

September 4th, 2025 - Notes to the Community –

Hello BTP owners and residents,

The Labor Day weekend is behind us, and we move into the second phase of Hurricane Season. It's been very quiet so far, for several different reasons, but we need to remain alert as we approach the "peak" of the season in mid-September.

The last POA Board meeting was held on August 26th. A number of items were approved, several key projects were discussed and their progress was updated.

The **resurfacing of the Clubhouse pool and spa** was discussed. As of today, September 5th, Cosmos Pool has completed the preliminary work of scraping and sanding down the surfaces of both. There were no incidences of severe "hollows" or soft spots at the bottom of the pool. The application of the new surface also began this week (the spa is complete) and will be completed next week. Hopefully the pool will be back in service at that time.

The test project to **clean out the small drains** that direct water from the front of homes on West Hyde Park Ct. to move water to the street was completed. The drains for two buildings (eight residences) were completed. Board member Mark Trail observed the work that was done and reported that he felt that the test was a success.

We experienced some heavy rains on August 23rd and 24th and apparently the drains functioned nicely. The continuation of this initiative will be discussed as part of the upcoming 2026 budget considerations.

The upcoming **move from the Envera system to Key Securities** was also covered. Brandi is in constant contact with them to help provide a smooth transition. The first phase is to provide a current, accurate owners list. With the help of the BTP Communications Committee and the list from Cardinal management, this has been accomplished and will be inserted into the Key format template shortly, for them to use.

At this writing, we continue to be at a standstill with the full activation of our **new irrigation pump**. Our supplier, Hoover Pumps still awaits the work needed by FPL to activate the pump so that it will work at its full capacity. And still no word on the installation of the second new pump (that will replace the two, old pumps that are still in use) – which we hope to have up and running by the end of the year.

Three projects that are traditionally completed in the fourth quarter were approved by the Board.

- Our **Palm Trees will be trimmed** beginning next week, September 9th. The work will be done by the Arborist division of Greenscapes again this year. They provided the same cost as done in 2024, \$31,960. At the same time, they will be trimming and removing vines from our Ficus hedge that extends along the southern perimeter of the property.

- We will be applying our layer of **mulch** throughout the community beginning the first week of December. This year Southeast Spreading was awarded the contract. They distribute the mulch by hand as opposed to the company that we tried last year, Express Mulch, that blew in the product. The cost of the project is \$69,960.
- Finally, the **power washing** of the Clubhouse/Annex, front monuments, guard house, mailbox kiosks, entranceway pavers, pool decks, our sidewalks and street drains that carry water to the large, grated street catch basins will begin in November (our residences and their driveways are not included). The work will be done by Green Earth and the cost is \$13,400, substantially less than the cost in 2024.

There was a situation that occurred during the Owner's Comments section of the meeting that was troubling. A small group of people decided that it was time to assume control of the meeting to express their displeasure over what they felt was poor service by our Landscape service provider.

Complaints and accusations were made to and at the Board members that were in attendance. This was the first time in the last year and a half that this sort of thing has occurred. And it will be the last time.

Let's keep in mind that these are Board meetings, where the Board meets to discuss POA business. Owners' comments, and suggestions, are more than welcome, after the conclusion of the official business.

Blatant criticisms and planned attacks are not acceptable. The next time this kind of behavior is attempted, the meeting will be immediately adjourned.

There are much better ways to have issues resolved. Such as -- putting your concerns in writing to the Board (easy to do on the new web page) or to the CAM, or a meeting with the CAM, or a one on one with a Board member(s). Not at a public Board meeting.

Other information:

Office Closures

Hopefully in the very near future, FPL will be here to finish the job of connecting our new irrigation pump so that again, it will run at full capacity. When they do, the office will be closed due to the lack of electricity: power to run computers/lights, air conditioning, etc. It was announced that the office would be closed on August 22nd to have this work done. However, we learned that FPL had an emergency at Margaritaville Resort on Ft. Myers Beach, so we were dropped from the service schedule. However, the office was open that day, from 10AM to 2PM (and announced in an email blast that morning) contrary to what was said on the unofficial BTP facebook page. It's always best to check with "official" sources first.

Office hours are from 9AM until 4PM Monday through Friday Someone is always there. (unless Brandi and/or Jeannemarie are called out to visit a home or address an issue on property). If not, a message is posted on the front door stating that it is closed.

Irrigation issues: A couple of weeks ago, sprinklers were running in the afternoon along the Boulevard near Avon Park Circle West. Generally, these sprinklers don't run during the

daytime, unless they are being tested. This time, owner Carol McCullough called the Greenscapes 24-hour irrigation hotline. A technician came out immediately and fixed the problem. The number is – 239-643-4471 extension #1 should you need to contact them

Landscape – other. As numerous residents have pointed out to us, Greenscapes is behind in their **trimming/pruning schedule for 2025**. Contractually, bushes/hedges/plants, etc. are to be done every eight weeks. We are not currently on schedule. We've met with Leslie, our Customer Service Manager and discussed the issue. Several options were discussed, but at this point the remedy to solve the problem has not been reached.

As has been pointed out numerous times, Greenscapes makes a very valuable tool available to us – the **Zendesk**. During that last meeting, several people complained about not receiving responses concerning landscape/irrigation requests that they've made – but had NOT done them through the Zendesk.

When a request is made through the Zendesk, someone from their organization reaches out, usually immediately, to get the process going. A meeting with Leslie is scheduled to discuss the request or problem. Once it is recorded in the system, the request is tracked through to completion. And all of this information is visible to our residents via the Zendesk. So please – visit the new Bell Tower Park web site, go to Landscaping and become familiar with the Zendesk, if you haven't already.

Lastly – and this has been made clear previously – DO NOT approach the Greenscapes workers (or any others that are working here in the community for that matter) with any complaints or questions. In the case of Greenscapes, again, go through the Zendesk with the issue, or call their office.

For issues with others that are working here, go to the office and speak with Brandi or Jeannemarie.

Thanks everyone, have a great weekend, and although it may be inconvenient, let's hope for some more rain!!!

Best wishes

Ron Mc Ewan
Board President
Bell Tower Park Property Owner's Associaton