



Hello Grand Isles Residents!

Helpful Information

Official Grand Isles Website
grandisleshoa.org

Property Manager
Jim Pike
jimpikegrandisles@gmail.com
561-333-5253

Davenport Property Management
561-642-5080
davenportpro.net

Guardhouse
561-333-0728

Guest Access
Please register guests, opt-in for texts/email alerts at gateaccess.net

Clubhouse and Carmel Pool Hours
Wednesday - Sunday
10:30 am - 4:30 pm

Fitness Center Hours
Monday - Friday
8:00 am - 5:00 pm



Did you know?

"March" is named for the Roman god of war, Mars.

If you were born in March, your birth flower is a daffodil.

Every year, March and June finish on the same day of the week.

Marvelous March Facts

March 4, 1924 - "Happy Birthday to You" is published by Claydon Sunny

March 7, 1876 - Alexander Graham Bell patents the Telephone.

March 12, 1912 - Girl Scouts of USA were founded by Juliette Low of Savannah, GA.

March 23, 1857 - Elisha Otis installs the first elevator at 488 Broadway in New York City

Our meeting on March 18th began at 7:02 PM. After calling the meeting to order, Doug Stark motioned to waive the reading of last meeting's minutes and the Board unanimously approved. Alan Apfel read the Treasurer's Report and reiterated due to an increase of cash flow accrued and per the FDIC guidelines, a new bank account had been established.

We discussed the progress and the completion time for the Clubhouse and Carmel Pool Roofs. The roofs should be nearly finished by the time this newsletter hits your mailbox. Proudly, we were able to keep the pools open during the Palm Beach County School District Spring Break schedule. This is because the pools were closed while roof work was being done. This will be closed for a few more days needed to complete the jobs. This is good news for residents and for our community. Additional Old Business that was mentioned was the high-impact glass installation at the gatehouse that is scheduled for May or June.

A list of topics was discussed. One of the topics that many of you have voiced your concerns about was our back gate. The back gate has been an expensive project. To put it in perspective, there are many facets of the back gate that go beyond mechanical. We have Royce Integrated Solutions, our community's gate vendor. They have replaced just about every component but the white gates on our system. We have gate attendants who have the ability to release the gate arms should a resident get stuck. We have camera systems that provide visual aids in the functionality of the gate system. At one point the gate attendant's switches were not functioning as described. They would cause the arm(s) to remain stuck in the "open" position. Unfortunately, the camera that would provide the visual aid to the attendant was simultaneously down so the attendant could not be sure the arm(s) opened. Once this was discovered we contacted our camera vendor, Complete Technology Solutions immediately. We have researched the switch issue and have implemented a solution that, once tested, should solve the arm(s) getting stuck in the open position. As always, we strive to get everything in our community to work as designed and go without a glitch. So we learn something new as we go and improve along the way.

Tennis Court Camera Angle Needed

The community will be upgrading our camera at the kiddie play area to be able to have a 180-degree view to include the tennis courts or add a new camera aimed at the tennis courts. Currently, we are unable to get a full view of the tennis courts.

This is important because it has been brought to our attention that adolescents are taking swings at the gate, destroying it and the nets at the tennis courts with an aluminum bat. It's unfortunate that this sort of vandalism is happening in our community but with the new camera, we will now have the ability to identify the perpetrators and have the homeowner/parents be financially responsible for the repairs.

Upcoming Improvements

You will be noticing some common area improvements. We have increased the palm tree trimming from once to twice a year. The first trimming is in process by Evergreen. We should see a lot fewer palm fronds in our streets, common areas, and swales with this additional trimming service. The owner of Evergreen Landscaping, Jordan Richards, was present at the Board of Directors meeting. He wanted the community to know that he is willing to do whatever is necessary to have our community look its best. The transition from the old company to our new company caused the fall planting to be delayed which caused the selection to be minimal. Hence the begonias were planted. He gave us assurance our next flower installation which will occur in May will be better and much more impressive.

The common area in Harbor Cove will have new sod installed after struggling with multiple efforts and treatments throughout the years.

This summer, we will set out to identify the sidewalk areas that need to be replaced and schedule their repairs accordingly.

We will be replacing our white aluminum fencing around the main pool. We will be adding our new key fob system at both East and West exterior entrances. This is the same blue key fob that many of you have already exchanged from your old silver button one. Please remember you will need your key fob to enter the pool once the new gates have been installed. We believe this is a great improvement for the main pool area.

The motor for our clubhouse fountain has been installed and is working again. The fountain should be operational by the time this newsletter is complete.

Social Committee Event Planned

Lauren McPherson, your Board of Director's Secretary, is spearheading a Social Committee for Grand Isles. She is organizing and recruiting volunteers for the Social Committee and the Board supports her efforts. She can always use more volunteers that are willing to put in a little effort and provide ideas to help make the Social Committee a huge success.

At the March 18th meeting, Doug Stark motioned to approve a minimal budget for an 8 week trial for the first Social Committee event. It was unanimously approved. The first Social Committee event will be Yoga at 9 AM on Saturdays starting in April. It will be located in the common area green space overlooking the fountain. There will be two hired instructors each Saturday morning and all you need to bring is a Yoga mat. We will post the date and time on our website, on texts, and on our sandwich boards. Please email any questions in the interim to our property manager at jimpikegrandisles@gmail.com.

Financially Speaking

The Grand Isles community currently has made great progress with recovering many of the bad debt that we began with just over a year and a half ago. Our cash flow has improved significantly. With that said, we have two unavoidable bad debts due to foreclosure. One property is already made its way through the court system. We have budgeted for any potential bad debt.

The Board Secretary read the addresses of homeowners who were 90 days past due on their HOA maintenance dues. Doug Stark motioned to rescind these homeowners' common area use rights and deactivate their barcodes. The motion was unanimously approved. Next, the Board Secretary read the addresses of homeowners who have not made the required corrections after receiving two violation letters in the required time period. The President motioned to send the fines to the Fining Committee. The Board unanimously approved.

We are happy to announce our 2020 Audit has been submitted and it is clean and clear. You can find a copy at www.grandisleshoa.org under Resident Portal in Association Documents, titled 2020 AUDIT.

Florida Power and Light

Florida Power and Light approved the additional street light at the southwest corner of Isles Way South and Lake Isles Drive. We are at their mercy of when we are next on the schedule for this installation. The light comes at no cost, but there is a cost to get to the electrical source. The cost is about \$1022 for boring 130' under the roadway to install the needed source of electricity.

Also, FPL approved the blackout panels that approximately 45 residents have requested.

This comes at no cost for us for the panels and no cost for the installation. Again, we are waiting in the FPL queue for this to take place. Our property manager, Jim Pike, will follow up on Monday to see if we made any progress on the schedules.

NEW Law Enforcement Barcode Fee

After a resident in attendance provided a logical need for a law enforcement officer with an identified vehicle to sometimes change cars as often as 3 times a year the Board decided to agree to a reduced barcode fee of \$10 going forward. This fee is not retroactive and is only for identified or county-owned patrol cars. This fee is not applicable for personal vehicles.

Resident Lake Management

With our lakes being low this time of year, this is a great time for cleaning up the debris, such as coconuts and loose vegetation, from the edge of your adjacent lake. This will prevent the debris from traveling to the banks of our community when the water level rises and thus creating an unpleasant appearance. We are not suggesting you do something that is not expected of you.

As per the attached excerpt from

CLARIFICATION, INTERPRETATION AND AMENDMENTS TO THE ASSOCIATION'S RULES AND REGULATIONS: ..."1. The Association shall operate and administrate the Common Area for

Lake Management Continued

the use and benefit of the Owners, except: 1.1. At Home Sites that adjoin water bodies, the homeowner shall maintain to the edge of the adjacent lake, canal, or other water bodies as such edge may change from time to time by virtue of changes in water level. 1.2. Homeowners shall maintain their Home Site and adjoining property to the edge of adjoining paved roadway, including drainage areas and swales. 2. Lakes 2.1. Lakes and/or other water bodies easements that are adjoining and contiguous to a Home Site shall be the responsibility of and for the limited/exclusive use of the Owner of the Home Site. "

We hope you take this opportunity to do your part as a resident of Grand Isles.

APB Security

Our new guards have been on site for over 3 weeks at the time of this newsletter and we have heard many compliments and yes, some complaints, about their performance. As previously mentioned, all drivers in the guest lane are required to provide a driver's license to be scanned by our gate attendants for entry. There are no exceptions. This does not include emergency vehicles and those listed as exempt such as USPS, law enforcement agencies, etc. Many residents have been wanting the exact service that APB Security is providing and that is expected in a manned gate community. We receive weekly reports from APB Security on issues, concerns, and areas for improvement. With 3 reports to date, we have more progress and communication with APB Security and the attendants than we ever had with Allied Universal. Do not complain to the attendants. Convey any concerns to the Property Manager or at a Board Meeting.

At the board meeting, a resident did voice a complaint she had with a gate attendant allowing a vendor in without notification. The Board listened to her concerns and is in the process of researching the vendor. The same resident also had a verbal altercation with one of the gate attendants. Ultimately, the gate attendant called the police to assist her with our resident. The police officer defused the situation. Verbal abuse of our attendants will not be tolerated. Register your guests & vendors at gateaccess.net which will speed up the process for the guest lane. The form is attached if you need it.

In Closing

We look forward to our new Social Committee event, our improved communication with our residents and gate attendants, and to a great year!

Thank you,

Doreen Levy, Vice President

GateAccess.net is a premier website that allows residents of member communities to access certain parts of their file's information. The specific areas available are decided upon by the HOA, and differ from one community to the next.

HOW DO I LOG INTO THE SYSTEM?

Using any standard web browser (Internet Explorer, Firefox, Chrome, etc.), navigate to www.GateAccess.net. At the login screen (Figure A), select your community code from the drop-down list (typically the abbreviation of the community name), and enter your home phone number (10 digits ONLY, without spaces, dashes and parenthesis). Your code number can be obtained from the management office or security. Once done, click on the LOGIN button. Upon a successful login, the OVERVIEW page will open up, with community news and important phone numbers.

Figure A

HOW DO I NAVIGATE THE WEB SITE?

On the upper part of the screen you will see a tab selection bar that allows you to access the different parts of the system (Figure B). Click on the desired tab to review and edit your information.



Figure B

HOW CAN I CHANGE MY USER NAME AND PASSWORD?

Navigate to the LOGIN INFORMATION tab (Figure C), and enter a user name that you'd like to use as well as a password that you will remember. If the user name that you selected is already in use, the system will let you know so you can pick a different one. Follow the guidelines on the page in order to select a valid user name and a strong password.

Figure C

WHERE CAN I GET HELP ON SPECIFIC TABS (GUEST LIST, ENTRY LOGS, ETC.)?

At the bottom right corner of each page you will find a HELP button (figure D). Clicking on that button will generate a pop-up screen detailing information regarding the open screen. Use this information for help or questions regarding editing, deleting or adding data.



Figure D

WHY CAN'T I EDIT CERTAIN INFORMATION?

While editing your guest list or emergency contacts, for example, is authorized by the community, other areas of the system are viewable-only. For example, the list of entries to your residents or the description of your vehicles and access control devices are only managed by the system data administrator (typically the property manager).

WHERE CAN I GET ADDITIONAL HELP?

If you have any questions regarding the DATA itself, as it appears on the web site, you will need to contact your property management company, as we only provide the facility to update information and do NOT have access to the actual database. If you have questions regarding the website itself, or need further help with specific tasks, please write us at Support@abdi.net, and an Engineer will get back to you. Do not forget to specify the name of your community, as well as the description of your problem and your contact information.