



FAQs - Renters

Answers to some of our most frequently asked questions:

If my unit needs maintenance, whom should I contact?

How is trash handled?

When is the monthly pest control service?

How does the gate work? And how can my guests enter the property?

How does parking work? And can I leave my vehicle while I'm off island?

When are security guards here and how can I reach them?

Are there quiet hours?

What should I do if I lose my mail box key?

What are the pool hours?

If my unit needs maintenance, whom should I contact?

In almost all cases you should contact your unit owner or property manager. While the Association does have maintenance responsibilities, requests should come from the owner or property manager. For your reference: the Association is responsible for maintenance of the common areas, building exteriors, stairs, railings, exterior lighting, and the gallery outside of the arched area. The Association is also responsible for the roofs of all buildings and the ceilings. Owners are responsible for the interior of the unit, doors and windows, parking side balcony flooring, gallery flooring and anything inside the archway, as well as hurricane shutters. All units must have working hurricane shutters on the sea side archway door and bedroom window, as well as the wood bar for the balcony closets of 200- and 300-level units (there is no wood bar on 100-level units.)

How is trash handled?

Staff will pick up your trash every Tuesday and Friday morning. Please place your trash in the heavy-duty black bag provided and place in your single-door closet (next to the double-door closet) for collection.

When is the monthly pest control service?

Exterminators are on property the first full week of each month (lower level units 101 to 326 on Tuesday and upper level units 127 to 344 on Thursday.) They must visit each unit to ensure the entire property is appropriately covered, so please make sure the office has a key to your unit so the staff can enter with the exterminator if no one is in the unit at the time of service.

How does the gate work? And how can my guests enter the property?

You will receive your gate access card when you first register with the office (one card for each vehicle). There is a \$25 refundable fee for the card. Guests can use the keypad next to the gate to call the office, security or the manager for access. Or, you can leave guest names with security (evenings, weekends and holidays) or the office (business hours).

How does parking work? And can I leave my vehicle while I'm off island?

You will receive your parking permit when you first register with the office. All vehicles parked on premises must have a permit, and the security guards do check and will issue warnings or tickets to vehicles without a permit displayed. Remember that parking can be tight when occupancy is high, so please be courteous and take only one space, parking within the lines. If you will be off property for more than one week, please do not park in front of your unit—move your vehicle to the overflow lot at the top of the property, on the level above the office and near the water plant buildings. (Please leave a key with the office in case your vehicle needs to be moved due to construction or weather.)

When are security guards here and how can I reach them?

A security guard is on property anytime the office is closed—weekdays between 4:30 p.m. and 8:00 a.m., weekends and holidays. You can contact the on-duty security guard by calling 340-642-4805.

Are there quiet hours?

Yes. Please be a courteous neighbor and observe quiet hours of 10 p.m. to 8 a.m.

What should I do if I lose my mail box key?

Contact the office for a new mail box lock and key. There is a \$25 fee to replace the lock.

What are the pool hours?

The pool is open 7:30 a.m. to 10 p.m. Please observe all posted safety signs and keep the gates closed.

Welcome to the St. C community ... we're happy you're here!