owned sidewalks, right of ways, Players Pool, and Players Park.

Main Phone: 904-273-3033

Fax 904-273-0933

RFID and Decals: 904-373-5600

The **Controlled Access Contract** is managed by **First Coast Security** and is overseen by the Controlled Access Committee (CAC). First Coast is responsible for gate operations, documenting incidents, providing roving patrol, and making recommendations on best practices. Additionally, they issue citations for various infractions such as golf cart misuse, vandalism, Traffic Hawk violations (speeding and stop sign violations) overnight parking, and contractor violations. Gate arm incidents and other controlled access incidents may be reported directly to First Coast and can also be reported to First Coast by the property manager or CAC chair.

Main Gate 904-543-0043

Guest Call in Ph 285-4161

Patrol 370-4875

The **Aquatics Maintenance Contract** is managed by **Clear Waters** and overseen by the Operations, Waterways and Maintenance (OMW) Committee. Clear Waters is on site weekly and treats waterways with chemicals, bio-enzyme bacteria, and grass carp. Work orders can be emailed to the senior property manager at [krichland@marshlanding.org](mailto:krichland@marshlanding.org)

The **Landscape Maintenance Contract** is managed by **Precision Turf** and overseen by Landscape Committee. Precision Turf is responsible for the landscaping along master common areas and its right of ways and schedules dead tree removal along master property through Tree Masters. Flowers are generally installed four times per year, palm trees are trimmed annually, and mulch is installed semi-annually. Work orders are placed in through the senior property manager at [krichland@marshlanding.org](mailto:krichland@marshlanding.org)