

# BROKEN SOUND

MASTER ASSOCIATION



## ***New Owners' Information Booklet***

# WELCOME TO BROKEN SOUND

On behalf of the Broken Sound Master Association (BSMA) staff, BSMA Board of Directors and your new neighbors, we welcome you to Broken Sound, one of South Florida's most prestigious country club communities.

Please take a few minutes to review the information in this welcome packet. It contains helpful information to make your move to Broken Sound a little easier. It introduces you to our staff and the BSMA Board of Directors, provides important phone numbers and instructions to enable gate access for yourself and your guests.

Our website, [www.brokensoundmaster.communitysite.com](http://www.brokensoundmaster.communitysite.com) is another source of information for the Broken Sound homeowners. Meeting schedules and current announcements are there as well as our governing documents and meeting minutes (for login questions please contact BSMA at 561.998.5813).

Your email information will be included in Constant Contact, a bulk email distribution service used every Friday to inform you of what is going on in Broken Sound during the week and what is coming up. We hope you will take the time to read this important communication pertaining to you and your property.

We look forward to having you as a neighbor in Broken Sound and know you will find our community a great place to live.

Please feel free to contact any of our BSMA staff with any questions or concerns.

Regards,

BSMA Board of Directors

# BSMA STAFF INFORMATION

John Ayllon, LCAM/ Director of Operations	Community Association Manager	<a href="mailto:Cam@brokensound.us">Cam@brokensound.us</a>
Natalia Olortegui	Community Liaison Manager	<a href="mailto:clm@brokensound.us">clm@brokensound.us</a>
Sherline Celicour	Finance Manager	<a href="mailto:Sherline@brokensound.us">Sherline@brokensound.us</a>
Nicole Lue	Admin Assistant	<a href="mailto:Admin2@brokensound.us">Admin2@brokensound.us</a>
Keira Jacobs	Admin Assistant	<a href="mailto:Adimin3@brokensound.us">Adimin3@brokensound.us</a>
Daniel Zelaya	Director of Security	<a href="mailto:dos@brokensoun.us">dos@brokensoun.us</a>

## Office Information

Business Hours: 9:00 am- 5:00 pm

Phone Number: 561-998-5813

Access Control: 561-998-5818

Office Email- [Office@brokensound.us](mailto:Office@brokensound.us)

## WHAT IS THE BROKEN SOUND MASTER ASSOCIATION (BSMA)?

The Broken Sound Master Association (BSMA) was formed in 1985 as the "umbrella" association over a PUD (Planned Unit Development) of 28 villages and their Homeowner and Condo Associations and all the non-HOA parcels. Our mission includes protecting, maintaining and enhancing all the common (shared) property through volunteer leadership.

**The homeowners support how the Association operates its affairs through all aspects of volunteer service; working on committees, attending meetings, staying informed and offering feedback and suggestions.**

We are governed by the Broken Sound governing documents (the Declaration, Articles of Incorporation, By-Laws, rules and regulations), as well as state statutes. The BSMA Board consists of 5 elected Directors.

### Shared Property Maintained by BSMA

Acres	1,100
Lakes	110 acres - 20 Lakes
Perimeter wall	4 miles
Roadways	5 miles
Walking Path	3 ½ miles
Fountains	3 feature and 5 floating
Preserves	4 areas
Trees	Over 1,900 trees trimmed annually
Lighting	Over 1,000 lights, (500 at main entrance)
Access Gates	4- Main Gate, North Gate, Banyans Gate, Construction Gate (No exit)

**Assessments and Voting** - Funding to provide security and maintain and improve the shared common elements noted above is collected through assessments. The assessments charged are based on a budget rate that is tied to the Palm Beach County tax assessed values as outlined in our governing documents.

Voting is also based on the Palm Beach County tax assessed values. Each of the HOA and Non-HOA members appoint representatives to vote in Broken Sound matters and their votes are weighted according to real estate assessed values.

**Security Services** - Three access gates are manned by security guards 24 hours every day. The construction gate is open Monday through Friday from 7:00 a.m. until 4:00 p.m. Roving patrols and paramedic services are also provided.

**Broken Sound Master Association and the Broken Sound Club are two separate and independent entities. The Club operates under its own set of governing documents, its own Board, budget and committees.**

## VILLAGE MANAGEMENT COMPANIES

VILLAGE	PROPERTY MANAGER	MANAGEMENT COMPANY
Banyans	Dawn Bedusa 954-427-8770	Campbell Property Management 1215 East Hillsboro Blvd Deerfield Beach, FL 33441
Bay Isle	Lauren Heller 561-997-6453	Mahogany Services 21 E 5 <sup>th</sup> Street, Suite #100 Boca Raton, FL 33432
Bay Pointe	Sheri Scarborough 561-293-3612	Superior Association Management 20283 State Road 7, Suite 219 Boca Raton, FL 33496
Bent Creek	Gary Stein 561-750-8800	Lang Management 790 Park of Commerce Blvd., Ste #200 Boca Raton, FL 33487
Bermuda Run	Lauren Heller 561-997-6453	Mahogany Services 21 E 5 <sup>th</sup> Street, Suite #100 Boca Raton, FL 33432
Bridgepointe	John Corners 561-641-8554 x 694	GRS Community Management 3900 Woodlake Blvd Suite #309 Lake Worth, FL 33463
Cedar Cay	Sheri Scarborough 561-293-3612	Superior Association Management 20283 State Road 7, Suite 219 Boca Raton, FL 33496
Cloisters	Gary Stein 561-750-8800	Lang Management 790 Park of Commerce Blvd., Ste #200 Boca Raton, FL 33487
Clubsides Pointe	Lauren Heller 561-997-6453	Mahogany Services 21 E 5 <sup>th</sup> Street, Suite #100 Boca Raton, FL 33432
Courtside	Lauren Heller 561-997-6453	Mahogany Services 21 E 5 <sup>th</sup> Street, Suite #100 Boca Raton, FL 33432
Fairway Bend	Stephanie McMahon 561-750-8800	Lang Management 790 Park of Commerce Blvd., Ste #200 Boca Raton, FL 33487
Fairway Lake	Elizabeth Talacy 561-750-8800	Lang Management 790 Park of Commerce Blvd., Ste #200 Boca Raton, FL 33487
Fairway Landing	Gary Stein 561-750-8800	Lang Management 790 Park of Commerce Blvd., Ste #200 Boca Raton, FL 33487
Fairway Pointe	Lisa Masek 561-750-8800	Lang Management 790 Park of Commerce Blvd., Ste #200 Boca Raton, FL 33487
Grand Oaks	Scott Scarborough 561-293-3612	Superior Association Management 20283 State Road 7, Suite 219 Boca Raton, FL 33496

## VILLAGE MANAGEMENT COMPANIES

VILLAGE	PROPERTY MANAGER	MANAGEMENT COMPANY
Harbour Green	Lisa Masek 561-750-8800	Lang Management 790 Park of Commerce Blvd., Ste #200 Boca Raton, FL 33487
Laurel Pointe I & II	Ashely Anne Louis 561-997-4045	First Service Residential 6300 Park of Commerce Blvd. Boca Raton, FL 33487
Nassau Bay I	Lauren Heller 561-997-6453	Mahogany Services 21 E 5th Street, Suite #100 Boca Raton, FL 33432
Nassau Bay II	Lauren Heller 561-997-6453	Mahogany Services 21 E 5th Street, Suite #100 Boca Raton, FL 33432
Oak Run	Gary Stein 561-750-8800	Lang Management 790 Park of Commerce Blvd., Ste #200 Boca Raton, FL 33487
Tanglewood	Gary Stein 561-750-8800	Lang Management 790 Park of Commerce Blvd., Ste #200 Boca Raton, FL 33487
Timbermill	Lauren Heller 561-997-6453	Mahogany Services 21 E 5 <sup>th</sup> Street, Suite #100 Boca Raton, FL 33432
Vintage Estates	Gary Stein 561-487-9790	Lang Management 790 Park of Commerce Blvd., Ste #200 Boca Raton, FL 33487
Vintage Isles	Ashley Anne Louis 561-997-4045	First Service Residential 6300 Park of Commerce Blvd. Boca Raton, FL 33487
Vintage Place	Stephanie McMahon 561-487-9790	Lang Management 790 Park of Commerce Blvd., Ste #200 Boca Raton, FL 33487
Water Oak	Stephanie McMahon 561-487-9790	Lang Management 790 Park of Commerce Blvd., Ste #200 Boca Raton, FL 33487
Whisper Trace	Shane Divanno 561-750-8800	Superior Association Management 20283 State Road 7, Suite 219 Boca Raton, FL 33496
Willow Greens	Gary Stein 561-750-8800	Lang Management 790 Park of Commerce Blvd., Ste #200 Boca Raton, FL 33487

## **GATE ACCESS CONTROL**

There are 2 options available to you to obtain access for your guests at the gate. You can call the dispatcher, use the automated voice mail system or use the EIQ app.

### **Call the Dispatcher**

The Gate Access number is **561-998-5818**. It is answered by a dispatcher 24/7 who will ask for your pin (if you forgot your pin number, please contact BSMA staff at 561-998-5813), your last name, your guest or service person's name, and finally the dates.

Please Note: 30 consecutive days is the maximum amount of time you may call in a temporary guest. (Anything more than 30 days see [Permanent Guest List](#) below) or

**EntranceIQ-** View and update your guest file via your cell phone or computer. YOU can maintain your guest list and other pertinent information.

- Download the EIQ app from the App Store (iPhone) or Google Play (android)

This is what the app icon looks like:



- To activate your account, you will receive a Welcome Email that will provide your pin.
- You will proceed to create your account by adding your email and pin, then you will receive a verification code and then you will create your own 8-character password.
- How can I add a guest?
  - Click on the guest icon on the bottom left corner
  - Then click on the + sign on the upper right corner
  - Enter information
  - Don't forget to hit save
- How do I delete a guest?
  - Go on your guest list
  - Click the name of the guest you wish to delete
  - Click the pen icon on the upper right-hand corner
  - Scroll down to the page until you see **Delete guest**
  - Click Delete guest and save.
- Where is my pin for the gate?
  - Click on the account icon on the bottom right-hand corner
  - Your pin will show
- Where do my notifications go?
  - Go under account make sure you are allowing notifications
  - Go under settings on your device click notifications, find the EIQ app and check that notifications are allowed for the app
  - If you miss a notification, on the EIQ app click on Traffic to view your guests that accessed property.
- How can I send my QR Code?
  - Click on the guest's name
  - Then click on send QR code

## **Types of Visitors -**

Guests with a "date range"

Permanent

Family

Delivery

Service Providers: housekeepers, dog walkers, nurses, home-aides etc.

Rideshares

Urgent Services- After hours emergency services: Plumbers, AC companies (must call gate)

**NO WORKERS ARE ALLOWED ENTRY ON SUNDAYS, EVENINGS or HOLIDAYS** (except in emergency)

### **Permanent Guest List**

This includes family/friends/service providers\* who have access to your property 24/7. You will not need to call them in to Access Control.

To add or delete anyone from your permanent guest list, use the EIQ App or send us a request in writing with your first and last name, your address and the pin number you use to call in guests at the gate. You may e-mail [clm@brokensound.us](mailto:clm@brokensound.us) or [admin2@brokensound.us](mailto:admin2@brokensound.us)

Only those on your permanent list who have specifically been given "Authorization to Access" are permitted to call in guests - please note: the guests that are being called in must ask for the property owner's name and/or address, NOT the guest who called them in.

\*Permanent "service" providers (other than home health-aids or live-in support staff) have limited working hours: Monday - Saturday (7:00 am to 6:00 pm). **(NO SUNDAYS, NO EVENINGS, NO HOLIDAYS)**

There are exceptions for emergencies. Please call the BSMA office during regular business hours or notify the main gate's Security Supervisor On-Duty (561-998-5818)

### **Daily/Temporary Guest List**

These guests are called in for one day on a specific day.

### **Guest List with a "Date Range"**

You can put guests on your guest list for specific times; for example, your guest is coming on December 1<sup>st</sup> and staying through December 20<sup>th</sup> or several days for a maximum of 30 days

### **Service Providers**

You can put service providers on your guest list or for a specific recurring day, for example, the housekeeper only comes on Tuesdays.

### **Notifications**

The security system that we use at the gatehouses will send you a notification when a guest or vendor is allowed access through the gate.

If you have any questions, please feel free to contact the BSMA office at 561.998.5813, and we will be more than happy to assist you.

## GATE ACCESS TRANSPONDERS.

1. Residents are permitted to purchase a transponder(s) for vehicles registered in their name and address in Broken Sound. The initial cost for each transponder is \$85.00. Replacement of old or damaged transponders is \$50.
2. Residents who rent vehicles have the option to rent a "Handheld" transponder for \$85.00 (unit rental cost) with an annual fee of \$85.00 (total= \$170.00). This handheld transponder will only be activated during the period of each rental car agreement. A copy of the rental car agreement must be submitted to BSMA in order to have the handheld transponder activated. This can be emailed [clm@brokensound.us](mailto:clm@brokensound.us) , or [admin2@brokensound.us](mailto:admin2@brokensound.us) at the BSMA office
3. When a resident has a current transponder and then purchases a replacement vehicle, the previous transponder is deactivated and taken out of the system. A replacement transponder can be purchased for \$50. The transponder is placed on the vehicle headlight.
4. Transponders for renter residents - the transponder is activated for the term of your lease for \$85.
5. Transponder installation hours: 9:00 - 4:30 pm

Weather permitting - **NO RAIN OR LIGHTNING**

Transponder fees are as follows:

Headlight Transponder: (new or additional vehicle) \$85

Headlight Replacement: \$50

Handheld Transponder (Rental Car Program): \$170 the first year then \$85 per year.

Non-Resident Transponders must be approved by the BSMA Board. The cost is \$125 per year.

**BSMA accepts personal checks, MasterCard and Visa**

**Failure to pay fines or assessments will result in the deactivation of transponder(s).**

## HOW TO PURCHASE A TRANSPONDER

If you are purchasing a transponder, below is the policy/procedure:

Email a copy of your vehicle registration to [clm@brokensound.us](mailto:clm@brokensound.us) or [admin2@brokensound.us](mailto:admin2@brokensound.us)

Include the following in your email:

- the model of vehicle (this is not included on most registrations)  
if it is a replacement or an additional vehicle. If it is a replacement, let us know which vehicle is no longer in your possession.  
If you are replacing a vehicle, the cost is \$50. If it is an additional vehicle, the cost is \$85.  
Include your credit card information. We accept Visa or Mastercard. Just include with the credit card number the expiration date. Do Not Include your security code.  
When we have this information, we will call you or send an email confirmation that your transponder is ready for pickup. The hours of operation for affixing transponders is 9:00-- 4:30 pm. **Weather Permitting.**  
If you have pre order your transponder and paid, please call the office once you are outside so we can place the Transponder on your vehicle.

Thank you for your assistance. If you have any questions, please call us 561.998.5813.

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## ARCHITECTURAL CHANGES

**An ARB** is required for all exterior changes and work. The duty to maintain architectural control is mandated by our Declaration. The purpose is to ensure compatibility with the aesthetics of the community and to comply with the Broken Sound and Village requirements and to provide protection to both the homeowners and community associations by using licensed and insured contractors. All dumpsters and Porto-lets require a \$500 refundable deposit before access to the property. The assistance of village officers and management company is needed to identify work started without an ARB (All ARBs require village approval before BSMA approval.) **The ARB Committee** reviews all ARB thru the smartewebs portal on a weekly basis. The revised ARB application is available on our website: [Broken Sound Master Association | POA in BOCA RATON, FL](#) under the ARB section.

**Examples:** Landscape, Fences, Roofs, Exterior Paint, Pergolas, Pavers, Windows, Garage Doors, Generators, Etc.

### ARB Process:

Step 1 – Fill out Arb Application

Step 2 – Make sure you have all required paperwork (COI's, samples/pictures, signatures)

Step 3 – 2 Village Board Members must sign off on the application

Step 4 – Application is delivered to the BSMA and added to Arb Committee agenda for **final approval**

Step 5 – Approval letter is emailed to Resident and Management Company

Step 6 – Work can begin!!

**PLEASE NOTE THE BSMA MUST BE NAME AS ADDITIONAL INSURED**

**WITH THE RESPECT OF GENERAL LIABILITY AS PER CONTRACT.**



## **Broken Sound Master Association (BSMA)**

### **Architectural Review Board (ARB) – Frequently Asked Questions**

#### **1. What is the ARB?**

The Architectural Review Board (ARB) is a committee appointed by the BSMA Board of Directors.

The ARB is responsible for:

- Reviewing requests for exterior alterations and property improvements
- Ensuring modifications comply with community standards and governing documents
- Protecting property values
- Preserving the overall appearance and architectural consistency of the community

The ARB serves in an advisory role to the Board of Directors. Final decisions may be reviewed by the Board.

#### **2. Why do I need ARB approval?**

ARB approval is required before making most exterior changes or improvements to your home or property.

Examples include:

- Additions or structural changes
- Fences or walls
- Swimming pools and spas
- Screen enclosures
- Roof replacements
- Landscaping modifications
- Docks or boathouses
- Decorative structures
- Exterior painting or renovations
- Certain satellite dish installations

Even projects that are not visible from the street may still require approval.



### **3. When is ARB approval NOT required?**

ARB approval may not be required for:

- Minor repair work under \$1,000 (subject to Board guidelines)
- Improvements under \$1,000 where contractor insurance is not required

If you are uncertain whether approval is needed, contact Property Management before beginning any work.

### **4. What happens if I begin work without approval?**

Starting work before receiving written ARB approval may result in:

- A fine of up to \$500
- Suspension of the project
- Additional compliance requirements

Always wait for written approval before beginning any project.

### **5. What must be submitted with an ARB application?**

A complete ARB application package must include:

- A completed ARB application form
- A signed waiver form
- Contractor's current license
- Contractor's Certificate of Insurance (COI)

A current Certificate of Liability and Workers' Compensation Insurance must be provided by the contractor naming:

- Broken Sound Master Association (BSMA)
- 2701 NW 64th Blvd, Boca Raton, FL 33496
- The homeowner

as Additional Insureds. Some Villages may also require the Village Association to be listed as an Additional Insured.



The BSMA Certificate of Insurance must include the following statement:

“BSMA listed as an additional insured with respect to general liability.”

Insurance coverage must remain active until the project is completed.

Additional required documentation includes:

- General Liability Insurance: \$1,000,000 per occurrence / \$2,000,000 aggregate
- Workers' Compensation Insurance (if applicable)
- Automobile Liability Insurance (preferred minimum \$1,000,000)
- Surveys, drawings, or plans
- Color and material samples
- Village approval with two signatures

Incomplete applications may be returned and may be subject to a \$25 resubmission fee.

## **6. What is required on the Certificate of Insurance (COI)?**

The Certificate of Insurance must:

- Name Broken Sound Master Association (BSMA) as an Additional Insured
- Include this information in the “Description of Operations” section

Applications submitted without proper insurance documentation may be delayed or considered incomplete.

## **7. When is the application deadline?**

ARB applications must be submitted by the 3rd Wednesday of each month for review.

## **8. How long does the ARB review process take?**

Once you receive an email confirming that your application has been received, your application is considered under review by the ARB Committee.

The ARB Committee is responsible for the final review and approval or denial of all applications.



Please note:

- If additional information or missing items are required, you will be contacted
- If you have not received correspondence regarding missing items or an approval letter, there is no additional status information available at that time

We appreciate your patience during the review process.

### **9. How long is ARB approval valid?**

Approved projects must be completed within the following timeframes:

- New Construction: 12 months
- Remodel Construction: 6 months
- Roof Replacement: 3 months
- Other Projects: Less than 6 months

If additional time is needed, a renewal or extension request must be submitted before the approval expires.

### **10. What if my ARB request is denied?**

If your application is denied:

- You may submit a written appeal to the Board of Directors
- Appeals must be submitted within 30 days of the decision
- The Board may uphold or reverse the ARB decision
- The Board's decision is final

### **11. Does BSMA approve ARB applications?**

No. Broken Sound Master Association (BSMA) does not directly approve ARB applications.

All applications are reviewed by the ARB Committee, which is responsible for approval or denial decisions.



### **12. Can the Association enter my property?**

Yes, under certain circumstances.

The Association may enter property:

- After providing reasonable notice
- During reasonable hours
- Excluding Saturdays and Sundays

This generally applies when exterior maintenance or compliance matters must be addressed.

### **13. Can the Association issue fines?**

Yes. Under Florida law:

- Fines may be up to \$100 per violation
- Aggregate fines may reach up to \$1,000 unless otherwise stated in the governing documents
- Homeowners must receive at least 14 days' written notice before a hearing
- A hearing must be conducted before a committee
- Homeowners have the right to attend the hearing
- If the violation is corrected before the hearing, a fine may not be imposed

### **14. What are some general community restrictions?**

Community standards include, but are not limited to:

- No temporary buildings, trailers, tents, or shacks
- Commercial vehicles may not be regularly parked in public view
- Artificial grass requires approval
- Clothes drying areas must be screened
- No nuisance activity
- Signs are restricted (except approved "Open House" signs up to 5 square feet)



- Lots must be maintained free of excessive weeds, debris, or neglect

### **15. What about satellite dishes?**

Under federal law:

- Satellite dishes under 39 inches are generally permitted
- HOA approval may not be required in certain situations
- Installations must not create safety hazards

### **16. What rights do homeowners have under Florida law?**

Florida law provides homeowners with certain protections, including:

- The right to remove hazardous trees with proper arborist documentation
- The right to install Florida-friendly landscaping
- Protection from unreasonable architectural enforcement
- The right to receive written explanations for denied ARB requests
- The right to park personal vehicles, including certain work vehicles, in driveways

### **17. What if my tree is hazardous?**

If a certified arborist determines that a tree is hazardous or dangerous:

- An arborist report must be submitted with the ARB application
- The ARB Committee will review and approve or deny the request
- Local government permits may not be required in certain situations

Always confirm HOA requirements before removing any tree.

### **18. What is the purpose of architectural control?**

Architectural control helps to:

- Preserve community appearance
- Protect property values
- Maintain architectural consistency and harmony



- Promote safety and quality standards

#### **19. Who serves on the ARB?**

- ARB members are appointed annually by the Board of Directors
- Members are not required to be CMA members
- Typically, at least one architect or contractor serves on the committee
- A majority of members constitute a quorum

#### **20. What if I need emergency approval?**

The ARB may respond to emergency situations such as:

- Roof leaks
- Storm damage
- Urgent structural repairs
- Broken air conditioning systems
- Broken windows
- Broken garage doors
- Foundation-related emergencies

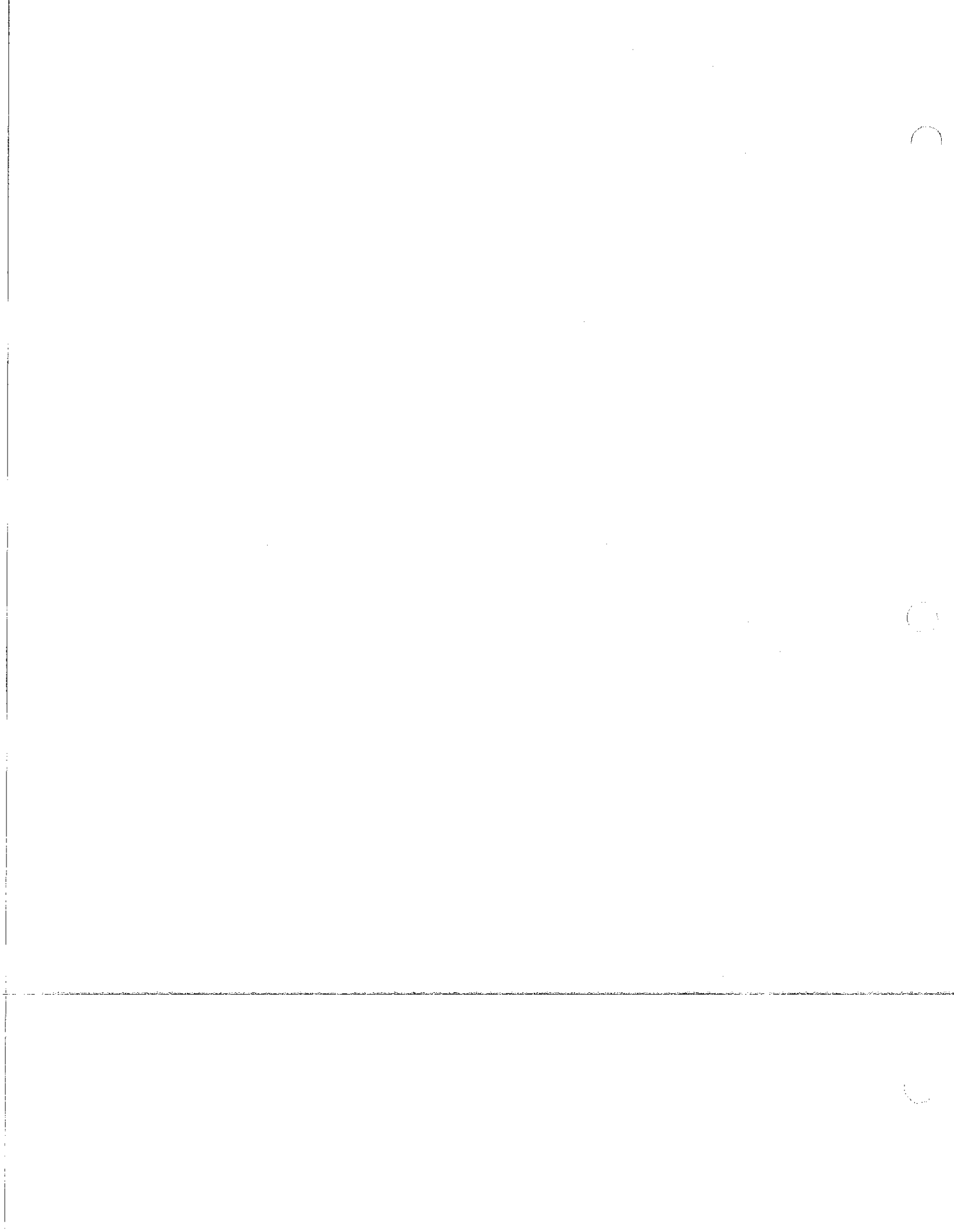
Please contact Property Management immediately in emergency situations.

#### **Need Assistance?**

If you are unsure whether your project requires approval, contact:

- Your Village Association or Property Management Office

It is always best to ask before starting any work.



# BROKEN SOUND

MASTER ASSOCIATION

## ARB Application Packet

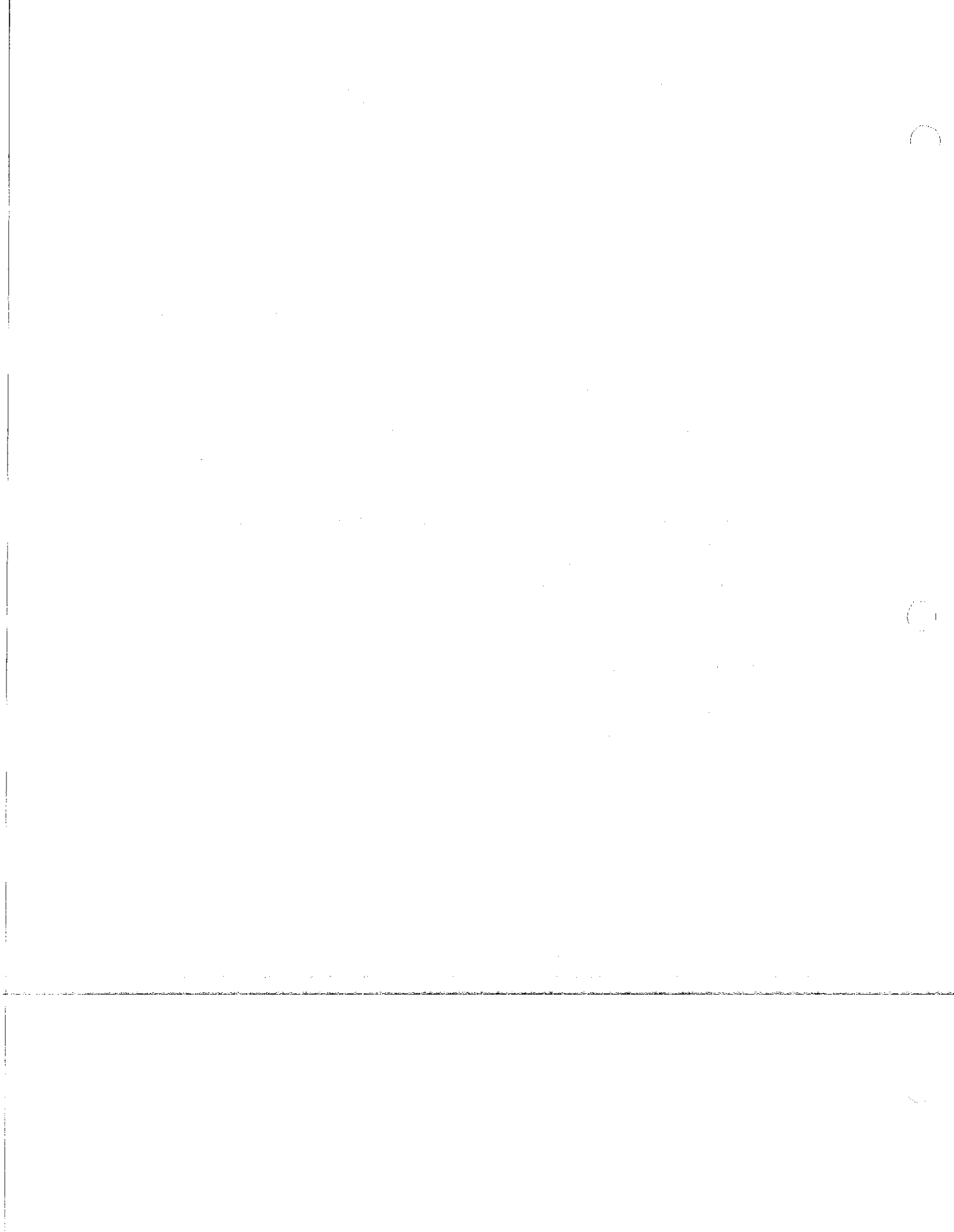
The ARB Committee meets the first Wednesday of the month. Completed applications must be submitted to the BSMA office by the fourth Friday of the prior month.

**All applicants must submit a completed application to BSMA with the following required supporting materials:**

- Two (2) signatures from your Village ARB are required.
- Provide a current Certificate of Liability and Workers' Compensation Insurance from the contractor naming BSMA, 2701 NW 64th Blvd, Boca Raton, FL 33496, and the homeowner as additionally insured. (Some Villages may also require the Village to be listed as additionally insured.)  
The BSMA Certificate of Insurance must include the following statement:  
**"BSMA listed as an additional insured with respect to general liability."** Insurance coverage must remain active until the project is completed.
- Unexpired Contractor's Business License or Certificate of Competency
- Along with the required Certificate of Insurance (COI), proof of Auto Insurance must also be submitted. Acceptable proof of auto insurance includes an insurance ID card, policy declaration page, or insurance binder.
- Signed Waiver Form
- A refundable \$500 deposit check for a dumpster and/or port-o-let, payable to BSMA, must be submitted with the application if applicable.
- Surveys, drawings, photos, color samples, and material samples (if applicable)
- Any and all compliance requirements required by the Village must be approved by the Village and included in the application packet.
- If the homeowner is performing the work personally, the standard waiver form must be submitted and notarized. Any and all compliance requirements by the Village must be qualified by the Village and included in the packet.

**No project may begin until all materials are on-site and ready for installation. Materials may not be stored on the property.**

**ARB applications are uploaded weekly to the online portal. Please ensure your application has been properly approved by your village and includes all required supporting documents before submitting it to BSMA. Incomplete applications will not be accepted. Submit your application to [bsmaarb@brokensound.us](mailto:bsmaarb@brokensound.us)**



# BROKEN SOUND

MASTER ASSOCIATION

Dear Members,

Broken Sound Master Association (BSMA) is pleased to introduce a revamped Architectural Review Board (ARB) procedure. This community-wide program will ensure a consistent approach to improvements and renovations within Broken Sound. This will ensure that we enhance enjoyment and protect the value of our greatest assets, our homes.

In accordance with the BSMA governing documents, Article VII of the BSMA Declaration of Maintenance Covenants, guidelines have been established to ensure that all renovations, improvements, and repairs to residences within Broken Sound are completed in compliance with all State of Florida and Palm Beach County building codes, Master Association and Village Association rules, in order to ensure the compatibility within communities of Broken Sound.

The ARB Committee is comprised of residents of the Broken Sound Community who are appointed by the BSMA Board of Directors. The committee is assisted by BSMA staff.

The ARB Committee reviews applications in order to determine if the plans for improvements and renovations conform to the construction and appearance standards as outlined in Article VII of the Declaration. In addition, each Village has their own design requirements that must be adhered to by any owner requesting approval in that association. Florida Statutes and local ordinances require that permits be obtained prior to erecting, altering, constructing or installing buildings, structures or service systems. In addition, the law requires that the construction be inspected at specified phases by qualified personnel to ensure compliance with the required Building and Zoning Department. The ARB reserves the right to enact requirements that are stated in BSMA's documents and regulations. Failure to abide by ARB permit requirements may result in stop of work and suspension of permit pending review by BSMA. Violations of the ARB process could result in fines, work delays and/or appearance before the Grievance Committee.

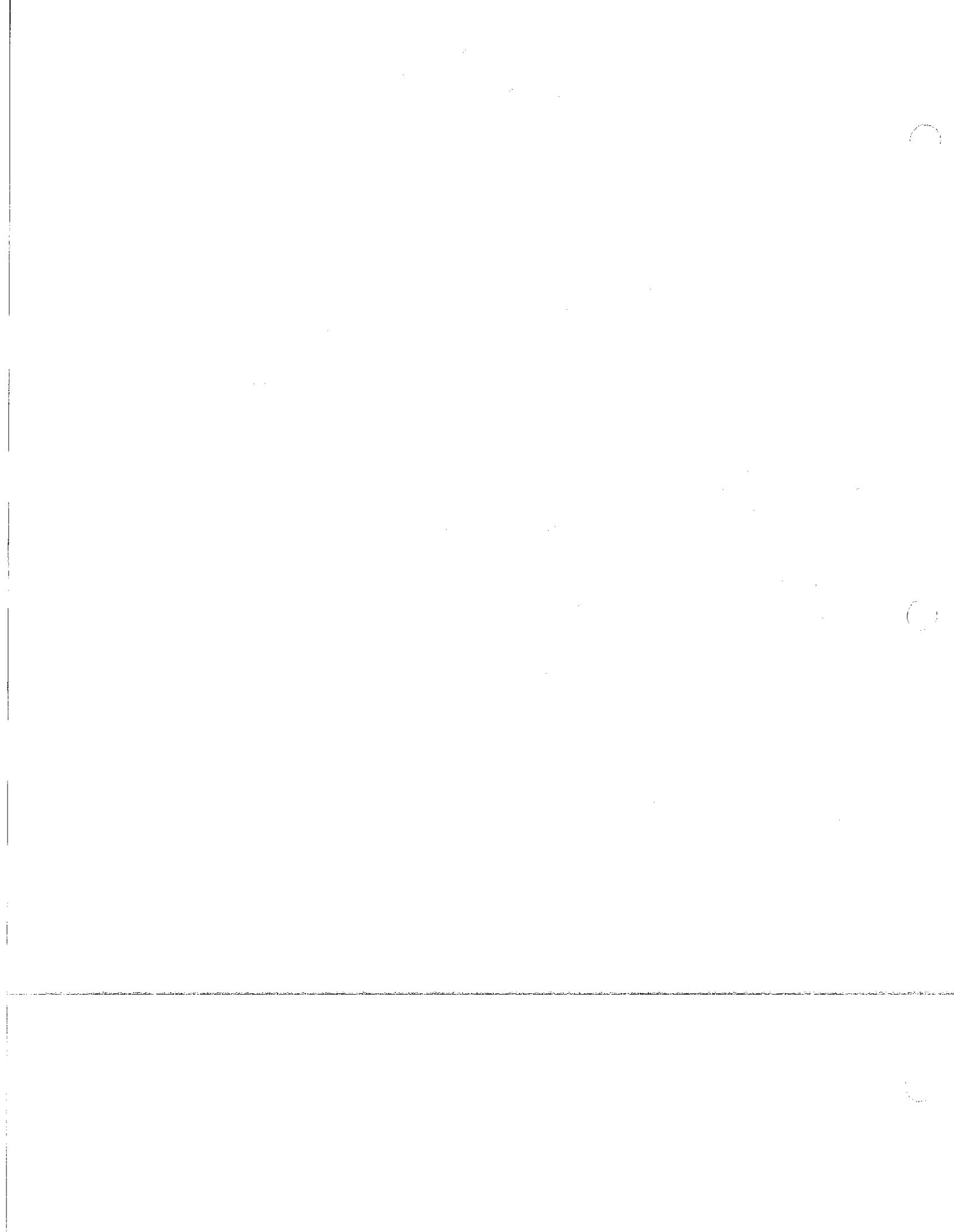
Regardless of the need for ARB approval and/or permits for any project that you may be contemplating at your residence, we urge you to thoroughly review the credentials, proof of insurance, and references of any vendor that you may be considering. It is recommended that any project have a signed contract containing a start date and completion date. **Note:** Some companies in FL exempt themselves from worker's compensation insurance. Please be aware that if your contractor, or their employees, is injured while working on your property and they don't have workers compensation insurance, **YOU** could be liable for that injured person's medical bills and lost wages. **Homeowners** should check with their HO3 (homeowners) policy to see what coverage they have for (1) medical payments and (2) occasional labor.

Palm Beach County has a certification division that may be a beneficial resource. You can reach them at 561-233-5530 or go to [www.pbcgov.com/pzb/contractors](http://www.pbcgov.com/pzb/contractors) for their website. If you have any questions, please contact the BSMA office at 561-998-5813.

Sincerely,

Initial \_\_\_\_\_

Broken Sound Master Association



# BROKEN SOUND

MASTER ASSOCIATION

Broken Sound Master Association

Architectural Review Board Application

Date Submitted: \_\_\_\_\_

Name of Applicant/Homeowner: \_\_\_\_\_

Address: \_\_\_\_\_ Village: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

## Application for (please check)

- Painting** – Submit color sample for each location
- Exterior Changes** – Any alterations/repairs to outside of home must be approved by the ARB Committee
- Roof Replacement** – No roofing or siding is to be removed without availability of replacement material

Description/Color \_\_\_\_\_ Attach picture to application

- Landscaping/Alteration/Addition**– Submit site plan & survey, show all dimensions and property line setbacks

Detailed description of any work which will be done: \_\_\_\_\_

- Windows/Doors/Pool/Patios/Driveways/Walkways/Garage Doors** – Submit pictures, color choice and product description
- Generators/Tanks** – Submit survey of property and location of all equipment

**Homeowner is responsible for all permits and for meeting all codes that may apply**

Name of Contractor: \_\_\_\_\_ Contractor License Number: \_\_\_\_\_

**Contractors must restore property to as-found conditions upon completion of work**

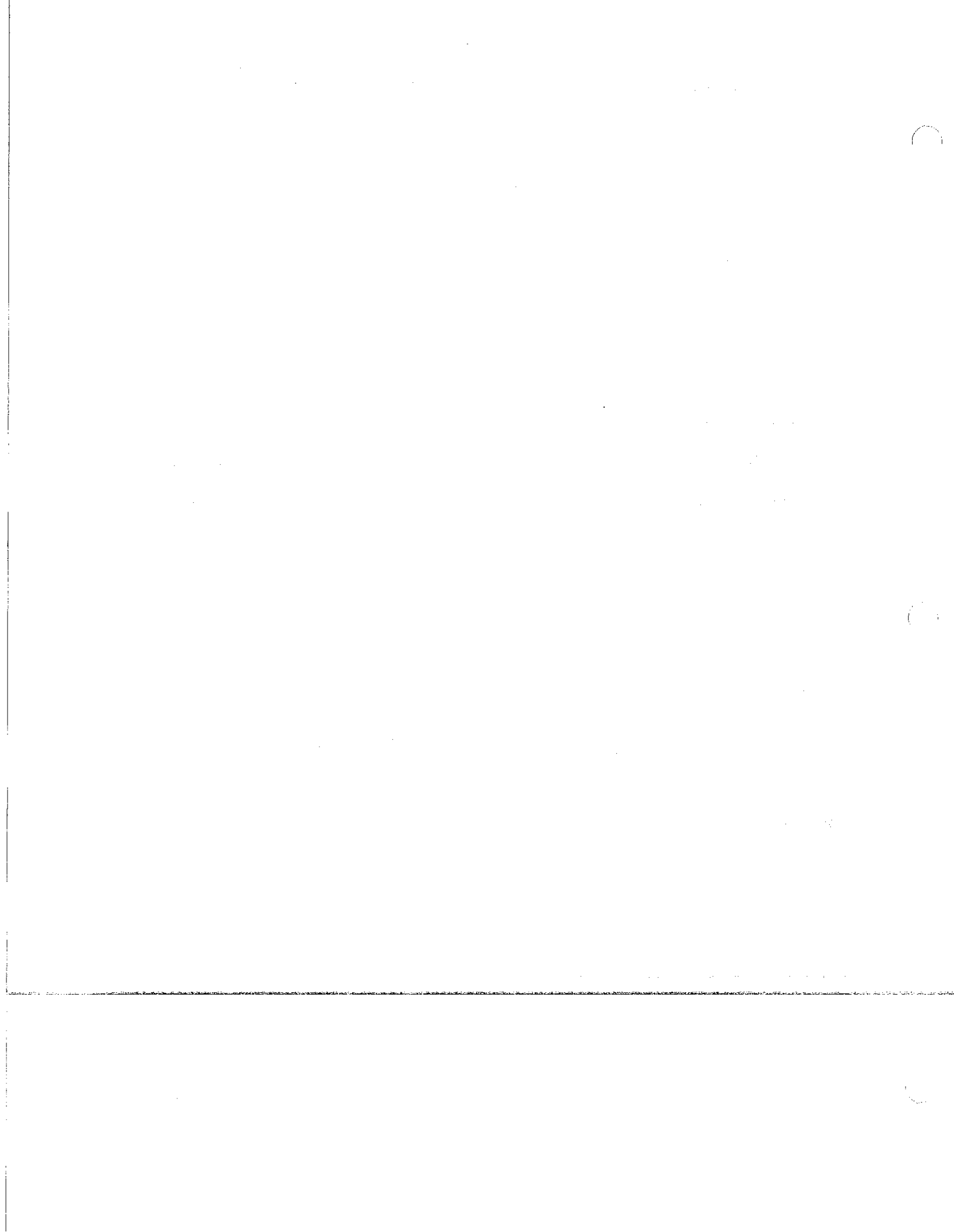
**Homeowner is responsible to pay** for and repair any and all damage done to the common areas as a result of the installation.

**The work is not to be started until this application is approved by the BSMA ARB.** Please advise your architect and/or contractor of this procedure.

The Property Owner's Association and the BSMA ARB are deemed, and you hereby hold them harmless due to any delay and other problem that may arise during construction.

(If construction has not begun within ninety (90) days after approval, please notify the BSMA office).

Applicant/Homeowner Signature: \_\_\_\_\_



**BROKEN  SOUND**  
**MASTER ASSOCIATION**  
**Waiver of Liability**

Print Name \_\_\_\_\_, (hereinafter "Owner") of

Address/Unit \_\_\_\_\_, Boca Raton, FL 33496, "unit" of

Village \_\_\_\_\_, hereinafter "Village"/Association" has submitted plans and specifications or other required items to the Architectural Review Board of THE BROKEN SOUND MASTER ASSOCIATION (hereinafter "Master Association") and seeks approval for addition, change, or alteration at the above-mentioned unit.

Owner shall be responsible for all costs and expenses in the addition, change or alteration at said Unit. All such work must be completed in a good and workmanlike manner in accordance with all applicable laws, ordinance, rules, regulations and requirements of all governmental bodies or officers having jurisdiction over such work, and before such work is commenced, all required permits and authorizations shall be obtained by Owner, and copies shall be provided to BSMA.

Owner shall pay all costs, expenses and damages to repair and/or replace any portion of Master Association or Village common area damaged by subcontractors, material, men, mechanics, or other third parties rendering goods or services to said Address. Owner shall also be responsible for all costs incurred by Master Association Board or Village Board in enforcing the Architectural Review Board Official Procedure, including costs to dismantle/destroy, transport and properly dispose of incomplete or undue improvements and restore the area to its original condition. In the event that said costs and expenses are not paid to the Master Association Board or Village Board within forty-five (45) days written notice, the Master Association or Village Association shall have the right to levy an assessment against the address for said costs and expenses. The Master Association or Village Association shall have all remedies for non-payment of assessments, including, but not limited to lien rights, as further contemplated in the respective Declarations of the Master Association and Village Associations.

The owner expressly understands that Master Association and Association approval or disapproval will be based on grounds, including, without limitation, aesthetic reasons, to maintain and protect the value of property within Broken Sound. The owner shall seek architectural and engineering opinions on said plans from reputable professionals in the field and shall not request or rely on Master Association or Association for these opinions.

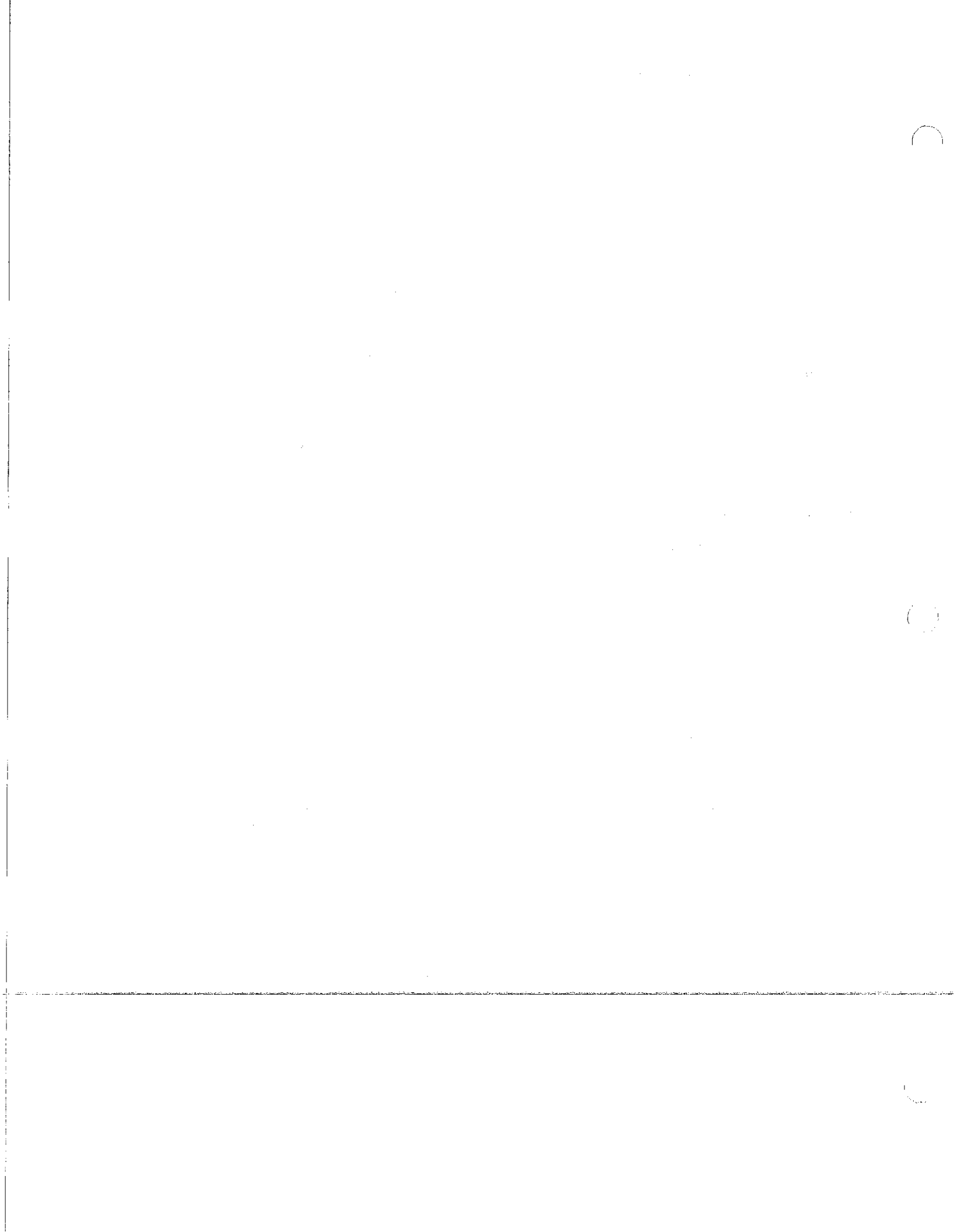
Owner shall indemnify and hold Master Association and Association free and harmless from and against any and all liability caused by or arising from any acts, of owner, contractor, subcontractor, or any of their agents, licensees, or invitees, and from any loss, claim or damage by reason of any injury, accident or damage to any person or property, including common areas of the Master Association and the Association arising out of or in any way relating to the addition, change or alteration at the Address, occasioned wholly or in part by any act of omission of Owner, any contractor, or any third party rendering goods or services. In the event that the Master Association and the Association shall be made a party to any litigation commenced against Owner concerning the addition, change or alteration at the Unit, then Owner shall defend, protect and hold the Master Association and the Association harmless and pay attorneys' fees, costs and expenses incurred by them in connection with such litigation, through all levels of appeal. Master Association and the Association shall have the right to choose their own counsel in such instance.

In connection with any dispute, litigation, enforcement, or interpretation of this Waiver of Liability, Master Association and the Association shall be entitled to recover reasonable attorneys' fees, including appellate and post-judgment proceedings, cost and expenses.

**This WAIVER OF LIABILITY has been executed on the \_\_\_\_\_ day of 20\_\_\_\_\_.**

\_\_\_\_\_  
**OWNER - Signature**

\_\_\_\_\_  
**OWNER - Signature**



# BROKEN SOUND



## MASTER ASSOCIATION

### Request for ARB Committee and Village Review

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Village: \_\_\_\_\_

Property Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Village President: \_\_\_\_\_

General Contractor & Subcontractors

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Certificate of Insurance per Instruction below \*

*\*See sample Certificate enclosed on final page.*

Commercial General Liability: Minimum limits of \$1,000,000 per occurrence, \$2,000,000 general aggregate, including Products and Completed Operations. Separate certificates naming BSMA, your village and yourself must be named as additional insured and be listed as the certificate holder.

Automobile Liability: Proof of vehicle insurance required

Workers' Compensation: Minimum limits of \$100,000 per occurrence for accident and disease. \$500,000 policy limit.

Insurance shall be primary and noncontributory with a waiver of subrogation

**Provide a brief description of the proposed addition, alteration, improvement, or other work to be completed.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
**\*Village Board Signature**

\_\_\_\_\_  
Print name Date

\_\_\_\_\_  
**\*Village Board Signature**

\_\_\_\_\_  
Print name Date

**Dumpster on site?** Yes No

Dumpster installation date: \_\_\_\_\_ will be on site for approximately \_\_\_\_\_ days.

*And/or*

**Port-o-let on site?** Yes No

Port-o-let install date: \_\_\_\_\_ will be on site for approximately \_\_\_\_\_ days.

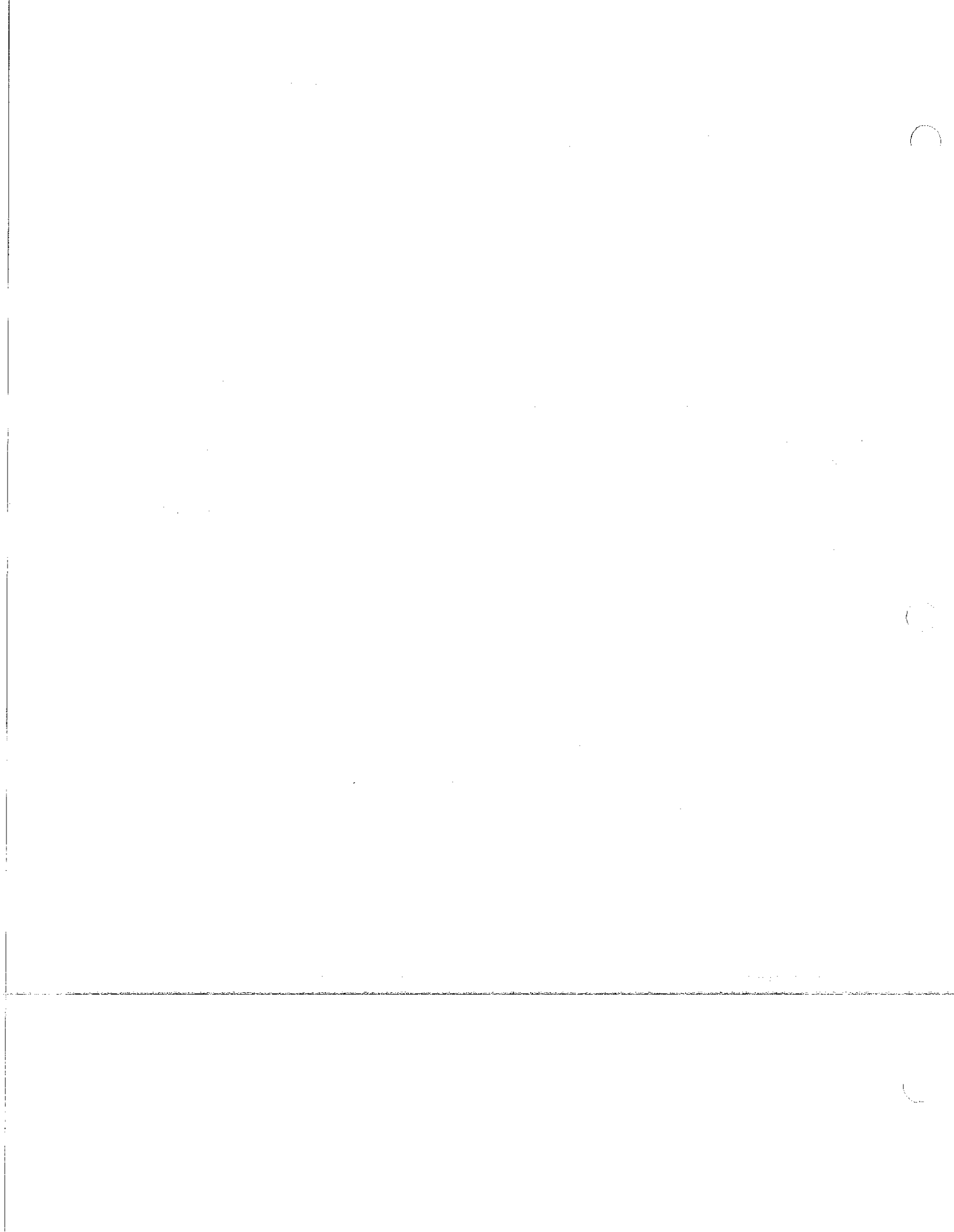
If circled, please submit **\$500** refundable Deposit at time of application in the form of a Check payable to BSMA. After being on site for

120 days, must reapply Initial \_\_\_\_\_

**\*\* I acknowledge that as a current village board member, I understand and approve any impact to the appearance of my village from this ARB application, and BSMA may rely on my signature as a basis to approve this application.**

\_\_\_\_\_  
**ARB Approval** Date

\_\_\_\_\_  
**ARB Approval** Date



# BROKEN SOUND

## MASTER ASSOCIATION

This application must be completed in full before it is submitted to the BSMA office. Application must be signed by the Village ARB before submitting it to BSMA. **Incomplete applications** will be returned to applicant and a fee of \$25 will be charged to resubmit. A **non-refundable** fine will be imposed for any work started prior to ARB approval.

All ARB applications are **due by the third Friday** of the month.

The BSMA ARB Committee will review applications on the first Wednesday of the month.

**Rush** requests will be on an emergency basis only (example: roof leaks).

Application **MUST** include all items listed in this section:

- An application form completed in full, approved and signed by Village ARB
- A signed Waiver of Liability form completed by homeowner (page 4)
- Unexpired Contractor's License or Certificate of Competency
- Unexpired Contractor's Liability and Worker's Comp Insurance that names both the homeowner and BSMA as additionally insured (some Villages may want to be named as well). Must remain active until project completed.
- If the contractor is exempt from Worker's Comp or does not carry policy, the owner requesting the work needs to submit a notarized Waiver Form accepting responsibility for any damages to common areas or any injuries.
- Deposit check if required

Application **MUST** include any of the items below that pertain to the work requested

- **Surveys**
- **Drawings / Photos**
- **Color Samples**
- **Material Samples**
- **811 Utilities Flag Check**

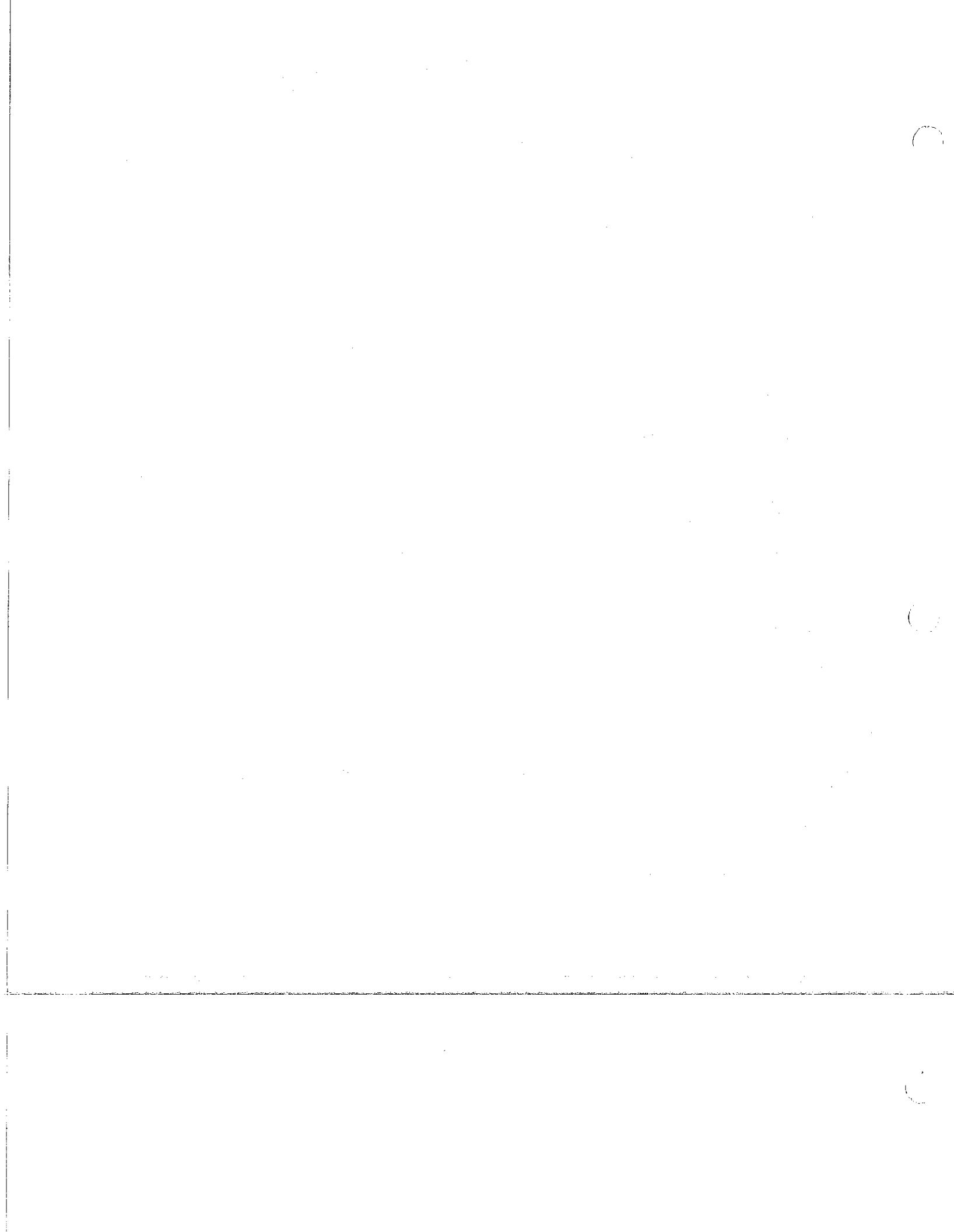
The homeowner is responsible for all contractor's actions while working on property.

All compliance requirements by the Village must be qualified by the Village and included with the applications.

**Completion Schedules:** Failure to comply with the timeframes below may result in a **\$100 fine** per day until completion

- New construction: 12 months of ARB approval letter
- Remodel construction: 6 months of ARB approval letter
- New Roof: 3 months of ARB approval letter
- Other: less than 6 months of ARB approval letter
- Work not completed within the allotted time requires a request for an extension to be submitted to the ARB Committee.
- It is the responsibility of the Homeowner/Resident to notify BSMA of date of commencement of work. If work does not begin immediately, please call BSMA 561.998.5813 with details to avoid a possible fine.

Initial \_\_\_\_\_



# SAMPLE

## CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): \_\_\_\_\_

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

**PRODUCER**

Agency Name: \_\_\_\_\_  
 Address: \_\_\_\_\_  
 City, State, ZIP: \_\_\_\_\_  
 License #: \_\_\_\_\_

CONTACT NAME: \_\_\_\_\_  
 PHONE (A/C, No, Ext): \_\_\_\_\_  
 FAX (A/C, No): \_\_\_\_\_  
 E-MAIL ADDRESS: \_\_\_\_\_

INSURER(S) AFFORDING COVERAGE	NAIC #
-------------------------------	--------

**INSURER A:**

INSURER B: \_\_\_\_\_

INSURER C: \_\_\_\_\_

INSURER D: \_\_\_\_\_

INSURER E: \_\_\_\_\_

INSURER F: \_\_\_\_\_

**INSURED**

Vendor / Vendor's Name and Address (include DBA if applicable): \_\_\_\_\_

**COVERAGES**

CERTIFICATE NUMBER: \_\_\_\_\_

REVISION NUMBER: \_\_\_\_\_

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

NSR TR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	COMMERCIAL GENERAL LIABILITY [ ] CLAIMS-MADE [ ] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: [ ] POLICY [ ] PROJECT [ ] LOC OTHER: _____	X	X	_____	_____	_____	EACH OCCURRENCE: \$1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence): \$100,000 MED EXP (Any one person): \$5,000 PERSONAL & ADV INJURY: \$1,000,000 GENERAL AGGREGATE: \$2,000,000 PRODUCTS - COMP/OP AGG: \$2,000,000
B	AUTOMOBILE LIABILITY [ ] ANY AUTO [ ] OWNED AUTOS ONLY [ ] SCHEDULED AUTOS [ ] HIRED AUTOS ONLY [ ] NON-OWNED AUTOS ONLY			Proof of Vehicle Insurance Required	_____	_____	COMBINED SINGLE LIMIT (Ea. accident): \$ _____ BODILY INJURY (Per person): \$ _____ BODILY INJURY (Per accident): \$ _____ PROPERTY DAMAGE (Per accident): \$ _____
C	UMBRELLA LIAB [ ] OCCUR EXCESS LIAB [ ] CLAIMS-MADE DED [ ] RETENTION \$ _____			Not Applicable N/A	_____	_____	EACH OCCURRENCE: \$ _____ AGGREGATE: \$ _____
D	WORKERS' COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [ ] Y/N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below			or Certificate of Exemption	_____	_____	[X] PER STATUTE / OTHER: E.L. EACH ACCIDENT: \$100,000 E.L. DISEASE - EA EMPLOYEE: \$100,000 E.L. DISEASE - POLICY LIMIT: \$500,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

**BSMA**

**Broken Sound Master Association – ADDITIONAL INSURED WITH THE RESPECT TO GENERAL LIABILITY**

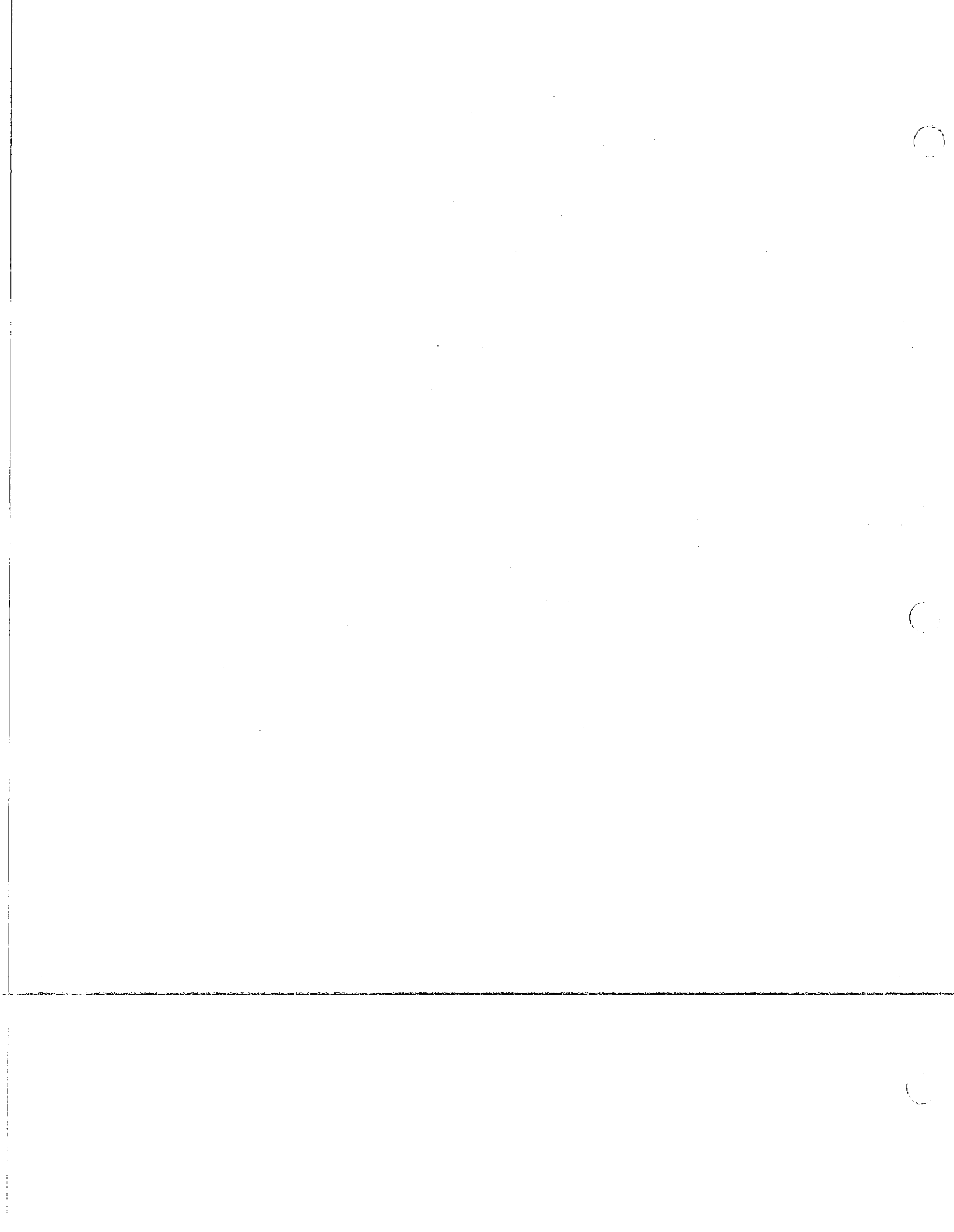
**CERTIFICATE HOLDER**

BSMA  
 Broken Sound Master Association  
 2701 NW Blvd  
 Boca Raton, FL 33496

**CANCELATION**

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

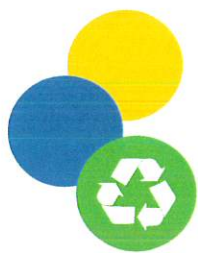
**AUTHORIZED REPRESENTATIVE**





of Palm Beach County

SWA.org/RecycleRight



# Recycle Right

-everyday-



## Blue Gets

Plastic Bottles and Containers

- Lids on; 2 gallons or less

Cans, Food and Beverage

Glass Bottles and Jars

- Lids off

Cartons, Milk and Juice

- Lids on

Drink Boxes

- No pouches



- Plastic Bags
- Foam Products
- Aluminum Foil or Pans
- Shredded Paper
- Plastic Eating Utensils or Straws
- Paper Plates
- Paper Towels or Napkins
- Coat Hangers
- Light Bulbs
- Needles



## Yellow Gets

Cardboard

- Cut and flattened to 36-inches x 36-inches or less

Newspaper and Inserts

- No plastic bags

Office and School Paper

Mail

Magazines

Dry Food Boxes

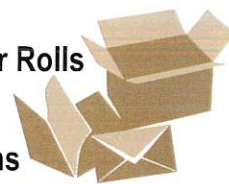
- No food stains

Paper Bags

Cardboard Paper Rolls

Pizza Boxes

- No food stains



For Recycling Bins, Call 866-NEW-BINS (639-2467)

\* - This cart is only available to multi-family complexes

\*\* - This bin is provided for curbside collection

Solid Waste Authority of Palm Beach County ~ 7501 N. Jog Road, West Palm Beach, FL 33412



SWA.org

# RECYCLE

Your Home Chemical Hazards

*Pollution Prevention Starts at Home!*



# HCRC

Home Chemical and Recycling Centers

## Palm Beach County

# LOCATIONS

- ★ Belle Glade
- ★ Delray Beach (east)
- ★ Delray Beach (west)
- ★ Jupiter
- ★ Lantana
- ★ Royal Palm Beach
- ★ West Palm Beach

**FREE**  
Drop off

*Learn More!*

[SWA.org/HCRC](http://SWA.org/HCRC)

*\*PBC Residential disposal only. For commercial disposal, call 561-687-1100.*

HD Service is included in your television package and channels are provided in HD when available.

**DIGITAL FAVORITES**

2	ABC 25 WPBF	114	Newsmax TV	243	TBS	476	BET Gospel	9933	Groove (Disco & Funk)
4	CBS 12 WPEC	115	NewsNation	244	TNT	477	BET Her		
5	NBC 5 WPTV	116	One America News	245	Toku	478	BET Jams	9934	Dance Clubbin'
6	FOX 29 WFLX	117	FOX Weather	246	TruTV	479	BET Soul	9935	Holiday Hits
7	CW 34 WTVX	125	FanDuel Sports Florida	247	TV Land	480	CMT Music	9936	Classic Rock
8	MyNetwork TV WTCN	126	FanDuel Sports Florida	248	USA Network	482	MTV Classic	9937	Alternative
9	PBS 2 WPBT		Overflow	249	VH1	483	MTV Live	9938	Rock
10	PBS WLRN	127	FanDuel Sports Sun	250	VICE	484	MTV2	9939	Heavy Metal
11	PBS 42 WXEL	128	SEC Network	326	Animal Planet	485	MTVU	9940	Alt Rock Classics
16	Bounce TV WFLX	130	ACC Network	328	Discovery Channel	575	Jewish Broadcasting	9941	The Blues
20	Comet WPEC	131	Big Ten Network	331	Freeform		Service (JBS)	9942	Adult Alternative
21	Court TV WHDT	132	Big Ten Network	332	Great American Family	576	Jewish Life TV (JLTV)	9943	Folk Roots
22	Nosey WLTV		Overflow	333	History	577	EWTN	9944	Alt Country/Americana
24	CTN 61 WFGC	134	YES National	334	Investigation	578	INSP	9945	Hot Country
34	getTV WAMI	135	ESPN		Discovery	579	Living Faith Network	9946	No Fences
36	Better Tomorrow,	136	ESPN2	336	Nat Geo Wild	580	Positiv TV	9947	Country Classics
	Today WAMI	137	ESPNNews	337	National Geographic	581	Shalom World	9948	Bluegrass
40	ION 67 WPXP	138	ESPNU	351	Cartoon Network	582	SonLife	9949	Christian Pop & Rock
44	MeTV WPBF	140	FOX Sports 1	352	Disney Channel	583	TBN	9950	Gospel
56	TBD WWHB	141	FOX Sports 2	353	Disney Junior	600	Alive TV	9951	Soul Storm
62	Charge! WPEC	143	Golf Channel	354	Disney XD	601	Enrich 2	9952	Hip-Hop/R&B
64	South Florida's 9	144	MLB Network	355	Nick Jr.	602	Jewelry TV	9953	Classic R'n'B & Soul
	WHDT	147	NFL Network	356	Nickelodeon	603	HSN	9954	Hip Hop
69	Grit WHDT	149	NHL Network	357	NickMusic	604	GEM Shopping	9955	Jazz Masters
75	Create TV WPBT	150	Tennis Channel	358	Nicktoons		Network	9956	Jazz Now
79	The Health Channel	200	Cooking Channel	359	TeenNick	605	QVC	9957	Smooth Jazz
	WPBT	201	Magnolia Network	375	Bravo	606	Shop LC	9958	The Chill Lounge
90	BeaconTV WBEC	202	Food Network	376	Lifetime	607	ShopHQ	9959	The Spa
91	Boca TV	203	HGTV	377	Lifetime Real Women	608	ShopHQ Health	9960	Easy Listening
92	Martin County TV	204	Travel Channel	378	OWN	625	Telemundo 51 WSCV	9961	Popular Classical
93	PBC TV Channel 20	225	A&E	379	Oxygen	626	Univision 23 WLTV	9962	Classic Masters
94	Riviera Beach TV	226	AMC	380	TLC	627	UniMás 69 WAMI	9963	Chamber Music
95	Wellington TV	227	AWE	381	WE tv	629	America TeVe WJAN	9964	Broadway
100	The Weather Channel	228	BET	404	Discovery Turbo	633	TeleXitos WSCV	9965	Eclectic Electronic
101	BBC News	229	CMT	425	FX Movie Channel	728	Galavision	9966	Y2K
102	Bloomberg	230	Comedy Central	427	HDNET Movies	734	UNIVERSO	9967	TikTok Radio
103	CNBC	232	E!	428	Lifetime Movie	834	i24NEWS	9968	Éxitos Tropicales
105	CNN	233	FX		Network	9925	Hit List	9969	Éxitos del Momento
107	C-SPAN	234	FXX	430	Paramount Network	9926	Pop Adult	9970	Retro Latino
108	C-SPAN2	235	FYI	433	Turner Classic Movies	9927	Swinging Standards	9971	Ritmos Latinos
109	C-SPAN3	236	getTV	450	BBC America	9928	Jukebox Oldies	9972	Rock en Español
110	FOX News	238	Hallmark Channel	451	IFC	9929	Flashback 70's	9973	Romance Latino
111	FOX Business Network	240	LOGO	452	Ovation	9930	Everything 80's	9974	Kid's Stuff
112	HLN	241	MTV	453	Sundance TV	9931	Nothin' but 90's		
113	MS NOW	242	Syfy	475	AXS TV	9932	Maximum Party		

**DIGITAL PREMIUM**

104	CNBC World	329	Discovery Family	409	Sportsman Channel	901	STARZ ENCORE		Family
106	CNN International	330	Discovery Life	426	Hallmark Mystery		Classic	906	STARZ ENCORE
231	Crime & Investigation	335	Military History	431	ShortsTV	902	STARZ ENCORE		Westerns
237	GSN	338	Science	432	Sony Movies		Action	907	STARZ ENCORE en
239	Hallmark Family	350	Boomerang	481	FUSE	903	STARZ ENCORE		Español
325	American Heroes	400	beIN Sports	486	REVOLT		Suspense	908	STARZ ENCORE West
	Channel	401	The Cowboy Channel	702	TUDN	904	STARZ ENCORE Black		
327	Destination America	407	Outdoor Channel	900	STARZ ENCORE	905	STARZ ENCORE		

**THE WORKS**

850	HBO	852	HBO Comedy	855	HBO Movies	857	HBO West	861	SHOWTIME 2
851	HBO Hits	854	HBO Drama	856	HBO Latino	860	SHOWTIME	862	SHO x BET

863	SHOWTIME Extreme	869	TMC	878	STARZ Cinema	884	RetroPlex	898	Cinemax West
864	SHOWTIME Family Zone	870	TMC Xtra	879	STARZ Comedy	890	Cinemax		
		871	Flix	880	STARZ Kids & Family	891	Cinemax en Español		
865	SHOWTIME Next	875	STARZ	881	STARZ West	892	Cinemax Classics		
866	SHOWTIME Showcase	876	STARZ Edge	882	MoviePlex	893	Cinemax Action		
867	SHOWTIME Women	877	STARZ in Black	883	IndiePlex	894	Cinemax Hits		
868	SHOWTIME West								

## FISION STREAM

9728	CNN Headlines	9757	Antiques Roadshow	9785	MLB	9816	MTV Biggest Pop	9868	American Classics
9729	NBC News Now		UK	9786	World Poker Tour	9817	Yo! MTV	9869	Electric Now
9730	CBS News 24/7	9759	Doctor Who Classic	9787	Lucha Libre AAA	9818	Vevo R&B	9871	True History
9731	CBS News New York	9760	Pluto TV Cars	9788	Tosh.0	9820	Vevo Pop	9873	NatureVision
9732	CBS News Los Angeles	9762	The Price Is Right: The Barker Era	9789	TV Land Sitcoms	9821	Vevo '70s	9874	Journey
9733	Sky News	9763	BUZZR	9790	Wild 'N Out	9822	Vevo '80s	9875	PowerNation
9734	TODAY All Day	9764	Deal or No Deal	9794	Anime All Day	9823	Vevo '90s	9876	MOTORVISION.TV
9735	70's Cinema	9765	COPS	9795	One Piece	9824	Vevo 2K	9878	Revry
9736	80's Rewind	9766	Pluto TV True Crime	9796	Naruto	9825	CMT Equal Play	9879	Filmrise Food
9737	90's Throwback	9767	Forensic Files	9797	Yu-Gi-Oh	9826	Vevo Country	9880	Gusto TV
9738	BET Cinema	9768	Cold Case Files by A&E	9798	Nick Jr. Pluto TV	9851	Accuweather NOW	9881	Tastemade
9739	Pluto TV Westerns			9799	Dora TV	9853	Scripps News	9882	Bon Appetit
9740	Pluto TV Action	9769	The New Detectives	9800	Little Angel's Playroom	9854	Cheddar News	9884	QVC
9741	Pluto TV Horror	9770	Pluto TV Crime Drama	9801	Nickelodeon en español	9855	USA Today	9885	Architectural Digest
9742	Pluto TV Terror	9771	CSI	9803	The Walking Dead en Español	9856	Law & Crime	9886	Complex
9743	Pluto TV Fantastic	9772	Midsomer Murders	9804	Cine Terror	9857	Hallmark Movies & More	9889	HSN
9744	Pluto TV Sci-Fi	9774	This Old House	9805	Cine en español	9858	CineLife	9890	FailArmy
9745	Pluto TV Comedy	9775	America's Test Kitchen	9806	Crímenes imperfectos	9859	Swerve Combat	9891	The Pet Collective
9747	Pluto TV Drama	9776	ET	9807	Investiga	9860	Filmrise Free Movies	9893	People Are Awesome
9748	Pluto TV Romance	9777	MTV Pluto TV	9809	Comedy Central en Español	9861	Filmrise Family	9894	Just for Laughs & Gags
9750	Pluto TV Spotlight	9779	Love & Hip Hop	9813	Live Music	9862	The Asylum	9895	Mobcrush
9751	Paramount Movie Channel	9780	Black Ink Crew	9814	MTV Flow Latino	9863	Maverick Black Cinema	9898	SportsWire
9753	Star Trek	9781	All Reality by WE TV	9815	MTV Spankin' New	9864	SHOWTIME Family Zone	9899	beIN Sports XTRA
9754	Stories by AMC	9782	FOX Sports			9865	theGrio		
9755	BET Pluto TV	9783	CBS Sports HQ			9866	Unsolved Mysteries		
		9784	NFL Channel			9867	Filmrise Classic TV		

## PREMIUMS A LA CARTE

<b>HBO</b>		<b>CINEMAX</b>		875	STARZ	883	IndiePlex	865	SHOWTIME Next
850	HBO	890	Cinemax	876	STARZ Edge	<b>SHOWTIME, TMC &amp; FLIX</b>		866	SHOWTIME Showcase
851	HBO Hits	891	Cinemax en Español	877	STARZ in Black	860	SHOWTIME	867	SHOWTIME Women
852	HBO Comedy	892	Cinemax Classics	878	STARZ Cinema	861	SHOWTIME 2	868	SHOWTIME West
854	HBO Drama	893	Cinemax Action	879	STARZ Comedy	862	SHO x BET	869	TMC
855	HBO Movies	894	Cinemax Hits	880	STARZ Kids & Family	863	SHOWTIME Extreme	870	TMC Xtra
856	HBO Latino	898	Cinemax West	881	STARZ West	864	SHOWTIME Family Zone	871	Flix
857	HBO West	<b>STARZ</b>		882	MoviePlex				

## SPORTS PACKAGE

<b>SPORTS PACKAGE</b>	148	NFL RedZone	405	Next Level Sports	410	FanDuel TV		Network	
142	FOX Soccer Plus	400	beIN Sports	407	Outdoor Channel	411	FanDuel Racing	702	TUDN
145	MLB Strike Zone	403	RACER	409	Sportsman Channel	412	World Fishing		

## EN ESPAÑOL

<b>EN ESPAÑOL</b>	725	CanalSur	733	TVE	800	Ultra Banda	807	Ultra Kidz	
650	CNN en Español	726	Caracol	750	Discovery en Español	801	Ultra Cine	808	Ultra Luna
675	ESPN Deportes	729	NTN24	751	Discovery Familia	802	Ultra Clasico	809	Ultra Macho
676	FOX Deportes	730	RCN Novelas	752	History en Español	803	Ultra Docu	810	Ultra Mex
700	beIN Sports en Español	731	RCN Nuestra Tele International	753	Nat Geo Mundo	804	Ultra Familia	811	Ultra Tainment
703	TyC Sports	732	Tr3s	775	Sony Cine	805	Ultra Fiesta		
				776	VideoRola	806	Ultra Film		

## INTERNATIONAL

<b>ARABIC PACKAGE</b>		<b>TV GLOBO</b>		<b>MEDIASET ITALIA</b>		<b>TV5MONDE</b>	
847	Sky News Arabia	825	TV Globo	829	Mediaset Italia	833	TV5MONDE
848	Al Araby	<b>CCTV-4</b>		<b>RTN</b>		<b>THE ISRAELI NETWORK</b>	
849	Dubai TV	843	CCTV-4	839	RTN	835	Israel+

# ENTRANCE IQ APP USER MANUAL

## Log in

- Enter your email and password

## How can I add a guest?

- Click on the guest icon bottom left corner
- Then click on the + sign on the upper right corner
- Enter information
- Don't forget to hit save

## How do I delete a guest?

- Go on your guest list
- Click the name of the guest you wish to delete
- Click the pen icon on the upper right-hand corner
- Scroll down to the page until you see **Delete guest**
- Click Delete guest and save.

## Where is my pin for the gate?

- click on the account icon on the bottom right-hand corner
- click on the eye icon . pin will show

## Where do my notifications go?

- Go under account make sure you are allowing notifications
- Go under settings on your device click notifications, find the EIQ app and check that notifications are allowed for the app
- If you miss a notification, on the EIQ app click on Traffic to view your current or past guest.

## How can I send my QR Code?

- Click on the guest's name
- Then click on send QR code
- Enter required information
- Click send.