

## Gate Project Status

Currently, Coral Bay staff and Envera are working with AT&T to resolve an installation issue with the telecommunication service required for operation of the gates. Additionally, prior to gate activation, speed humps are scheduled to be installed on the approach to each of the entry and exit gates.

The gates will go into operation once the installation of both of these items has been successfully completed. As soon as we have a firm date for closing the gates, a gate closing schedule will be made available on Coral Bay's web site as well as on the Information Center line. Signs will also be posted at the entryways.

You can check on the current status of the Gate Project by accessing Coral Bay's web site ([www.coralbaycdd.com](http://www.coralbaycdd.com)) or by calling the Coral Bay Information Center line described below. 🌊

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*Most of the articles in this issue of the Buzz provide important information about the new gate system. Please review this information and share it with the other members of your household and frequent visitors.*

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## Coral Bay's Information Center Line

So that all Coral Bay residents can get up to date status information on the gate project, a special telephone extension has been established at the office of Governmental Management Services, Coral Bay's District Management Company. The recorded message on this extension provides you with the most up-to-date status of the gate project. The same information is available on the Coral Bay web site ([www.coralbaycdd.com](http://www.coralbaycdd.com)).

To listen to the recorded message call the District Manager's office, (954) 721-8681 and then select extension 220. The message also includes instructions on how to reach Governmental Management Services' staff for additional assistance. 🌊

## Calling the Right Management Company

The Board and Management have been informed that some of Coral Bay's residents are unclear as to what company they should be contacting for District and/or Village/Homeowners' Association (HOA) questions. The following contacts should be used appropriately:

- For issues involving the Coral Bay CDD (the gates, all parks, pools, and other common areas), contact Julio Padilla from Governmental Management Services (GMS) at (954) 721-8681 extension 213. Julio also staffs Coral Bay's Clubhouse office. The hours this office is staffed are listed on left side of page 5 under "Clubhouse Office Hours".
- For issues involving your particular Village/HOA (architectural changes to your home, HOA violations, etc.), contact your Village's HOA Manager. Contact information for the HOA Managers can be found on:
  - The last page of this newsletter.
  - The HOA's page of Coral Bay's web site ([www.coralbaycdd.com/CB\\_CDD\\_HOAs.htm](http://www.coralbaycdd.com/CB_CDD_HOAs.htm)) 🌊

## Damaging the Gates: Zero Tolerance

In many ways, the gates really are our community's front doors. We all need to treat them like we treat the doors to our own homes: with reasonable care and respect. We should all also expect that our visitors and fellow residents will treat the gates the same way.

With this simple concept in mind, the Board has adopted a zero tolerance policy with respect to gate damage. This means simply that we expect anyone who damages the gates to pay for the repairs. Cases where recovery is not made will be turned over the Margate Police Department and may be pursued in the civil courts. There will be no exceptions. 🌊

Unless a legal holiday, all Coral Bay CDD meetings are held on the 2<sup>nd</sup> Thursday of each month at 7:00 PM. The CDD meetings are held at:

**Coral Bay CDD Recreation Center  
3101 South Bay Drive**

Special meetings are held as advertised.

## Entering and Exiting Coral Bay

- Entry and exit through the NW 30th Street gate (on the west side of the community) will require a registered transponder or a registered Sun Pass. Only vehicles with a registered transponder or a registered Sun Pass will be able to either enter or exit via the NW 30th Street gate.
- Both residents and guests can use the gates at South Bay Drive and North Bay Drive:
  - Those with a registered transponder or a registered Sun Pass can use the lane designated as the “Resident Lane” at these gates to enter Coral Bay. The Resident Lane is the right-hand lane at the North Bay Drive and South Bay Drive gates.
  - Those who do not have a registered transponder or registered Sun Pass in their possession must stay in the left lane – the lane designated as the “Visitor Lane”. They will then stop at the kiosk that will be on their left and speak to the gate attendant via the kiosk. Make sure your visitors are registered with Envera; doing so will make the process at the gates be more efficient.
- The exit gates at the North Bay Drive and South Bay Drive locations open automatically for all vehicles. Approach these gates slowly. 🌿

## What to Expect When the Gates Close

- The first two to three weeks of gate operation will be an “initial close” period:
  - Residents should use their registered transponder or registered Sun Pass at NW 30<sup>th</sup> Street and in the Resident Lane at North Bay Drive and South Bay Drive. Approach the gate slowly and wait for it to open. The Frequently Asked Questions section below contains information on positioning your transponder or Sun Pass and what do in the unlikely even that the gate does not open for you.
  - Those who do not have a registered transponder or registered Sun Pass in their possession must use the left-hand/Visitor Lane. Visitors will be screened against the resident's guest list. During the initial closure period, those not on your guest list will be admitted, after being reminded that they must be on their host's guest list.

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This initial period of operation enables both you and your visitors to get used to the gates and their operation.

- Starting with the initial closure period, only those vehicles with a registered transponder or a registered Sun Pass will be able to use the NW 30th Street gate to enter or leave Coral Bay. This will **not** change when the gates at North Bay Drive and South Bay Drive upgrade to “normal close” operation.
- After the initial period, gate operation will be upgraded to “normal close” operation. At this time all guests will be validated against your guest list or you will be contacted by phone. Lane assignments and transponder/Sun Pass usage remain the same, as described above. 🌿

## Getting Ready for the Gates

Some simple things you can do to get ready for the gates:

1. Register with Envera if you have not already done so. Registration forms are available from Coral Bay's Clubhouse Office (see “Clubhouse Office Hours” on the left side of page 5) or from Coral Bay's web site ([www.coralbaycdd.com](http://www.coralbaycdd.com)). Follow the directions on the form for completing and returning it.
2. After you receive your user ID and password from Envera, do one of the following:
  - a. Login to your account and:
    - i. Change your password.
    - ii. Add your family and guests.

If you need assistance contact Envera by phone.
  - b. If you do not have Internet access, contact Envera by phone to perform these tasks.

Envera's local telephone number is (954) 642-1877.

Adding guests to your list helps to ensure that gate entry will be more efficient for everyone. See the Frequently Asked Questions section below for information on the different types of guests you can add to your list.

3. Help us ensure that all of your transponders and/or Sun Passes have been recorded in the Envera system correctly by driving through the Resident Lane at any one of the gates at least one time with each of your registered transponders and/or Sun Passes in the car window. Even though the gates are not active yet, the readers are active and are recording the transponders and Sun Passes that pass beneath them.

We will be able to cross-reference the devices used with those listed in our database and contact the owners of any devices that have not been used.

The Frequently Asked Questions section below has information on placing your devices in your car. 🌿

# Frequently Asked Questions about the Gates

This section contains the answers to questions about the gates and the gate system that many of you have raised. These answers cover the things that you need to know to use the system quickly and efficiently and to help those who come to visit you do the same. Becoming familiar with this basic information about the system is critical to making sure that the system works well and that no one gets frustrated by the system. Take a moment to read through this information and then share it with the members of your household and your visitors.

The information in this section will also be available on Coral Bay's web site ([www.coralbaycdd.com](http://www.coralbaycdd.com)). As the need to change or add information arises, the web site will be updated and the new and/or revised information will be included in future issues of the Buzz.

## Questions about Gate Project Status

**Question:** *When will the gates go into operation?*

**Answer:** There are two parts of the project that have to be completed before gate operation can begin: the resolution of the AT&T telecommunication installation issue and the installation of the speed humps. When these completion dates become firm, the gate-closing schedule will be advertised.

**Question:** *How can I get status updates on the project?*

**Answer:** There are three ways you can keep up with the status of the project:

1. Check the Coral Bay web site ([www.coralbaycdd.com](http://www.coralbaycdd.com))
2. Call the Coral Bay Information Center Line: (954) 721-8681 Ext. 220.
3. Watch for signage posted at Coral Bay's entryways. 🚩

## Questions about Envera Registration

**Question:** *How do I register if I have not already done so?*

**Answer:** Registration forms are available from Coral Bay's Clubhouse Office (see "Clubhouse Office Hours" on the left side of page 5) or from Coral Bay's web site ([www.coralbaycdd.com](http://www.coralbaycdd.com)). Follow the directions on the form for completing and returning it.

**Question:** *I registered with Envera but have not received my User ID or Password, what should I do?*

**Answer:** During the period before the gates go into full operation allow up to either seventy-two (72) hours for a response by e-mail, if you provided an e-mail address on your registration form, or two weeks for a response by regular mail.

If you have not received a response after the period indicated, please contact Envera directly at (954) 642-1877.

After the gates go into operation, response time for registration of new owners or tenants will be substantially faster. 🚩

## Questions about Transponders and Access Devices

**Question:** *Will my old transponder still work with the new system?*

**Answer:** Yes, as long as the transponder is still in working order *and* you register it in the new system. If you have already registered your household, you can add transponders that you did not include on the registration form by calling Envera at (954) 642-1877. To add a transponder, you must be able to provide your account password that you received from Envera.

**Question:** *Is there a limit to the number of Sun Passes and Transponders I can register?*

**Answer:** Yes, each account can have up to 15 Sun Passes and/or transponders registered. There is one resident account per physical Coral Bay address; landlords who do not live in Coral Bay have their own account so that they may access their property.

**Question:** *I need a new transponder, what do I do?*

**Answer:** Purchase one of the \$4.99 soft Sun Pass Mini window stickers. Register the Sun Pass number with Coral Bay and attach the sticker to your car's windshield as described in the instructions that accompany

*Continued on page 4 See "Transponder FAQs"*

## **Transponder FAQs** *Continued from page 3*

the sticker. Only the soft Sun Pass Mini window stickers are compatible with Coral Bay's new system. You must register only compatible Sun Pass Mini window stickers.

You do **not** have to register the Sun Pass with the State unless you intend to use it as a highway toll pass.

**Question:** ***During the initial registration period I registered a Sun Pass device that is not compatible with the system, what do I have to do?***

**Answer:** During the initial registration, anyone who registered a Sun Pass device that is not compatible with the system was mailed one of the new Sun Pass Mini stickers that **is** compatible with our gate system. Envera paid for these replacement Sun Pass stickers. The stickers that you were mailed were pre-registered in Coral Bay's access control database to your user account; all you have to do is follow the directions in the letter that came with the stickers.

If you registered an incompatible device, but have not received new stickers please call Julio Padilla at (954) 721-8681 X 213. We will need to know your name, Envera user ID, and Coral Bay address so that we can deactivate the previously issued Sun Pass stickers and issue you new ones.

**Question:** ***I bought a new soft Sun Pass Mini sticker that I need to add to my account, what do I do?***

**Answer:** Call Envera at (954) 642-1877 to add a Sun Pass Mini to your account. You cannot add a Sun Pass Mini by logging on to your user account; you must talk to an operator at the Central Station. To add a Sun Pass Mini, you must provide your Envera account password.

**Question:** ***Where do I put my registered transponder or Sun Pass in my vehicle?***

**Answer:** Your transponder or Sun Pass must be visible through your vehicle's windshield for it to open the gate:

- Registered transponders must be on the left side of the windshield, positioned so that they do not obstruct your view. Waiving a transponder around in your hand will prevent the gates from opening.
- Registered Sun Pass stickers must be attached to the windshield and positioned according to the directions that come with them. Sun Pass stickers will not open the gates unless they are attached to the windshield (they use the windshield as an antenna.)

**Question:** ***I have a registered transponder or registered Sun Pass that I forgot to take with me when I went out. How do I go through the gates to get home?***

**Answer:** Without a registered transponder or Sun Pass in your possession, you can only use the gates at either North Bay Drive or South Bay Drive. You must use the left-hand/Visitor lane. Pull up to the kiosk and identify yourself to the attendant and provide your account user ID. The attendant will then enable your entry.

**Question:** ***I have a registered transponder or registered Sun Pass in my vehicle, but the gate in the resident lane did not open. How do I go through the gates to get home?***

**Answer:** Pull your vehicle up to the kiosk and identify yourself to the attendant and provide your account user ID. The attendant will enable your entry. When you get home, contact Envera to ensure that your transponder or Sun Pass is registered correctly. 🏠

## **Questions about Visitors and Visitor Access**

**Question:** ***My Envera profile lets me create both "Temporary" and "Permanent" visitors. What is the difference between the two types?***

**Answer:** A "temporary" visitor is someone who will only be coming to Coral Bay during a fixed period of time that you specify when you add the temporary visitor. Temporary visitors may come and go multiple times during this period of time. Examples of guests you might want to schedule as temporary visitors: your friends visiting for a couple of days from out of state; a furniture delivery; a pizza delivery; or a contractor doing a job at your home.

Conversely, a "permanent" visitor is someone who visits Coral Bay frequently. Examples of visitors you might want to set up as permanent guests are: your friends and/or family; your regular lawn service; or other service personnel who regularly come to your home.

Regardless of whether a guest is "temporary" or "permanent", those on your guest list will always be admitted when they come without the need for the gate attendant to call you first.

*Continued on page 5 See "Visitor FAQs"*

**Visitor FAQs** *Continued from page 4*

**DISTRICT SUPERVISORS:**

Tony Spavento<sup>1</sup>,  
Supervisor, Seat 2  
Chair

Daniel Dean<sup>2</sup>,  
Supervisor, Seat 5  
Vice-Chair

Tina Hagen<sup>3</sup>,  
Supervisor, Seat 1  
Treasurer

Ronald Gallucci<sup>4</sup>,  
Supervisor, Seat 3

John Hall<sup>5</sup>,  
Supervisor, Seat 4

1. Elected November 2008
2. Uncontested Election November 2006
3. Uncontested Election November 2008
4. Elected November 2006
5. Re-elected November 2006

**DISTRICT OFFICIALS:**

Rich Hans,  
Governmental Management Services  
District Manager

Dennis Baldis  
Governmental Management Services  
Field Manager

Julio Padilla  
Governmental Management Services  
Assistant District Manager

Robert D. Cole, III, P.E.,  
Craven Thompson & Associates Inc.  
District Engineer

Michael J. Pawelczyk,  
Billing, Cochran, Lyles,  
Mauro & Ramsey, P.A.  
Coral Bay CDD Attorney

**ADDRESS INQUIRIES &  
CORRESPONDENCE TO:**

Coral Bay CDD  
c/o Governmental Management  
Services - South Florida  
5701 N Pine Island Rd, Suite 370  
Ft. Lauderdale, FL 33321

**PHONE:**

954-968-6286 (Clubhouse Office)  
954-721-8681 x 213 (Julio Padilla)

**CLUBHOUSE OFFICE HOURS:**

Monday 8 – 10 AM, Wednesday  
8 – 11 AM, and Friday 2 – 5 PM,  
Except for legal holidays.

**WEB SITE:**

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

**Question:** *I am expecting a package to be delivered by the United States Postal Service, FedEx, UPS, or DHL. Do I need to do anything special?*

**Answer:** No, marked vehicles from these common, major carriers will always be admitted without your having to include them on your guest list or without the need to contact you.

**Question:** *I am expecting a repairman, what should I do?*

**Answer:** If you schedule a repairman to come to your home, add the company as a temporary guest on your account. While we will never deny access to marked vehicles from AT&T, FPL, or Comcast (all these utilities have infrastructure they need to maintain in Coral Bay), you should always add them to your guest list if you schedule a repair appointment.

**Question:** *I have purchased a large item (furniture, an appliance, etc.) that is being delivered to my home. What do I need to do to make sure the delivery driver can get in?*

**Answer:** You should enter the company delivering your purchase as a temporary guest. That way when they arrive the attendant can admit them without the need to contact you. For instance if you bought a new couch from Joe's Furniture, make sure that Joe's Furniture (or who ever is delivering the couch) is listed as a temporary guest on the day your delivery is scheduled.

Also, make sure the company delivering your purchase understands that you live in a gated community and tell them what they will need to do when they arrive.

**Question:** *I have added someone to my guest list. What should they do when they come to visit?*

**Answer:** You should tell your visitor the following information so that they can use the system without frustration:

- Your visitors must enter through the North Bay Drive or South Bay Drive gates. Those without a registered Sun Pass or Transponder cannot use the NW 30<sup>th</sup> Street gate to enter or exit Coral Bay.
- They must use the left-hand Visitor lane at the North Bay Drive or South Bay Drive gates.
- When they pull up to the kiosk, a greeting message will play letting them know that the attendant will be with them in a moment.
- When the attendant comes on, your visitor and the attendant will be able to hear each other. The attendant will be able to see your visitor as well (though the camera system).
- Your visitor should tell the attendant who they are and where they are going or who they are here to see. Your visitor should know at least one of the following:
  - The first and last name of someone listed as a member of your household on your Envera account.
  - Your address.

Visitors on your guest list will be admitted *without* the need to call you. If a Visitor is not on your guest list, the attendant will attempt to contact you at one of the telephone numbers listed on your profile.

The process of admitting visitors will be much more efficient if you ensure that your guests are listed on your list (either permanent or temporary) and they know what to expect when they come to the gate. 🌊

## Other Projects around Coral Bay

Two more landscaping projects have recently been completed around Coral Bay:

- The landscaping in the Fay's Cove pool area was updated and refreshed. This completes the landscaping enhancements at all three pool facilities.
- New landscaping was installed to beautify the area along South Bay Drive between The Cape and the community to Coral Bay's south.

These projects were funded from the District's Landscaping Improvements budget line.

Other projects that are currently in the works:

- Resurfacing the tennis and basketball courts. The Board reviewed proposals from three vendors and selected a qualified vendor to perform the work. Coral Bay staff is currently scheduling this project. The actual contract price for work is less than the amount budgeted.
- Painting the side of the perimeter wall facing North Bay Drive and South Bay Drive, as well as the associated entryway features. Coral Bay staff is working on specifications for this work so that proposals can be obtained. This project is expected to be complete within this fiscal year.
- Resurfacing the badly worn pool deck at Fay's Cove Pool. A qualified vendor was selected from the four proposals submitted and this work is being scheduled.

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- Adding lighting to the unlit entryways to Port Antigua (El Capitan Drive and North Bay Drive) and Las Brisas (Seagrape Circle and South Bay Drive.) This lighting will be consistent with what is at the other village entryways and will help to give the village entryways a more uniform appearance. Coral Bay staff is working to obtain revised proposals for this project.

All of these projects, except for the resurfacing of the Fay's Cove pool deck, were budgeted for in the Fiscal Year 2009 – 2010 budget. The roughly \$8,000 (or \$8.00 per home) cost of the Fay's Cove pool deck project is being paid for by savings achieved on other budget lines. 🌿

## Revising Coral Bay's Operating Rules

In February, the Board held a workshop session to discuss numerous revisions to Coral Bay's Operating Rules. These rules govern such things as usage of our park and pool facilities and other public amenities.

The revised draft rules document that was produced by that workshop will be posted on Coral Bay's web site and will also be available in the Clubhouse Office for inspection. The revised draft rules are expected to be available for preview by March 11, 2010.

The Board will be advertising a Public Hearing to consider the revised Rules for Coral Bay. This Public Hearing is scheduled during the regular April meeting to be held on Thursday April 8, 2010 at 7:00 PM in the Coral Bay Clubhouse. 🌿

## Village HOA Meetings and Contact Information

- **The Cape** meets the 1<sup>st</sup> Thursday of every other month at 7:00 PM. Contact Tony Piracci of Alliance Property Systems, (954) 473-4733 x 2.
- **Fay's Cove** meets the 4<sup>th</sup> Saturday of February, April, June, August, October, and December at 10:00 AM. Contact Tony Piracci of Alliance Property Systems at (954) 473-4733 x 2.
- **Indian Key** meets on the 3<sup>rd</sup> Wednesday of the month at 7:00 PM. Contact C. Eric Whittle of Integrity Property Management, (954) 346-0677 x111.
- **Islamorada** meets on the 2<sup>nd</sup> Monday of the month at 7:30 PM. Contact Matt Rosenbaum at New Community Strategies (954) 689-4804.
- **Las Brisas** meets the 2<sup>nd</sup> Tuesday of January, March, May, July, September, and November at 7:00 PM. Contact Tony Piracci of Alliance Property Systems at (954) 473-4733 x 2.
- **Las Brisas Del Mar** meets on the 4<sup>th</sup> Wednesday of each month with times to be announced. Contact Eddie Velie of Velie Association Management, LLC at (954) 263-6287.
- **Mallory Harbor** meets on the 3<sup>rd</sup> Thursday of each month at 7:00 PM. Contact Eddie Velie of Velie Association Management, LLC at (954) 263-6287.
- **Port Antigua** meets on the 2<sup>nd</sup> Wednesday of each month at 7:00 PM. Contact Tony Piracci of Alliance Property Systems, (954) 473-4733 x 2.

This information can also be found on the HOA's page of Coral Bay's web site ([www.coralbaycdd.com/CB\\_CDD\\_HOAs.htm](http://www.coralbaycdd.com/CB_CDD_HOAs.htm)).