



## Fast Facts

### Maintenance Issues

**For maintenance emergencies call Scott Crosby, Maintenance Dept., (474-1695) during weekdays 8 AM - 4 PM, or call a Board Member after hours and on weekends.** For non-emergency matters please go to the following website (<http://reconcilabledifferences.net>) and click on the Whitley Bay picture. You will be directed to the Whitley Bay page where you can click on a link below the picture of the Whitley Bay sign and complete an "Online Attention" form. You will receive a confirmation of receipt from Reconcilable Differences. **Also 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 put on the key ring also.**

When an emergency arises and you are not home, the Association may need access to your condo. In the last few months alone we have had several incidences where the ability to get into a condo prevented severe damage. This is vital to the safety of your unit and to surrounding owners.

### 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. Other resident's dogs, which bark at every noise, are quite 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, please contact Scott Crosby (474-1695) Maintenance Dept., 10 days in advance to have pads put in the elevator and to secure an elevator key for your use. This will 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 may perform your work 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**

Copies can be found in the Recreation Room kitchen for your use and review. Everyone should have a current copy on hand and be familiar with their contents. You may also obtain copies from our property management company, Reconcilable Differences' website, (<http://www.office@reconcilable.net>) .

**Pest Control Services**

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

**Do You Have Enough Insurance?**

When renewing your insurance, you should consider that the condo association's insurance has a 3% hurricane insurance deductible, which means that costs up to \$650,000 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 \$10,000. With that in mind, you might like to ask your insurance agent if it is possible to insure for a loss assessment of \$10,000. We understand that some companies offer this option for a modest \$16 extra. It might be well worth the money. Contact Larry Ramsay at 633-6500 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.

## **Information from our management company, Reconcilable Differences, Inc...**

Whitley Bay uses CenterState Bank to accept owner payments. Please remember that payments must be received at the bank by the 10<sup>th</sup> of each month or late fees will be applied. CenterState Bank can accept your payments in one of three ways:

1. If you would like to order a coupon book, please call CenterState Bank's Treasury and Lockbox Sales Officer: Tammy Zucknick at 941-757-5154 or email Tammy at [tammy.zucknick@centerstatebank.com](mailto:tammy.zucknick@centerstatebank.com) to complete this request.
2. If you would like to set-up automatic monthly payments via PayLease, please have your checkbook in front of you and call CenterState Bank's Treasury and Lockbox Sales Officer Tammy Zucknick at 941-757-5154, or email Tammy at [tammy.zucknick@centerstatebank.com](mailto:tammy.zucknick@centerstatebank.com) to complete this request. If you need to change your bank account number at any time, please also contact Tammy directly. For those interested, you may also set-up your automatic payments on Paylease with your credit card, but keep in mind that there will be an additional convenience fee of 2.95% charged to your credit card.
3. If you would like to pay through a bill pay system at your financial institution, please use the following address so that your payments can get properly applied to your account:  
Lockbox Department, CenterState Bank  
P.O. Box 2002  
Tallevast, FL 34270-2002

Those of you who sign up for the automatic "PayLease" option will not have to make any changes yourself when fees 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 3<sup>rd</sup> and 7<sup>th</sup> 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](mailto:Office@RecDif.com), fax to 321-305-6199 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](http://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 at least 10 days in advance (to prevent any scheduling issues in 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](http://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 return your call promptly.

## **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 16 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 your **Floor Captain**, who is listed below or a Board Member:

Third Floor	Anne Diaz – <b>Chairperson</b> # 302	636-5442
Fourth Floor	Bob & Judy Shrader #402	636-2117
Fifth Floor	Tom & Carol Jensen #504	433-1441
Sixth Floor	Stan & Loretta Bowers #606	631-5153
Seventh Floor	Don & Candace Rogers #706	305-5029
Eight Floor	Diane Verner #805	638-3592
Ninth Floor		
Tenth Floor	Lindsay Leinss	433-1373
Eleventh Floor	Terry Yates #1105	338-2505
Twelfth Floor	Frank Sullivan #1201	704-4582
Penthouse Floor	Pat Lacano PH#1	453-3832

## **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 a fire extinguisher in their bedroom as the majority of fires start in the kitchen area and 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 5<sup>th</sup> floor or facing the river.

If at all possible, carry a flash light on 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. If you receive a request for any insurance certificates on association property, the quickest way to request this information is to fax your letter to NuVantage Insurance Company. You may call them at 321-253-9000 or email: [gjustice@nuvantageinsurance.com](mailto:gjustice@nuvantageinsurance.com).



Your Letter should include the following:

1. The name “Whitley Bay Condominium Association”
2. Your name, suite address, and phone number
3. Mortgage company name and address listed on the request letter and fax number if noted. (Also known as Mortgagee Clause, usually a P.O. Box)
4. Your mortgage account/Loan number

AND remember: You can take advantage of “wind mitigation credits” on your personal “H06” policy. You can obtain the wind mitigation forms on line at [www.reconcilabledifferences.net](http://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

### 2018 Whitley Bay Board

<b>President</b>	Stan Bowers #606	631-5153
<b>Vice President</b>	Margherita Ramsay #1206	633-6500
<b>Treasurer</b>	Bob Shrader #402	636-2117
<b>Secretary</b>	Frank Sullivan #1201	704-4582
<b>Member-at-Large</b>	Richard Isom #502	504-4414

### Committees

<b>Appraisal Committee:</b>	Larry Ramsay #1206	633-6500
<b>Budget Committee:</b>	Bob Shrader #402	636-2117
<b>Contracts Committee:</b>	Reconcilable Differences	453-1585
<b>Decorating Committee:</b>	Diane Verner #805	638-3592
<b>Engineering Study</b>	Tom Jensen #504	433-1441
<b>Exercise Committee:</b>	Frank Sullivan #1201	704-4582
<b>Fire Drill Committee:</b>	Tom Jensen #504	433-1441
<b>Floor Captain Chairperson:</b>	Diane Verner #805	638-3592
<b>Insurance Committee:</b>	Larry Ramsay #1206	633-6500
	Margherita Ramsay #1206	633-6500
<b>Landscape Committee:</b>	Richard Isom #502	504-4414
<b>Maintenance Committee:</b>	Stan Bowers #606	631-5153

<b>Newsletter Committee:</b>	Loretta Bowers #606	631-5153
	Lindsay Leinss #1003	433-1373
<b>Parking Committee:</b>	Diane Verner #805	638-3592
<b>Pool Committee:</b>	Judy Bartine #306	806-4535
	Mike Mervis #605	639-9242
<b>Reserves Committee:</b>	Bob Shrader #402	636-2117
<b>Review Committee:</b>	Diane Verner #805	638-3592
<b>Security Committee:</b>	Wayne Sanders #503	632-0462
<b>Social Committee:</b>	Loretta Bowers #606	631-5153
	Lindsay Leinss #1003	433-1373
<b>Storage Committee:</b>	Don Verner #805	638-3592