

## **FAQs (Frequently Asked Questions)**

### ***Why are we limited in the amount of water for irrigation?***

Prior to Hurricane Ian the water source for our irrigation was the two lakes with 4 underwater pumps. The hurricane flooded the two lakes with salt water. Our plants and grass will not tolerate the current salinity of the lakes. We changed the plumbing to connect the irrigation system to the freshwater well that is normally used to add water to the lakes during dry periods. The single pump in the well is restricted in the amount of water it can supply the irrigation system.

### ***What does the salinity in the lakes need to be before we can return to using the lakes for irrigation?***

Even though the two lakes are connected by a large pipe the salinity is a little different in the two lakes. After the hurricane the salinity was 15-18 PPM (parts per million). In August the salinity was 1.7 PPM in the small lake and 2.5 PPM in the large lake. The salinity in the lakes needs to be around 1 -1.5 PPM to return to using the lakes for irrigation.

### ***How long will it take for the salinity in the lakes to be acceptable to use for irrigation?***

The time it will take for the lakes to return to a salinity level of 1 PPM is unknown and impossible to determine with any certainty. We can only speculate but it will be at least a year.

### ***What is being done to reduce the salinity of the lakes?***

The solution to reducing the salinity of the lakes is dilution. We did pump water from both lakes into the surrounding canals. The theory is that when the lake level is reduced the ground water under the lakes will fill the lakes with freshwater. This theory worked and the salinity levels were reduced substantially so we have begun using the lakes as the source of irrigation.

### ***The irrigation repairs have cost the Association a considerable amount of money and are still ongoing, why didn't we just put in a new irrigation system?***

The irrigation system, as designed, consists of four in-lake pumps, an above ground pump station for each pump, a network of underground pipes and wires, 250+ valves and decoders, sprinkling heads and two electronic controllers. We replaced the two electronic controllers for around \$12,000 and hooked the system up to our freshwater pump that has allowed us to irrigate the community.

The large repair expense we have incurred, in addition to the cost of the two controllers, hooking up to the freshwater well and a new well pump, is the rebuilding of the pump stations to be used when the lakes are available, as well as ongoing repairs to the system of piping and broken wires due to aging, ground movement and other causes.

We did investigate the installation of a new system, which would have replaced the two electronic controllers, but that also included replacement of 250+ decoders that are already working at a cost of approximately \$448,000.

Replacement of these components would make the system easier to operate but would not have eliminated the pump stations, piping repairs or the well pump.

***Who performs grass cutting, garden bed trimming and treatments to Windward Point and the Association properties?***

Pelican Lawn & Landscaping, Inc. provides weekly mowing during wet season (May-Oct); bi-weekly during dry season (Nov-Apr). They also provide lawn and garden bed treatments and garden bed trimming.

***Who provides irrigation service for Coco Bay?***

Pelican Lawn & Landscaping, Inc & Water Equipment Technologies provides irrigation services to Coco Bay.

***How do I contract Pelican regarding a landscaping or irrigation issue?***

Landscaping and irrigation issues are reported through Pelican's online work order system. Once a work order has been submitted it be monitored and tracked by Pelican.

<https://app.maxpanda.com/submit?id=4182&site=7267&codeword=cocobay>

***When and how often is tree trimming done for the Association properties and Windward Point?***

Trimming of non-shedding palms is normally performed twice a year in March and September. This cycle may be adjusted due to the hurricane. Hardwoods are trimmed periodically.

***Why did it take so long after the hurricane to get the irrigation system working?***

After the hurricane several key members of the board relocated, and the remaining board members were busy looking after their own property. There was disagreement with the firm managing our landscaping and irrigation leading to the need to hire a new contractor.

Before a new contractor was hired, individual CCB owners worked on replacing and repairing individual components of the system and they looked for a water source solution because the lakes were unusable due to the high levels of salt. Multiple solutions were suggested, and several were seriously investigated, but the best option was using a freshwater well.

That solution required thinking outside the box and many alterations before the system was usable. Repairs to the system continue, including the replacement of underground piping, valves, and connections. We have made much progress, but use of the irrigation system is still

limited because our water source is a small deep well with a limited water supply.

***What and when are the landscape applications contractually applied by Pelican?***

Turf and shrub fertilizer is applied at the UF and best management recommended rate of 1 lb. of nitrogen per 1,000 square feet. Lawn fertilizer, 24-0-11, on turf 4 times a year in December, February, May, and October. Nothing in the summer due to black out restrictions. Fertilizer, 8-0-10, on shrubs 3 times a year in December, May, October and nothing in the summer due to black out restrictions. Grubs' treatment is in the contract but only applied when infestations are noticed. There are also 6 IPM treatments involving coming onsite, inspecting the turf, shrubs, and treating areas with issues with the chemicals as needed. Additional applications outside the contract can also be provided.

***Who holds the licenses for landscape chemical applications?***

Marco Schauenburg holds the license for the LTD commercial application fertilization holder. The license expires 10/10/2025. Terra Garden Solutions Inc is licensed for Pest Control Company.

***Does Coco Bay Homeowners Association, Inc. have a website?***

Yes, cocobayhoa.info. Board email is [board@cocobayhoa.info](mailto:board@cocobayhoa.info)

***Who is the Property Manager for Coco Bay?***

Resort Management  
Esperanza Arminana, Community Association Manager (CAM)  
239-645-4187 earminana@resortgroupinc.com

***When is trash and recycling picked up?***

Trash and recycling are picked up every Wednesday. The recycling is picked up very early in the morning. Please place your trash and recycling at the curb on Tuesday after 4 pm. Please review Lee County rules on yard waste because non-compliant waste will be tagged and left behind.

<http://www.leegov.com/solidwaste/residential/yardwaste> Contact: 239-334-1224 (area #1658)

***When is yard waste collected?***

Yard waste is collected on Wednesday.

***When are the Coco Bay Community Association, Inc. board meetings held and where?***

Board of Directors' meetings are held the third Wednesday of each month, with rare exception. Agendas are posted on the Amenity Center and Fitness Center doors and are emailed to members at least 48 hours prior to the meeting. Meetings are held at the Amenity Center.

***Who provides the cable service that is included in the quarterly assessment and how do I contact them if I have a problem?***

Xfinity provides internet and cable TV service to all Coco Bay residences as part of a commercial bulk contract. For questions contact them by phone at 800-934-6489 or on the internet at <https://www.xfinity.com>.

***Who provides my electric service and how do I contact them if I have a problem?***

Florida Power and Light provides our electric service and their contact number is 800-226-5885.

***Who do I contact in case of an emergency and what is their contact number?***

Our community is in the area serviced by the Lee County Sheriff. In a true emergency dial 911 and for non-emergency issues call 239-777-1000.

***Who is responsible for water and sewer services in Coco Bay and how do I contact them?***

Water and sewer services are provided by Lee County Utilities, and they can be contacted at 239-533-8845.

***What does the Coco Bay Board of Directors manage?***

The Board of Directors or Board is the body responsible for the general governance and administration of Coco Bay Community Association, Inc. The Board is responsible to maintain the Community Wide Standard. It also manages the common elements consisting of Tracts A through K, the roads and two lakes. In addition, the Board also manages the Windward Point service area, consisting of 99 single family homes.

***Who manages the condos and their land?***

The condos are managed by a separate set of governing documents and a separate board of directors. The organization's formal name is Bay Haven at Coco Bay Community Association, Inc.

***Who are the directors on the CCB board?***

Len Turtora, President  
Mark Stypinski, Vice President  
Marie Hausner, Treasurer  
Jody Karsevar, Secretary  
Jerry Campbell, Director

***Who manages the entrance gates?***

For Kelly Green's gates and security issues contact their office at 239-466-9570.

***What is the service that Kelly Greens uses for gate access?***

MyQ Community is the security company that controls the Kelly Greens gates. For access to this system visit the administrative offices of Kelly Greens located on Kelly Greens Blvd. Here you will also register your vehicle and obtain an entrance transponder, as well as register for MyQ Community. The KG office number is 239-466-9570. Here is a link to the MyQ Community Mobile App Guide: <https://files.constantcontact.com/482e8b84901/1c2e4bbf-054f-40a0-b32e-f594fde0f6ad.pdf>

***Who are the Bay Haven condo owners Board of Directors?***

Larry Lokuta, President  
Jerry Bryant, Vice President  
Mark Stypinski, Treasurer  
Ellen Shelly, Secretary  
Steve Springman, Director

***What services are provided to the service area including the 99 homes by the CCB board?***

The services to be provided can be found in the *Declaration of Covenants, Conditions, & Restrictions, Article V "Maintenance and Repair"* Lots, by definition in the governing documents, are those parcels where a single-family home is located. Those services include maintenance, repair and replacement of the grass, landscaping and irrigation systems, and other components as originally provided by the Developer at the time the property was turned over to the original purchaser.