



Welcome to Sandestin!

We have prepared this slideshow to help you quickly become familiar with the Sandestin community and the Sandestin Owners Association (SOA), also known as the Master Association and the Sandestin community.

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The SOA governing documents are available at www.sandestinowners.com under the Homeowner Menu, which requires log-in to access.

To jump to any of the topics above, simply click on the link. To return to the menu page, click the 'Main Menu' button at the bottom of each page. Please note, this presentation contains links to the policies and forms that were most current as of the date it was created. Please visit our website www.sandestinowners.com for the most recent policies and forms as they are updated as needed.

Who is the SOA?

The SOA is a not-for-profit property owners association, which is responsible for, but not necessarily limited to, operating and maintaining the following:

- Security
- Sanitation
- The Architectural Review Board
- Lake Maintenance
- Landscaping of the common areas
- Most roadways
- Most Bicycle and walking paths
- Most master irrigation systems
- Most master storm water drainage systems
- Two swimming pool facilities –
 - The Audubon Pool, located across from Linkside Village on Audubon Drive
 - The Phil Hummel Aquatic Center, located at the corner of Heron Walk Drive and Baytowne Ave.

Both are unlocked/locked daily by staff so no code/key is needed for entry. Both are also heated based on water temperature. Hours are 7am – 9pm daily.

Customer Service

Upon arrival in the SOA office, you will be greeted by our Customer Service Representatives (CSR). The Customer Service Department is available to assist you with obtaining and replacing vehicle decals, obtaining owner id cards, registering golf carts, answering any questions you may have regarding the SOA. If the staff isn't able to assist with your question or concern, they are happy to try to get you in touch with the correct SOA department or other entity.

In addition to assisting owners, the CSRs are also responsible in issuing access decals to contractors, service personnel, and employees. If you have a contractor, housekeeper, or other type of service person that requires access on a regular basis, please have them come to the SOA office so we can assist them with obtaining the correct vehicle decal.

SOA Office Hours:

Monday-Friday 8 a.m. to 5 p.m.

Closed for lunch 11:30 to 12:30

csr@soaowners.com

850-424-5950

[Staff Directory](#)

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Owner Vehicle Decals

Owners are issued decals for electronic access at the entry gates and to identify your vehicle. The decals are RFIDs that have an electronic strip in them to open the gate as you approach.

To obtain an RFID, stop by our office with a copy of your vehicle registration or tag receipt.

Note: Vehicles must be in the name of the owner of record for the Sandestin address to receive a (Black) Owners RFID.

RFIDs are vehicle specific and cannot be moved from vehicle to vehicle.

If you only utilize rental cars while visiting your Sandestin property, we can issue a hangtag in lieu of the RFIDs. These hangtags are activated for each trip upon receipt of the rental car agreement.

If you have any questions regarding these devices, please email

csr@soaowners.com

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Communications



The SOA sends a **weekly email** to inform our owners of time sensitive information, such as road closures, power and utility outages, meeting dates, upcoming events & discounts, etc.

The SOA also uses **text messaging** to communicate urgent information, such as an accident on Hwy 98 that is affecting traffic within the community or an emergency gate closure, etc. This texting system will only be used in extreme circumstances and will not be used as an advertising platform.

Visit our website—www.sandestinowners.com and “REGISTER” to create an account. This will prompt you to sign up for emails, register for text messages and give you access to the Homeowner’s Menu, where you can view the Online Owners Directory, Governing Documents, Financials, and much more.



View the weekly email archive [here](#).

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Communications

The SOA has social media and informational videos to keep you informed and up to date on items that affect the community.

- [YouTube](#)
- [TikTok](#)
- [Instagram](#)
- [Facebook](#)

You can also view “Tom Talks” appearing periodically in the Weekly Update email and on the SOA Website:
www.sandestinowners.com > Library>Tom Talks



Golf Cart Information

While golf carts are a great way to travel throughout the community, it also comes with safety risks as the roadways are shared with automobiles and bicyclist. It is imperative that you become familiar with the Golf Cart Policy and Rules, prior to purchasing or driving a golf cart within Sandestin. You should also check with your neighborhood association regarding any registration and/or parking restrictions and requirements. Please also be sure that your family, visitors, and guests are aware of the rules.

Violation of these rules may result in a fine pursuant to the approved policy.

- All Golf Carts must be registered with the SOA (rental carts are not permitted)
- You must be at least 16 years of age and a licensed driver to operate a golf cart on Sandestin
- Proof of insurance that identifies the cart to be registered must be provided at time of registration or renewal
- Golf Carts must not use the sidewalks with the exception of the tunnel under Hwy 98 that allows access to the south side of property
- Golf Carts must have operational headlights and brake lights
- Golf Carts must have a windshield and rearview mirror and be not be more than 18" high when measured from the ground to where feet rest
- Owner of the cart assumes all responsibilities for any violation of the policy and damages caused by reckless operation or other misfortune, regardless if operating the cart at the time of the violation.

Click here to view the full [Golf Cart Policy and Rules](#)

Be sure to read this policy prior to purchasing a golf cart

[Click here for Golf Cart informational videos!](#)

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Guest Registration

If you are expecting a guest or visitor, please register them on the [Guest Registration](#) website or download the application (app) on your mobile device.

To register guest via the web:

- From the home page of the SOA website, www.sandestinowners.com, click on the “Guest Registration” (middle of page, right side)

To register guest via the mobile app:

- Search your App Store for **ISN RESIDENT**
- Once downloaded, enter **SANDESTIN** for the community

Log in process/credentials:

- Your username is the phone number on file with the SOA office.
- Pin at initial login will be your unit number. If your unit number is less than 4 digits, precede it with zeros. (IE: unit 700 would be 0700.)
- After log in, click on the “Guest” tab on the top of the page, then click on the icon to add a guest (person/head with plus sign). Fill in your guest arrival information accordingly.
 - If you have a family member or friend that visits on a regular basis, you may register them as a “Permanent Guest” by clicking on the Permanent Guest option.
 - If you have a family member or friend that will only be visiting for the day, click “Today”.
 - If they are staying for more than one day, select “Custom Dates” then proceed with selecting the start and end dates on the calendar.
- When your guest arrives at the security gate, they will be required to provide the officer with their name, your name, and/or unit number. Security will confirm the information and issue a guest pass for their stay.

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Guest Registration Cont'd

If you are not able to access a computer, please provide your guest with an email or text stating your name, their name, dates of their stay, and your house/unit number. This will ensure issuance of a pass and lessen the possibility of confusion and delay upon arrival.

Should you have any questions or concerns regarding registering a guest, please email jwillis@soaowners.com or csr@soaowners.com

If you don't have access to the internet and are expecting a guest, please call (850) 267-5000 and provide the information to our Dispatcher.

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Cable & Internet Information

Spectrum provides basic cable television &/or internet to the residents of Sandestin at a reduced rate per quarter. These monies are paid to the SOA with your quarterly assessment, if you have a home or condo. (Lot owners do not incur this fee.)

Spectrum offers a great discount on additional services with the exception of a landline telephone. **It is important that you only use one of these contact numbers regarding any type of upgrade as they are familiar with the SOA's account and will ensure that all services are handled correctly.** To set up your Spectrum account, re-set your wifi password, take advantage of these discounts, or if you are experiencing technical difficulties, please call the number below to ensure your call is handled properly and promptly. Spectrum will bill you directly for any additional services you order. When calling, you will not need the account number, just your Sandestin address.

New Service, Technical Support or Service Outage:

1-855-512-8876, available 24/7

Neighborhood Associations

As a homeowner in Sandestin, you are a member of the Sandestin Owners Association (Master Association), as well as a Neighborhood Association.

If you have questions regarding anything within the common area of your neighborhood/building, please contact your respective management company.

Click here to view a list of
NEIGHBORHOOD ASSOCIATIONS management contact
information.

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Tram Service



Community trams service is provided by Sand Dollar Transportation. Your SOA Owner's Card (white/teal - that has your name and address only) provides access for you and your guests, when accompanied by you, to ride the tram for free. If you would like your family members or guests to ride the tram when they are not accompanied by you, please visit Sand Dollar Transportation's website for information regarding memberships. [Sand Dollar Transportation](#)

Need an SOA Owners ID card? Email csr@soaowners.com

[Click here to view the live tram map!](#)

The CLUBS *of Sandestin*



The SOA does not own or manage the amenities or club memberships therefore, if you have questions regarding access to the amenities (golf courses, tennis courts, fitness center, preferred parking etc.), or need an updated Club ID (has photo) please contact The Clubs of Sandestin office at 850-267-8208 or visit their website at www.sandestin.com/clubs.

*Note: All owners and guests have access to the two SOA owned pools located on Baytowne Ave. and Audubon Dr. Visit www.sandestinowners.com for more information.

Sanitation Services

Trash pick-up service is provided 7 days a week

- **Neighborhoods that do not have central trash collection bins.** All household garbage must be securely bagged and by the curb between 6:00 and 10:00 a.m.
- **If your neighborhood has a central trash bin.** Bagged household garbage must be put in the bins; not on the curb. Do not put un-bagged garbage in the bins.
- **Household trash only** – SOA cannot pick up large appliances, furniture, landscape debris, construction garbage, or any hazardous or flammable materials such as paint cans, acids, gasoline, automotive batteries, etc.
- For the protection of our employees, any item that could cause injury, such as hypodermic needles, broken glass, etc., must be placed in a puncture proof container, with the contents clearly marked on the outside of the container. e.g. A two-liter plastic soda bottle
- For the health and safety of our community, bags of pet waste must be placed inside a household garbage bag or disposed of at a pet waste station. **Individual bags of pet waste will not be picked up.**
- **Owners that rent their unit, be sure your guests are aware of this policy. For easy display, come by the SOA office and pick up a refrigerator magnet containing this information.**

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Architectural Review Board

The Architectural Review Board, or (ARB), was established to define and interpret aesthetic standards in Sandestin. The ARB either approves, or disapproves, any and all proposals for Residential & Commercial dwellings, including, but not limited to: garages, outbuildings of any types, landscaping, yard art, fences/walls, patios/decks, sidewalks, driveways/parking areas, signs, exterior materials, finishes and colors. Decisions are made based upon approved ARB guidelines. Some neighborhood associations may also have Guidelines that must be adhered to.

Prior to commencing any type of exterior modification to your home, landscape, or hardscape, please contact the ARB staff to discuss the process and confirm if approval is required. Email arb@soaowners.com or call (850) 424-5931.

The ARB Guidelines as well as the forms needed for a submittal are available on our website (www.sandestinowners.com) under the Departments Menu, Architectural Review Board page. Or click here [SOA ARB web page](#).

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SOA Assessment – Accounting Dept.

SOA Assessments are billed quarterly and are due on the 1st of the month of each quarter. (January 1, March 1, July 1, and October 1) Payment is due no later than the last day of the month to avoid late fees and interest. To view the [Collection Policy, click here.](#)

What Assessments Cover

Your assessments pay for security, trash pick-up, maintenance of most common area outside of your neighborhood (roadways, drainage, etc), landscape, lake maintenance, architectural review services, and maintaining two pools.

The 2025 assessments are:

Lot \$846.00 per year

Home/Condo \$1692.00 per year

Basic Cable/Internet are also paid through the SOA as a pass-through charge from Spectrum. For any additional services from Spectrum, visit www.sandestinowners.com > Library>Cox is now Spectrum.

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SOA Assessment – Accounting Dept.

Cont'd

Sign up for the Owner Payment Dashboard to view and update your account and pay online! [Click here](#) to register/log in. Be sure to only enter Sandestin Owners Association as your “association name”, leaving the street address and unit number field blank.

If the system doesn't recognize your email, please email soaccounting@soaowners.com to be sure your information is up to date in our software. The SOA offers a variety of payment options such as annual prepayment with a discount, credit card, Auto Withdraw (ACH). Please visit the [accounting page](#) for specific details.

General questions for Accounting?
Email soaccounting@soaowners.com

Security

The SOA has 44 full-time Security Officers that are CPR, First Aid, and AED certified. Security Officers are available 24 hours a day, 7 days a week

While there are security patrols that cover each area of the community 24/7, please keep in mind, they cannot be all places at all times.

We ask all residents and guests to do your part by:

- ✓ **Always lock your vehicle and house/condo doors**
- ✓ **Don't leave valuables in site if/when left in your vehicle**
- ✓ **Call Security or 911 if you see suspicious activity**
 - ✓ **Report incidents to Security**

Security Dispatch – 850-267-5000

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Security Cont'd

In addition to assisting our owners, guests and visitors and responding to emergencies the Security Department also offers the following services:

Security Checks:

While you are away a security officer will check your residence and notify you of any abnormal activity that may occur. A security check form may be picked up at the SOA office or the North (Main) Security Gate.

Pet Registration:

Just in case they “let themselves out for a walk” our security department can contact you to ensure their safe return home. Please register your pet by [clicking this link](#).

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Rules and Regulations

Below are links to the Rules and Regulations and FAQ pages of our website. We encourage new owners to take a few moments to become familiar with the rules and regulations within the community. Please feel free to contact our office at soa@soaowners.com should you have any questions after reviewing any of the rules.

[Rules and Regulations](#)
[Frequently Asked Questions \(FAQ\)](#)

"We are here to maintain a safe and secure environment for the owners and their guests."

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Beach Access & Safety Tips

Walton County uses the official flag warning system established by the Florida Department of Environmental Protection. The flag colors signify surf conditions. Be sure to check beach conditions before jumping in and share this information with your family and guests! [Printable Beach Flag Flyer](#)

Red flag conditions are present, knee deep is too deep, so access is limited to the waters edge.

Double red flags are flying, water is closed.

Purple flag - when marine pests are present.

Flag conditions posted daily - 9 a.m. and 1 p.m.

www.swfd.org

BEACH WARNING FLAGS

BANDERAS DE ADVERTENCIA EN LA PLAYA



Water Closed to Public
Agua Cerrada al Público



High Hazard
High Surf and/or Strong Currents
Peligro Alto, Resaca Alta y/o Corrientes Fuertes



Medium Hazard
Moderate Surf and/or Currents
Peligro Medio, Resaca Moderada y/o Corrientes Fuertes



Low Hazard
Calm Conditions, Exercise Caution
Peligro Bajo, Condiciones Calmas, Tenga Cuidado



Dangerous Marine Life
Vida Marina Peligrosa

Absence of Flags Does Not Assure Safe Waters
La Ausencia de Bandejas No Asegura Aguas Seguras

Rip currents don't pull people under, they pull them away from the shore.

If you get caught in a rip current, don't fight it; swim out of the current and then toward the shore.

If you can't escape, tread water and wave or call for assistance.

Powerful currents of water moving away from the shore.

escape

escape

escape

escape

RIP CURRENTS

Before going into the water, stop and ask a lifeguard about rip currents—how to recognize and safely respond to them.

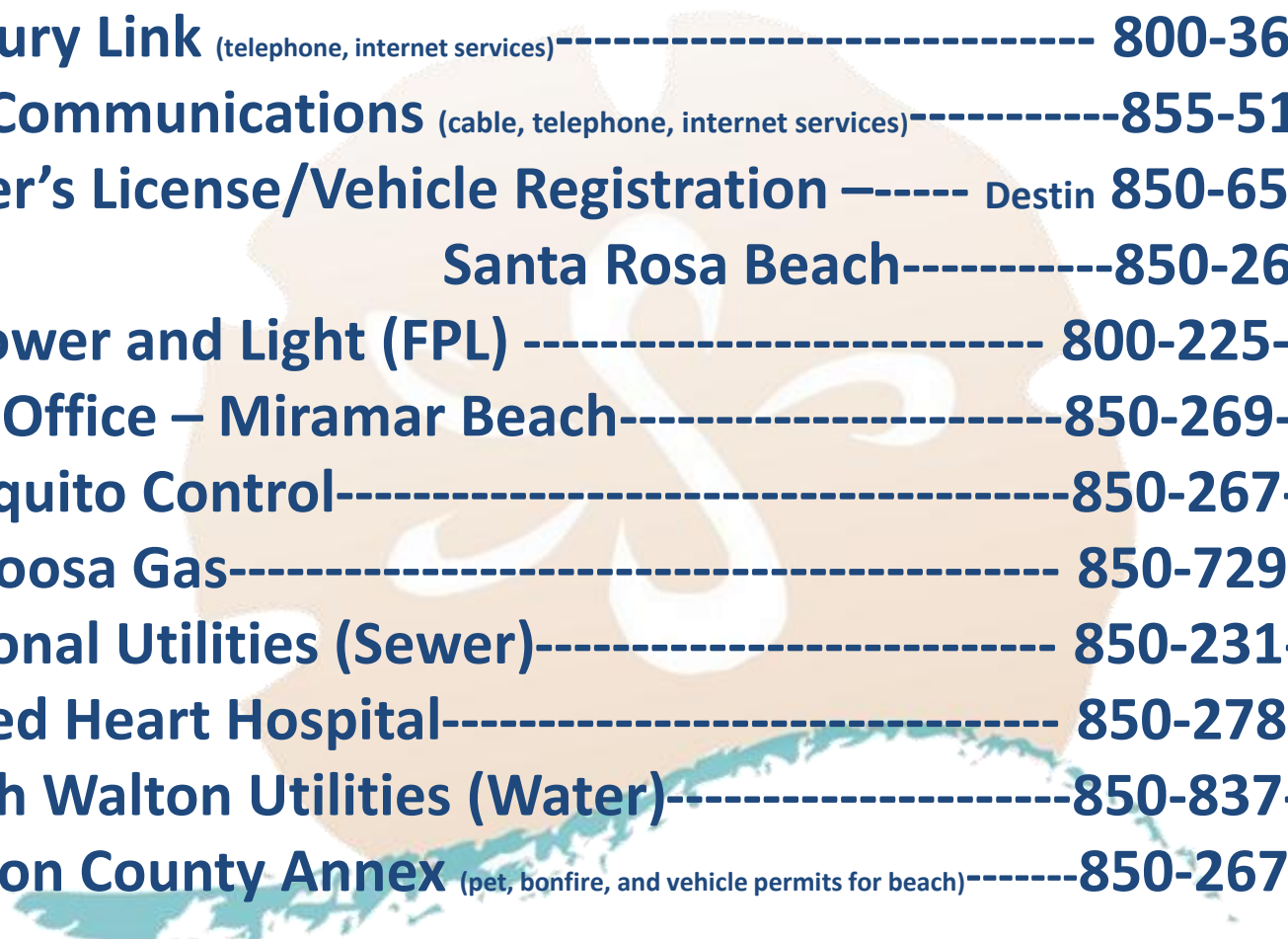
Strong enough to sweep the strongest swimmer out to sea.

Additional Beach Safety Tips from SoWal
[Beach Safety South Walton Website](#)

BEACH ACCESS AT
SANDESTIN

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Local Directory



Century Link	(telephone, internet services)	800-366-8201
Cox Communications	(cable, telephone, internet services)	855-512-8876
Driver's License/Vehicle Registration	----- Destin	850-651-7300
Santa Rosa Beach	-----	850-267-3001
FL Power and Light (FPL)	-----	800-225-5797
Post Office – Miramar Beach	-----	850-269-1186
Mosquito Control	-----	850-267-2112
Okaloosa Gas	-----	850-729-4700
Regional Utilities (Sewer)	-----	850-231-5114
Sacred Heart Hospital	-----	850-278-3000
South Walton Utilities (Water)	-----	850-837-2988
Walton County Annex	(pet, bonfire, and vehicle permits for beach)	850-267-3066

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Sandestin
OWNERS ASSOCIATION, INC

Welcome Home

*If there is ever anything we can assist you with,
don't hesitate to contact us!*

850-424-5950

soa@soaowners.com

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