



# Santa Clara Condominiums

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## Owning at Santa Clara

Congratulations on purchasing a unit at Santa Clara Condominiums, a gated community of 111 units that offers parking, heated pool, tennis courts & laundry facilities. To make things easier we have put together a packet of information you will need to know. Every resident should be listed on the registration form and is required to sign a copy of the rules and regulations. Move-in and move-outs are restricted to 9AM - 9PM everyday. The following items will need to be submitted to the office before you move in:

### Move In

- Registration Form
- Rules and Regulations signed by everyone living in the condo.
- Photo Identification of everyone living in the condo.
- Vehicle Registration for each vehicle that needs a decal.

### Leasing Unit

If you intend to lease your unit to non-owner residents, we have a separate packet for rentals that you can provide your tenants. The following items will need to be submitted to the office before they move in:

- Registration Form
- Rules and Regulations signed by everyone living in the condo.
- Photo Identification of everyone living in the condo.
- Vehicle Registration for each vehicle that needs a decal.
- Copy of the Key West Business License (Business Tax Receipt or BTR)
- Copy of Lease Agreement
- Registration fee \$100

### Pets and Animals

Santa Clara has a strict no pet policy. As required by law we make accommodations for service and emotional support animals. These animals will need to be approved before they are brought on the property. Our verification process is handled by Pet Screening. To begin the process please visit the [Santa Clara Pet Screening website](#).

### Building Access

There are two ways to access the building and parking lot. Key fobs are available for \$10 each. Simply hold these up to the screen and the gate will open. Our system is also accessible through an app for your phone. The Akuvox SmartPlus app has several features which include allowing you to see who is at the door or gate. If you have guests or deliveries coming you will need to give them instructions on how to access the building. This can be accomplished by choosing contacts or deliveries, then entering your condo number. This will call your phone directly. To update the phone number that is called or to download the app please contact the office directly.

## Parking Lot

There is 24 hour roam towing at Santa Clara. All vehicles in the parking lot need to either have a Santa Clara decal or a guest pass. Both can be acquired from the office. If your vehicle is towed from the parking lot please contact:

Anchor Towing - (305) 745-1255

## Maintenance

Santa Clara provides maintenance for the common areas of the property, but internal maintenance of the condo is the responsibility of the owner and residents. Residents need to know who to contact (owner or property manager) in the event of a maintenance issue such as a malfunctioning appliance or leak. Please be sure to check the ac filters and drain regularly.

## Pest Control

Pest control is provided monthly on the third Thursday. Notices will be emailed and posted at the front door. A licensed pest control technician and a Santa Clara employee will enter your unit to spray a mild pesticide around the floors. This treatment is intended to prevent infestation in your unit. If you already have an infestation, you may need to contract additional treatment services. It is critical that everyone in the building participates to prevent a building wide infestation.

## Rules

Santa Clara strives to maintain a peaceful and happy community. Any rule violations are sent to the owner, resident, and property manager. Failure to remedy a rule violation will result in fines and fees as applicable. Please be sure to review the rules regarding guests, noise, and facilities usage. They are in place to ensure the comfort and enjoyment of all of our residents.

## After Hours Emergencies

If there is an emergency involving fire, violence, or any other potential danger please call 911 immediately. Santa Clara has a 24 hour answering service. Calling the office number below will connect you with the answering service anytime we are unavailable. They have access to our vendors and our 24 hour on-call personnel.

If you are locked out of your condo, we have spare keys for most units. There is a \$100 lockout fee for after hours lockouts. You are also welcome to contact a local locksmith.

We are working hard to make Santa Clara the premier place to live in Key West, and we appreciate your help in keeping Santa Clara safe and enjoyable. If you have any questions please do not hesitate to reach out to our staff.

Additional information about our property can be found on the [Santa Clara Condominiums website](#).

[www.santaclarakeywest.com](http://www.santaclarakeywest.com)

Questions, comments, or concerns? Give us a call at (305) 296-0940 or email us at [santaclara3312@gmail.com](mailto:santaclara3312@gmail.com)



# Owner Registration Form

What unit(s) do you own?

Please enter contact information for all occupants below.

Owner/Resident Name	Phone	Email

Please enter contact information for emergency contacts.

Emergency Contact Name	Phone	Relation	Email

**Property Management Company** Yes or No | If Yes, please provide the following information:

<b>Agent Name:</b>		<b>Phone:</b>	
<b>Email:</b>			

**Vehicles** Yes or No

- Vehicle registrations must be turned in to receive decals for your vehicle.
- Any vehicle without a decal or guest pass is subject to towing.
- Vehicle registrations must be current.
- Bicycles also need a decal but do not require any additional paperwork.

If Yes, please list all automobiles and scooters below.

Make	Model	Year	Color	Plate

**Bicycles** Yes or No

If "Yes," how many bikes are connected to the unit



# Rules and Regulations

Please read and sign at the bottom of the third page.

1. Rules and Regulations	<p>New owners and residents are required to sign a copy of the rules and regulations.</p> <p>Any violation resulting in injury or litigation is the responsibility of the injured party.</p>
2. Management	<p>Employees of the Association are not to be sent on errands for individual unit owners nor shall any owner attempt to control the actions of an employee.</p> <p>Complaints regarding the services of the property can be made in writing to the board. Employees are not to be used for contractor access to your unit. If a contractor needs access to your unit, you are to notify the office in writing, via email. The employee will not accompany the contractor, only provide the key to your unit with your written authorization. Owner agrees that authorizing the key to be given to a contractor indemnifies the employee and the association from any theft or damage associated with the request. Key must be returned to the office before the office closes for the day.</p>
3. Do not block or leave items in hallways, entrances, sidewalks, stairways, etc.	<p>No garbage cans, doormats, shoes, supplies, or other personal property may be left in these areas. Do not park bicycles, mopeds, or any other vehicles in these areas. No bike, scooter, skateboard, etc. riding. No loitering or playing in these areas.</p> <p>Porch furniture may not be left on the walkways.</p> <p>Fire exits and common elements shall be kept clear of rubbish, debris and other materials. No smoking or vaping is permitted in lobbies, hallways, elevators, and other interior common areas.</p>
4. Building, Property, and Security	<p>Nothing is to be attached to any exterior surface including balcony floors, walls, and railings. No device that can record audio or video can be installed in the common areas except for the association security cameras that do not record audio as required by Florida law. Tampering with the safety or security systems will result in fines and repair costs.</p> <p>Anything attached to the hallway door must not protrude beyond the frame of the door and must be firmly attached. No clothes lines may be used anywhere on the property. No cooking on patios, porches, balconies, or entryways.</p> <p>No shopping carts from any retail establishment are allowed on Santa Clara property.</p>
5. Occupants	<p>Guests are welcome to stay up to 10 days. Guests over 10 days must be registered with the office. Guests occupying a unit when the owner or lessee is not present, who wish to use the recreational facilities must register with the office regardless of length of stay. Roommates must be registered with the office. Each owner planning to be absent during hurricane season should prepare their unit. Any owner planning to be absent for more than 30 days is responsible for having their unit checked regularly to prevent damage in the event of equipment failure.</p>

6. Rentals	<p>Key West business licenses must be submitted to the office. Owner must submit to the office a copy of the lease and signed rules. All occupant names must be on the lease.</p> <p>Move ins and move outs are only permitted from 9AM – 9PM.</p>
7. Unit Interior	<p>Any flooring inside the unit installed after December 1, 2023 is to be as follows: 1. Soft flooring such as carpet, vinyl, cork, or other flooring that will limit noise transfer between floors. 2. Hard flooring such as tile, wood, laminate, or other flooring that can transfer noise between floors must have an underlayment designed to limit noise.</p> <p>No washers or dryers in the units. No signs are permitted on the condominium property or in a window that could be visible from outside the unit. No combustible or explosive items or fluids may be kept inside any unit or common area, except such as required for normal household use.</p>
8. Windows and Balconies	<p>Balconies cannot be enclosed. No laundry or rugs may be hung, cleaned, or shaken from any windows or balconies. No clothes may be hung to dry on the balcony railings or anywhere else on the property. Do not allow anything to fall from the windows or balconies of the unit, including while sweeping or cleaning. Draperies and blinds should appear white from the outside and be hung neatly.</p>
9. Noise	<p>No disturbing noises should come from any unit. No loud music or entertainment from any unit. Volumes should be reduced by 11PM. Music lessons are prohibited in this building.</p>
10. E-Bikes	<p>At no time should a charging battery be left unattended. Charging of E-Bike batteries is only permitted when a resident is home and awake. Any unit with an E-Bike must carry HO6 or renter's insurance. E-Bikes must be registered with the office and residents must provide proof of required insurance. E-Bikes are not to be operated inside the building.</p>
11. Recreational Facilities	<p>No one under 14 years of age without adult supervision. Open from Dawn to Dusk. No personal items may be left. Non-resident guests must be accompanied by residents at all times.</p>
11A. Swimming Pool	<p>There is no lifeguard on duty. Swim at your own risk. Maximum capacity is 30 people. Residents are permitted no more than 4 guests per unit. No glass in the fenced pool area. No food or drinks in the pool. No amplified music, headphones only. No animals in the fenced pool area. No smoking in the fenced pool area.</p> <p>Only wearable flotation devices or pool noodles are allowed. No other flotation or inflatable items are permitted.</p>
12. Laundry	<p>Machines can be used from 8AM – 11PM.</p> <p>Any laundry left overnight is subject to removal and disposal. Do not overload washers. Do not wash large rugs. Clean dryer lint filters before each load.</p>

13. Trash	<p>Trash and refuse should be disposed of in designated areas and in accordance with the posted instructions. Do not use the rubbish chute after 10PM.</p> <p>Household trash only. No commercial trash. No loose trash. Trash must be bagged. Bags of trash should never be left on the ground.</p> <p>Large items must be brought down and placed in the dumpster or bulk pick-up area. Nothing is to be left outside the dumpster.</p> <p>The rubbish chute door is a fire door and must remain closed at all times.</p>
13A. Recycling	<p>Cannot be in plastic bags. Must be placed inside the blue bins. Items must be rinsed.</p>
14. Parking	<p>Vehicles and bikes must be registered with the Santa Clara office. All vehicles must have a current valid registration. All vehicles parked overnight must have a visitors pass or decal. Bikes, mopeds and motorcycles must be parked in designated areas. No commercial vehicles as defined in 49 U.S.C. 31132(1) subsections A-D.</p> <p>No vehicles that cannot operate on their own power. No major repairs of vehicles on the property. Vehicles not in active use for more than 30 days should be on the 3rd row.</p> <p>No trailers, boats, motor homes, travel trailers or campers.</p>
15. Animals	<p>No pets allowed. Emotional support and service animals must be approved and registered with the office prior to the animal being brought into the building.</p> <p>All animals must be leashed and under the owner's control at all times. Fixed length leashes only. Retractable leashes are not permitted.</p> <p>Owners may only walk their animals in designated areas and must clean up all waste left behind. Animals are not permitted in the pool area or recreation facilities.</p> <p>Any animal that is a nuisance or danger will be removed from the property immediately.</p>

Rev. September 27, 2023

By signing this form you acknowledge that you have received and read a copy of the Rules and Regulations of Santa Clara, and agree to abide by the Rules and Regulations.

Unit Number:		Date:	
Resident 1-Signature:			
Print Name:			
Resident 2-Signature:			
Print Name:			
Resident 3-Signature:			
Print Name:			
Resident 4-Signature:			
Print Name:			



## Automatic Monthly Fee Payment

Owners are encouraged to enroll in automatic ACH debits. Payments are made directly to our accounts at Truist Bank. You can pay online by credit card, debit card, or echeck.

1. Visit the Truist website which will allow you to make one time payments or enroll in automatic payments.

[www.truist.com/payments](http://www.truist.com/payments)

2. Click the button labeled "Pay now or enroll"

**Pay your HOA dues now, or enroll in automatic payments.**

Go green—and save time—with homeowners association payment options.

Pay now or enroll

3. Login using your Bill Pay Number, Serial Acct Number, and Unit Number

**Bill Pay Number** can be found on the automated payment email you receive on the 20th of each month. If you do not have this, email the office for the info or login to the Santa Clara website and check your account information.

**Serial Acct Number** is your unit number with five zeros in front of it. Example unit 102 would have the Serial Acct Number is 00000102.

\*If you have more than one unit, you will have to do this separately for each unit.

4. Under Recurring Automatic Payment Options - No Charge choose Association Pay Online Enrollment.

5. Select the accounts you would like to enroll and press continue. Do not be confused by the payment due months, this is showing the fiscal year not the month of enrollment. Payments are automatically withdrawn on the 3rd of each month.

6. Select your method of payment, enter your information and save.

If you have issues with the online payment system, contact us at the office and we can help you work through it. Please note we do have the ability to cancel your enrollment in automatic payments, but we do not have the ability to modify the amount or the account from which it is withdrawn. If these things need to be edited you will need to unenroll and set up a new payment arrangement.



# Unit Renovations

If you are considering renovating your unit, there are a few things you should know ahead of time. Please contact the office and let us know what you plan to do so that we can work with you accordingly.

## Floorplans

As an owner the interior look and design are completely up to you, but you cannot change the floorplan of the unit. The walls in the unit are concrete and structural which prevents them from being moved or cut through. Changes that may affect the walls in the unit require Board approval and may need an engineers certification.

## Flooring

The only space between your unit and the floor below you is 6 inches of concrete. For that reason we encourage owners to make every effort to be considerate of sound that may travel between floors. The following is from our Rules and Regulations:

**Any flooring inside the unit installed after December 1, 2023 is to be as follows: 1. Soft flooring such as carpet, vinyl, cork, or other flooring that will limit noise transfer between floors. 2. Hard flooring such as tile, wood, laminate, or other flooring that can transfer noise between floors must have an underlayment designed to limit noise.**

## Plumbing

As a condo owner you are responsible for the plumbing within your unit, and as such can change it as you see fit as long as it is to code. The Association is responsible for the drain lines that go between floors, so if you need additional tie-ins they will need to be approved. The rule of thumb we use is that condo owners are responsible for horizontal pipes and the association is responsible for vertical pipes. In other words if there is a leak under your sink, you are responsible for the plumbing bill. If a main line leaks, the association will handle the repair.

When the building was first built the original drain lines were made of cast iron. We have been slowly replacing the original pipes with PVC as the opportunity allows. **If you are planning to remove drywall in the bathroom or kitchen, please coordinate with the office so we can replace your pipes.**

**Effective September 1, 2023 all new construction and renovations, both residential and commercial, need to use WaterSense or Energy Star fixtures for all faucets, showers, toilets, clothes washers, and dishwashers.**

## Balconies

Balconies are considered limited common elements, which means you are the only person who gets to use your balcony but the association is responsible for the repairs. This ensures the permanent aspects, like hand rails, of each balcony all look the same. A specialized waterproof barrier has been installed on each balcony to prevent water intrusion in the concrete. For this reason, **no permanent fixtures or flooring may be attached to the balcony.**

## Hallway Doors, Windows, and Sliding Glass Doors

The exterior doors and windows of the unit are the property of the unit owner. As such the owner is responsible for repair and replacement. Our bylaws require specific doors and windows to be used, so if you plan to replace them please contact the office to get the specs before you order them. If replacing your hallway door, the association will paint the exterior of the door. You are allowed to install a peep hole in the door.





# Akuvox SmartPlus App Set Up

1. **Contact the front office** to be added to the Akuvox System.
  - a. Be sure to share a current email for the Master Account User for your Unit
2. After being added, you will receive an email from Akuvox with your username, password, and a link for login, almost instantly. If it doesn't show up, please check your spam folder.
3. Copy your password from the email
4. Download the Akuvox SmartPlay app using the link provided in the email
5. Enter your Username: email and then your Password: copied from email from Akuvox

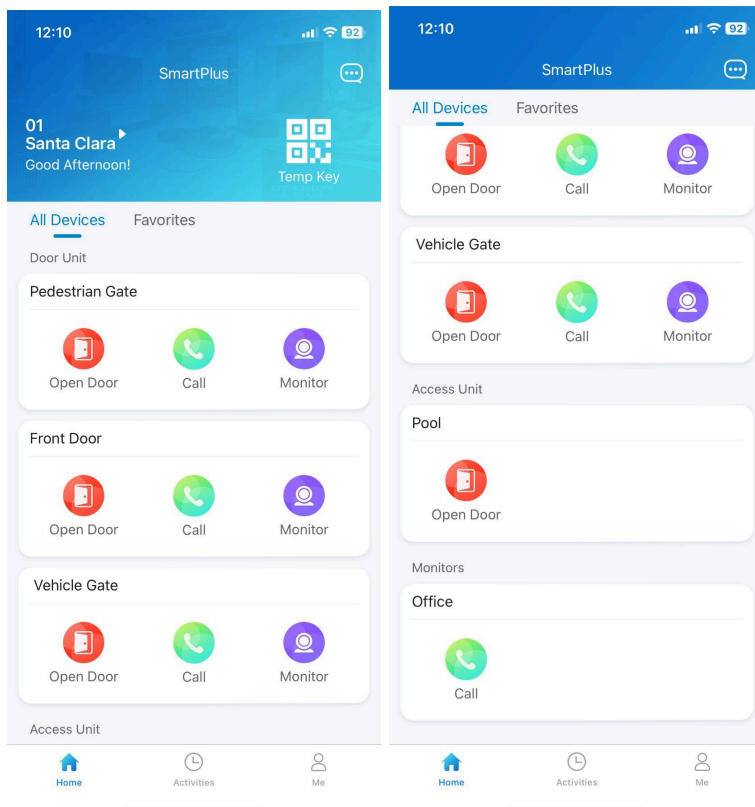
## Door Access

There are various access control options such as NFC, Bluetooth, PIN code, temp keys, face recognition, and remote door open depending on your phone's capabilities. For Additional information about access options and various other topics please contact the office for the full detailed explanation or refer to the full [Akuvox SmartPlus App User Guide V5.1](#).

## Remote Opening

You can open the door directly for your visitors just by tapping the specified button.

- Open the app to the home screen

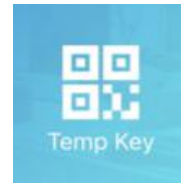


- Choose the door/gate you would like to open and tap Open Door.
- Tap "Yes"

## Unlock Doors with Temp Keys (Visitors, Delivery Persons, etc.)

A Temp Key can be a QR code or an 8-bit PIN. You can customize its validity period and the times for use, and the key will be valid immediately after you create it. You can issue temp keys for your visitors, housekeepers, and so on.

### Create a Temp Key for a Visitor



To issue a Temp Key, do one of the following:

1. Tap the icon of the QR code in the upper right corner.
2. Tap +Temp Key.
3. Enter the key user's name. Depending on the Repeat Mode you choose, you may be asked to set up valid Counts and/or Time for the key.
4. Tap Submit.
5. Tap Share Key

#### Note

- When the repeat mode is Never, there is a limit to the total times for use. The total times equal to Each Door Counts \* the number of selected doors.
- You can see the key on the Temp Keys page at any time.
- If you want to check the selected doors, you can tap the Doors on the Temp Key Info screen.

### Share a Temp Key with the Visitor

After creating a new key, you can share it with the designated user.

- Tap the QR code icon on the Home page or go to Me > Authorization > Temp Keys.
- Tap the key you created for the user, then tap Share Key.
- Share the key to a contact in your messages, email, WhatsApp, WeChat, or Telegram.

### Create a Temp Key for a Delivery Person [\(back to Door Access\)](#)

The delivery temp key is one-time only. Its repeat mode is Never by default. A delivery person with this key is allowed to access all public doors that you can open.

1. Go to Home > , or go to Me > Authorization > Temp Keys.
2. Tap + Delivery Temp Key and a key will be auto-created.
3. Tap copy the instructions in the box to tell the delivery person how to use the key.

## Use a Key for Entering

All visitors with shared temp keys can enter the gate directly. You will get a push notification on your phone when the key is used.

- A QR code key. Tap Temp Key on door's screen, and place the QR code in front of its camera. When the camera reads the code, the door will open automatically.
- A PIN code key. Tap on the PIN on the door's screen, enter the code, and the door will open automatically.

For Additional information on unlocking with Face ID, Bluetooth, PIN Code, RfCard, Siri, Alexa, Apple Watch and various other topics please refer to the full [Akuvox SmartPlus App User Guide V5.1](https://knowledge.akuvon.com/docs/akuvon-smartplus-app-user-guide-v40) at <https://knowledge.akuvon.com/docs/akuvon-smartplus-app-user-guide-v40>.



## Trash and Recycling at Santa Clara

Proper handling of trash is the first step in keeping our grounds clean. Key West has some interesting wildlife and they are prone to raid the garbage if it is not disposed of correctly.

### Trash Rules

1. Trash and refuse should be disposed of in designated areas and in accordance with the posted instructions.
2. Do not use the garbage chute after 10PM.
3. Household trash only. No commercial trash.
4. No loose trash. Trash must be bagged.
5. Bags of trash should never be left on the ground.
6. If the garbage chute is backed up, you are still responsible for taking your trash down to the dumpster.
7. Large items must be brought down and placed in the dumpster or bulk pick-up area. Nothing is to be left outside the dumpster.
  - Leaving discarded items in the lobby areas will result in a fine.
  - This includes leaving trash in the garbage chute room, and leaving furniture for others to haul off.
8. The bulk pick up area is across the parking lot on the south corner. Discarded furniture, renovation debris, and large items should never be put in the dumpster.
9. The trash chute door is a fire door and must remain closed at all times.

These rules are in place to not only ensure the cleanliness of our property, but also as a courtesy to others. The trash chute is a convenience that benefits most of the people in our building.

When it gets clogged and backs up, it affects the building's cleanliness and smell. Please be considerate and help avoid these blockages by properly disposing of your garbage.

### Recycling

1. Recycling cannot be bagged.
2. Recycling needs to be cleaned out and loosely placed in the blue bins.
3. Items left on top of the recycle bins do not get recycled. These items make a mess, and usually end up thrown in the dumpster with the rest of the garbage.



## Laundry at Santa Clara

Santa Clara has two washers and two dryers on every floor of the building. They are coin operated, and we keep a change machine on the first floor lobby if you need quarters. We also keep rolled quarters in the office if you need a large quantity of quarters.

### Laundry Room Rules:

1. Machines can be used from 8 AM to 11 PM.
2. Any laundry left overnight is subject to removal and disposal.
3. Do not overload washers.
4. Do not wash large rugs.
5. Clean dryer lint filters before each load.

This guide will equip you with the knowledge to operate your washing machine like a pro, ensuring clean clothes and a smoothly-run laundry day.

### Preparation is Key:

1. Sorting: Separate your laundry into piles based on color (darks, lights, delicates) and fabric type (towels, jeans, delicates). This prevents dye transfer and ensures proper cleaning for each item.
2. Label check: Glance at garment care labels. They'll tell you the ideal washing temperature, cycle, and any special instructions like "wash inside out."
3. Empty pockets: Tissue forgotten in a pocket? Disaster! Double-check for loose items that could clog the machine or damage clothes.
4. Pre-treating: Stubborn stains? Apply a stain remover before tossing clothes in the washer. This gives the stain remover a head start.
5. Take dirt outside: Please do not shake loose dirt onto the floor. If you have towels, floor mats, backpacks, etc that tend to trap dirt, shake them off outside. Don't leave a mess on the floor for someone else to clean up.

### Machine Mastery:

1. Load with care: Don't overload! Clothes should be dropped in loosely, not pushed down. Clothes need space to tumble and clean effectively. The washer should only be filled to the highest holes in the drum. You should never have to press clothes down to close the lid.
2. Detergent dosing: Too much detergent is a sudsy mess! Use the recommended amount or even slightly less. If you're unsure, refer to the detergent packaging or consult your machine's manual.
3. Choosing the right cycle: Delicates? Heavy duty? Match the cycle to the laundry type. Cottons can handle a vigorous wash, while delicates need a gentle touch.
4. Temperature control: Hot water tackles tough stains, but cold water preserves colors and protects delicates. Choose the temperature based on your laundry and garment care labels.

### While the Washer Works its Magic:

- Set a timer or leave a note: Don't be a "laundry deserter"! Track your cycle's end and promptly remove your clothes to free up the machine for others.
- Clean as you go: Spilled detergent? Wipe it up! Keeping the machine clean prevents residue buildup and unpleasant odors.

### Beyond the Wash:

- Dryer knowledge: Transfer wet clothes promptly to the dryer to prevent wrinkles and mildew. Choose the appropriate drying cycle and temperature for your fabrics.
- Cleanliness is key: Wipe down the dryer's lint filter before each use to prevent fire hazards and improve drying efficiency.
- Maintenance matters: If you find there is a problem in the laundry room, please report it to the office so we can address it. Do not assume someone else will.

Kindness goes a long way!  
Help maintain the laundry rooms!



## Air Conditioning and Cooling Tower Information

There have been some questions raised about the A/C units at Santa Clara so it seemed appropriate to explain how our system works and who is responsible for what parts of the system.

### Santa Clara is responsible for:

- Cleaning and Maintaining the [Cooling Tower](#) on the roof.
- Maintaining the 2 water lines that operate from the cooling unit. One line is for cool water intake and the second for hot water removal.
- South Florida Water Consultants perform a monthly water treatment program which maintains the water quality in the system.

### Owners are responsible for:

- Maintaining the A/C equipment that is located within your respective units.
- Changing your A/C intake air filter every 90 days (recommended)
- Treating drain line to prevent clogs
- Cleaning the evaporator, ducts and unit interior

### Common A/C Issues

First, if you're a tenant, you must call the unit owner. The owner is the only person that can contact the association if they believe that there is a problem with the association's side of the system.

You could call in your own A/C repair person. If the person determines that the unit is operating correctly and that the issue is on the association's side, call the association office and Santa Clara will verify that lines are clean and that the cooling tower is operating correctly.

**A/C blowing but not cold.** This occurs when a safety sensor inside the unit prevents the compressor from turning on. Many things can cause this, but one issue we face regularly is a clog in the water lines. Call the Association Office at 305-296-0940 to check the lines.

**Fan not blowing.** First check the breaker in your unit to make sure it did not trip. If it is still not working call Sub Zero, Inc. at 305-294-9243

**A/C Unit not working after a Cooling Tower repair.** Turn off your A/C unit and turn off the breaker for 30 seconds then reset the breaker. Call the Association Office at 305-296-0940 to check the lines.

### Recommended HVAC Vendor

[Sub Zero, Inc.](#) is the recommended vendor for all HVAC services at Santa Clara Condominiums. After Sub Zero completes the call/repair, they will determine if the issue is covered by Santa Clara or is the Owners responsibility. To schedule a cleaning or a service call for an issue, contact Sub Zero by:

- Email: [subzerobrenda@gmail.com](mailto:subzerobrenda@gmail.com)
- Phone: 305-294-9243