



Fast Facts

Maintenance Issues

For maintenance emergencies call Scott Crosby, Maintenance Dept., (321-458-8236) during weekdays 8 AM - 4 PM, or call a Board Member after hours and on weekends. For non-emergency matters please email Office@RecDif.com or go to your AppFolio portal to send a maintenance request or concern.

Please remember, it is you, the owner, who is responsible to provide access to your unit if you are having work performed. The maintenance staff will not provide this service. Please remind any personnel that you may have doing work to not prop the front door open.

Does the Board Have Your Keys?

Everyone should be sure they have given a door key as well as a storm door key, if you have one, to a board member. It will be placed in the office safe, which only board members have access to. If you change your locks or add a deadbolt, please submit a new key. If you have an active alarm system, you should consider having the alarm code written on the key ring also.

When an emergency arises and you are not home, the Association may need access to your condo. We have had several incidents where the ability to get into a condo has prevented severe damage. This is vital to the safety of your unit and to surrounding owners, especially for water emergencies.

Pets

Pets must be on a leash at all times when on condominium grounds. Please use the east or west exits of the building when curbing your pets, **not the front door.** Let's keep our entryway looking good.

A number of people have complained to Board members about nipping, yipping dogs and excrement and urine left in the lobby and garages. It also has been noted that some owners are not using the proper area for walking their pets and not cleaning up after them. The north side of the building is designated as a pet area. Some incidents have been recorded on our security tapes and residents have been contacted with this proof. Dogs that bark at every noise are a nuisance, and if enough complaints are lodged about a single pet, the Association has the right to ask the owner to remove it and if that doesn't work, then legal mediation is next. In the meantime, if a pet causes a nuisance, call the management office (453-1585). If more than one complaint is lodged against a pet, a letter will be

written, but we need details: unit number, date and time of day, type of dog, and type of incident. The complainant will not be noted in any letter sent to the offender. If a pet bites a person, the offended party should contact Animal Control. Animal Control will then investigate and may take the pet away if deemed dangerous.

Parking

Remember, residents are limited to two vehicles. One must be in your garage and the other may be parked in open parking. Be sure to display your hangtag so that it may be readily seen when you park in the open spaces in the garage. If the lettering on your hangtag is faded, please renew with a black sharpie or contact Diane Verner (Suite 805). **Any new resident who needs a permanent hang tag for their vehicle, please contact Diane Verner in #805 at 638-3592.** Also, if you have a visitor who will be staying overnight, contact your floor captain or Diane for a temporary parking pass.

Speeding in the garage

There have been several instances reported of residents speeding in the garage areas. Please keep your speed below 5 MPH and utilize the mirrors we have installed on the ramp and in the garages to assist you in safely traveling through the garages.

Be thoughtful of Your Neighbors

Please remember that sound travels throughout the condo complex, so please be considerate of your neighbors when using appliances or engaging in activities that create louder than normal noises. We have a limited number of carts for residents' use. Please **return the carts** as soon as you have finished unloading them. **Do not keep them in your suite or leave outside your door.**

Let's be Safe....Security is Everyone's Responsibility

DO NOT let unknown people into the building --- they can use the front door keypad to contact the resident they are visiting. Please take extra safety precautions if you walk a dog alone at night. Television Channel 732 on our cable system shows a rotating view of some of the cameras. You can view the front door at all times on this channel. This helps you verify a person calling on the keypad.

Move in - Move Out

When moving in furniture, having contractors perform work, or having a party with multiple guests, it is your responsibility to have someone available to escort persons. **Under no circumstances should the front door be left unattended.**

For major movement of furniture or any other materials requiring the use of the elevators, there is a form on the website and in the new owner packet that must be completed and left for Scott with a deposit. Please contact Scott Crosby (321-458-8236) Maintenance Dept., at least 3 days in advance to confirm he received your paperwork and deposit. He will put pads up in the elevator and will give

you the elevator key for your move day. The pads protect the elevator from damage as well as speed the move for you. Remember, the owner is responsible for any damage incurred to Whitley Bay property during such operations. Major move in/move outs are to be made during normal working hours during the week. No weekend moves are allowed.

Contractors Working in Personal Units

When you are working or remodeling within your unit, please do not do work in the common areas of the building. **Please ensure that any contractors who perform work for you are licensed and bonded. Please provide copies of their documents to the Whitley Bay Maintenance Supervisor.** Our Maintenance Personnel or Board member must inspect any replacement or installation of flooring material to ensure proper underlayment is installed. Work that creates sounds that may disturb your neighbors is limited to the hours of 9AM to 5PM, Monday through Friday. No weekend work of this type is allowed.

Attention Handicapped Residents

Please advise your floor captain and board members (see lists) if you require special assistance in an emergency. The west stairwell is designed for wheelchair access to a safe/secure area.

In the event of a fire...some important reminders include the following:

Please keep in mind that if you are going to be in the stairwells and we do lose power, it will be very dark and you will need to have a flashlight to navigate the stairs safely. Ideally, the Cocoa Fire Department recommends you have two fire extinguishers in your suite, one handy in the kitchen, which is where most fires occur and another in your bedroom so it is nearby should you need its help to escape in the middle of the night. In the event there is a real emergency, we ask that you shut all doors, windows and sliders prior to leaving your unit and leave the door unlocked for the firemen in the event they need access. Otherwise, they will have to pry the door open, causing damage to the door.

Board Meeting Minutes and Policy & Procedures Manual

Meeting minutes are can be found in the Recreation Room kitchen for your use and review, or you can see them on line at www.RecDif.com. All residents should have a current copy of the rules on hand and be familiar with their contents. You may also obtain copies from our property management company, Reconcilable Differences' website (www.recdif.com) or by contacting them at office@recdif.com.

Pest Control Services

The Condo contracts with B&R Pest Control to provide service for our building. Should you desire to have treatment inside your unit please, contact **Bruce at 321-449-0399.**

Do You Have Enough Insurance?

When renewing your insurance, you should consider that the condo association's insurance has a 2% hurricane insurance deductible, which means that costs up to \$437,000 would have to be made by the condo association. Given the fact that there are 64 units in the building, it is possible that should the worst occur, each unit could be assessed for almost \$7,000. With that in mind, you might like to ask your insurance agent if it is possible to insure for a loss assessment of \$7,000. We understand that some companies offer this option for a modest \$16 extra. It might be well worth the money. Contact Justin Murrell (SJR Insurance) at 321-264-2434 for further information.

Car Washing and Detailing

Please use the wash area located outside the lower garage west door to wash and detail your vehicle or any other items. Your common building key will gain access to the trash room where the hose is located. Some people have been using the upper level ramp area. For safety reasons this area is not to be used.

Shutter Maintenance

Residents who are interested in procuring a maintenance contract for their shutters may do so by contacting Shutter Outlet at 321-752-9535. They offer several different packages for servicing and repairing your shutters pro-rated on the number of shutters you have. Another great vendor is J & J Shutter Co. at 321-294-4551.

Information from our Management Team at Reconcilable Differences, Inc

Whitley Bay uses AppFolio and Sunrise Bank to accept owner payments. They can accept your payments in one of TWO ways:

- 1) **Mail in Your Check and Coupon** – YOU MUST ORDER a Coupon book to use this payment method. They cannot accept your check without the coupon.

With a coupon from that book, you mail in your check and coupon to the PO Box indicated on the stickers in the back of your coupon book. Please mail your payment in enough time that your payment is received and posted before the 10th of the month to avoid your association's \$25.00 late charge. If you mail in a check without a coupon, including a "BillPay" check through your internet banking account, **your payment cannot be accepted.**

- 2) **The second option is to set up your "portal" and pay by automatic monthly debit or manually online each month.** There is NO COST to the homeowner to setup ACH; there is a convenience fee if you wish to use a debit or credit card for your payment. You will be sent a set up email within 2 weeks of closing. It will say "Whitley Bay Condos – Activate Your Portal Now". Once you set up your account with a password, you can add in your personal banking information and then set up automatic pay, or go in each month to "pay now". Feel free to contact management with any questions. Their portal only uses Google Chrome and Firefox, not Internet Explorer.

***Sunrise Bank does not accept Bill Payment checks mailed in without a coupon. If you insist on not using either of the above options, Bill Payment checks can be mailed to the management office for processing. **(There is a \$5.00 monthly processing fee for this option.)** Checks need to be made payable to Whitley Bay, c/o RDI, Inc., 2560 Palm Lake Dr., Merritt Island, FL 32952. The handling fee needs to be included in the check amount (total amount \$674.00) or it will be returned to you.

PLEASE remember that your funds will take two (2) business days to post to the Association's bank account, so be sure to set-up your AppFolio payment with ample time to clear.

Those who sign up for the automatic monthly debit option will not have to make any changes if fee amounts change in January of each year. Management will let the bank know in December to change the amount if/when changes occur. The new amount will automatically be debited from your account between the 3rd and 7th day of each month, depending on weekends.

If you desire a copy of the budget or monthly financial report for your records, please e-mail your request to us and we will e-mail you a copy.

If your address, phone or e-mail information has changed, please let us know! Either e-mail to Office@RecDif.com, fax to 321-301-4212 or mail to 2560 Palm Lake Drive, Merritt Island, FL 32952. We greatly appreciate your keeping us updated!

If you plan to rent your unit, please remember that the Association has rules for renting and one of those is the requirement that all tenants fill out the required forms, which are on the website www.ReconcilableDifferences.net.

We want to make sure all tenants know the rules of living in harmony at Whitley Bay **BEFORE** they move in. Rentals must be for a minimum of 6 months.

We would also like to remind you that if you need to move furniture or large items, maintenance man needs advance notice and the \$400 deposit check so that we can give you the key to keep the elevator doors open. If you do not have that key and try to hold the doors open, the elevator will be damaged. PLEASE let us know as far in advance as possible (to prevent any scheduling issues in the use of the elevator) when you will need the pads up and the key issued.

Your Association has a website with property photos, minutes of meetings, the "frequently-asked questions" sheet, rules and forms. The website address is www.ReconcilableDifferences.net. Click on the photo of your property and it will take you to your page.

If you have any questions or concerns, please contact us at the above phone number. If you have an after-hours emergency, please call 321-243-4346. If we can't answer, we will be paged with your message and start taking the steps necessary to repair.

Balcony Cleaning

The first Saturday of each month between the hours of 9 AM and 11 AM has been designated as the time period to clean your balcony. **Please only clean your personal balcony; our Maintenance Staff will clean the common walkways.** Residents who do not desire to clean/wash their balconies may close their shutters to prevent overflow from getting on their balcony. Those desiring to participate please ensure that you observe the designated time period. There has been an overwhelming positive response to being able to clean our balconies. Thanks to everyone for your cooperation.

Hurricane Season Reminder

Review the Hurricane plan located on page 15 in the Policy and Procedures Manual. Please be cognizant of impending bad weather and remove all loose items from around your front door (including foot mats) and store in a secure place. Make sure your shutters are lowered and nothing is on the outside of them. This is very important for the safety of all residents. Check your shutter battery packs and make sure they are fully charged. Any questions you may have should be directed to a Board Member, or your **Floor Captain**, who are listed below:

Third Floor	Anne Diaz	Suite 302	636-5442
Fourth Floor	Bob & Judy Shrader	Suite 402	636-2117
Fifth Floor	Tom & Carol Jensen	Suite 504	433-1441
Sixth Floor	Stan & Loretta Bowers	Suite 606	631-5153
Seventh Floor	Don & Candace Rogers	Suite 706	305-5029
Eighth Floor	**Diane Verner	Suite 805	638-3592
Ninth Floor	Jim & Sandy Jacobs	Suite 901	305-4333
Tenth Floor	Tom & Michelle Gross	Suite 1002	507-4606
Eleventh Floor	Terry Yates	Suite 1105	446-3134
Twelfth Floor	Frank Sullivan	Suite 1201	704-4582
PH Floor	Pat Lacano	Suite PH-01	453-3832

** (Chairperson)

What do Floor Captains do? Answer your questions, like, “Where do I dump my recyclables?” “How do I get a parking permit for my guests?” Administer general assistance. Obtain emergency contact information on new residents. Notify Board of Directors of building or other developing problems they have observed. When your Floor Captain is on vacation, feel free to go to other Captains for assistance.

INFORMATION FOR RESIDENTS IN THE EVENT OF AN EVACUATION DUE TO A FIRE EMERGENCY

The proper procedures in a fire are:

1. Remain calm
2. Turn off your stove or any running water before evacuating
3. Close any open doors or windows to prevent back flares
4. Exit your unit
5. **CLOSE YOUR DOOR AND DO NOT LOCK IT.** In a real fire, the firemen will check every unit to ensure it has been evacuated and no one is trapped. If your door is locked it will be pried open with likely damage to the door and lock.
6. Proceed to the nearest **STAIRWELL – DO NOT ATTEMPT TO USE THE ELEVATOR.** If there is smoke between you and the nearest stairwell, use the alternate stairwell. Any resident who cannot safely use the stairs should remain in the stairwell and await rescue. The stairwells are vented and will provide protection until firemen can evacuate you. The west stairwells provide a “cubby hole” behind the doors for wheel chairs and people to wait rescue. The elevators will be used by the firemen who have special over-ride keys. If you use the elevator you may find yourself trapped if the door opens on a burning floor, it may stop at every floor, it may stop in between floors – **DO NOT RISK IT!**
7. Use the stairwell to immediately evacuate the building and proceed to the covered marina parking (under the swimming pool) for a head count so your floor captain and the firemen will not have to spend time looking for missing residents.

PLEASE NOTIFY YOUR FLOOR CAPTAIN if need special assistance to evacuate for a drill or the real thing. Please contact your floor captain with any questions or concerns.

The fire department has recommended that all residents keep one fire extinguisher in the kitchen, as the majority of fires start in that area, and a second fire extinguisher in the bedroom, because the kitchen is between the master bedroom and the exit door in most of our suites.

Do not exit onto exterior balconies unless it is too unsafe to get to the main exit door as the fire department does not currently have any means of evacuating from balconies above the 5th floor or facing the river.

If at all possible, carry a flashlight during evacuation, in case the emergency generator does not work and the stairwells are dark.

Why drill or worry about any of these safety procedures when our building is fully sprinkled? **MURPHY’S LAW** – any mechanical system can fail. Survivors of disasters are generally those who prepare mentally and physically.

Whitley Bay Insurance Information

Every year some mortgage holders request insurance certificates for flood, hazard or other coverage on the association property. Some even claim if you don't have evidence of coverage, they will purchase a policy on your behalf.



To request a certificate of insurance for Whitley Bay Condominiums you have the following options:

- 1) Email your request containing the name of the borrower, the property address, the loan number and the name and address of the mortgage company exactly how they would want to see it in the Mortgagee clause to certificates@sjrinsurance.com
- 2) Fax your request containing the name of the borrower, the property address, the loan number, and the name and address of the mortgage company exactly how they would want to see it in the mortgagee clause to 321-264-0779.
- 3) Go to www.sjrinsurance.com. Halfway down the page there is a 'request a certificate' button. Fill out the form completely and hit submit.
- 4) You can call their office at 321-264-2434 and any one in the office will be happy to help you!

AND remember: You can take advantage of "wind mitigation credits" on your personal "HO6" policy. You can obtain the wind mitigation forms on line at www.reconcilabledifferences.net , then go to the photo of Whitley Bay on the right side of the screen, click there and the form is on the left side of your "page". Give this information to your insurance agent and you will see a credit on your policy.

INFORMATION FOR RESIDENTS TO RETAIN

2020

BOARD OF DIRECTORS

President	Stan Bowers	Suite 606	631-5153
Vice President	Mike Hall	Suite 505	806-4286
Treasurer	Janet Cody	Suite 702	626-5892
Secretary	Frank Sullivan	Suite 1201	704-4582
Director	Carolina Kripinski	Suite PH-03	735-0328

OTHER POSITIONS

Floor Captain Chairperson	Diane Verner	Suite 805	638-3592
Newsletter Editor	Loretta Bowers	Suite 606	631-5153
Parking Director	Diane Verner	Suite 805	638-3592
Security Director	Wayne Sanders	Suite 503	632-0462

2020 Committees

Committee	Chairman	Contact info	
Budget Committee:	Janet Cody	#702	321-626-5892
Decorating Committee:	Diane Verner	#805	321-638-3592
Engineering Study	Don Verner	#805	321-638-3592
Exercise Committee:	Frank Sullivan	#1201	321-208-8087
Fire Drill Committee:	Tom Jensen	#504	321-433-1441
Floor Captain Committee:	Diane Verner	#805	321-638-3592
Landscape Committee:	Sheila Bonvallant	#1202	321-446-4146
Maintenance Committee:	Stan Bowers	#606	321-631-5153
Parking Committee:	Diane Verner	#805	321-638-3592
Pool Committee:	Mike Mervis	#605	321-639-9242
	Judy Bartine	#306	321-806-4535
Reserve Analysis Committee:	Jim O'Leary	#1004	321-537-3116
Review Committee:	Diane Verner	#805	321-638-3592
Security Committee:	Wayne Sanders	#503	321-632-0462
Social Committee:	Jayne Lusk	#505	404-434-7428
Storage Committee:	Don Verner	#805	321-638-3592