

September 22nd, 2025 - Notes to the Community –

Greetings and Happy Monday to all,

Today is the first day of Autumn, as though we would know the difference here in SW Florida. But it does mean that cooler weather should be here soon. And that we can welcome back our northern friends as well, if they aren't here already.

Let's begin with some good news! The **Clubhouse pool** resurfacing project is complete and the pool will be open for use once again. Your Board hopes that everyone will enjoy the new look of the pool as well as its nice, smooth surface. The improvements that were outlined prior to the beginning of the projects are all in place. In particular the new tiling at the bottom of the pool to protect the twelve or so return flows are in place. As you'll remember, stains created from water that came through these flows caused the County Health Department to cite us in the first place, creating the need to resurface/clean the pool. The tiles will help disseminate the minerals and prevent staining and will be cleaned periodically by our pool maintenance company, Puddles Pools.

And as you've hopefully seen, to **celebrate the re-opening** of the pool, our **Social Committee, led by Kim Walerius**, is hosting a **cookout** this on Thursday, the 25th. The Committee will be providing hamburgers, cheeseburgers, hot dogs and chips for everyone. And those that "wish to share a dish" are urged to bring along something for others to enjoy. Also, please bring your own beverages! The event begins at 5 and will run until 7 or dusk. If you care to test out the pool, please feel free to do so. Should we experience rain, an alternative plan is in place and will be announced via email on Thursday, prior to 5 PM.

Landscaping has been a "hot" topic here over the last several months. We all know that Greenscapes is several weeks behind in their **trimming/pruning schedule**. That, and there have been other issues of late, mostly individual owners/residents complaining about their lack of service concerning requests to replace bushes, sod, etc.

Paul Niss and I met with the owner of Greenscapes as well as their Branch Manager and Leslie Cassandra, our Client Service Manager, last Wednesday to discuss these issues. There were several decisions made. First, they will be sending in another trimming/pruning crew this week to help the regular crew catch up. Apparently, they will remain until the Community has been completed, so that the regular crew will be able to begin the rotation in section one once again, on schedule. They did relate that there's a problem with worker's attendance throughout the industry. They assured us that the legality of their employee's residency is fully investigated and confirmed, but they too have absentee issues.

We also discussed their allocation of personnel and requested that more people be involved here. Apparently, they have a number of specific crews that work in a community: grass cutting - trimming/edging - blowing maintenance, trimming/pruning of bushes/plants, the pesticide/fertilization application group, of course the irrigation department (we see them here nearly every day), the arborist division – trimming palms, hardwood, cutting trees, etc. , the sod department and a crew that handles requests by individual homeowner's – either paid for by the homeowner or when the POA has responsibility.

The net of this is that they promised to get us back on track and get this trimming /pruning situation rectified within the next couple of weeks, so that the next cycle can begin.

As far as **work at individual homes** is concerned. Since last May 2024, when Greenscapes assumed landscaping responsibly here, they have addressed requests and complaints at over 125 residences in Bell Tower Park.

Thinking back, let's remember the way that it was just 18 months ago (and before). Then, the previous provider did not have a contact person to speak with owners/residents. All requests went through the CAM's office. And usually died there. There was no "zendesk", or a company supervisor that visited homes to discuss things with owners/residents. Or a person from the

landscape company that met monthly with our Landscape Committee Chair, Board liaison, Board president and CAM to discuss conditions and ways to improve them.

But we live in world of a “what have you done for me lately”, with high expectations of everything being done immediately upon request. Greenscapes has not been perfect – there have been complaints about their trimming/pruning techniques, among other things – depending on the person who’s complaining. Some warranted, some not. But they usually respond to criticisms and attempt to make things right.

But now, as we move into the 4th quarter of the year, the POA has got to the point that the money used to address requests and complaints has been exhausted.

Due to the amount of work that’s already been done, an over budget situation for irrigation repairs and replacement of parts, to keep our aged system running (obviously needed to keep the grass, etc. green and healthy) plus other overages in other categories are factors that have depleted funds in our 2025 operations budget. Thus, we are suspending work on additional individual landscaping requests until January when our new fiscal year begins.

Our Landscape Committee Chair, Dan Kerinuk, has created a comprehensive spread sheet listing every request for landscape work made since early summer and he updates it as requests come in and when projects are completed. The sheet is compiled by the date that the request is received.

When work begins again after the 1st of the year, projects will be completed in the order that they were and will be received. Those that were requested and not completed in 2025, will be the first ones done in 2026, again in the order that they were received. We will post this schedule on the web site sometime in October.

This policy will not apply to sod and ground cover work. To do this work as cost effectively and efficiently as possible, Dan and Paul Niss – POA Board liaison - will be working with a new provider that will be in as soon as we can

schedule them in January to complete all of the sod requests that have been submitted. This will include sod work needed in and around common areas of the Community. With any extra money here, ground cover will be planted in shady areas where the sun hinders the growth of grass.

The plan is to fulfill as many of these “one-off”, or individual requests, and still address any pressing landscape problems until the money runs out for landscape improvements in 2026.

The POA Board is expected to approve \$85,000 for landscape improvement projects in 2026, \$15,000 more than allocated to this line item in 2025 and \$25,000 more than allotted in 2024. The commitment is to continually improve the appearance of the homes and common areas in the community, thus helping to improve the value of our properties. Everyone’s patience will be greatly appreciated as we complete these projects.

The final step in the activation of our first **new irrigation pump** is scheduled to be completed on October 8th. As you’ll remember, FP&L technicians were scheduled to be here on August 22nd but instead they canceled the appointment. But hopefully the new pump will be fully operational after this visit, and we will be totally operational. We are still actively pursuing the installation of the second new pump – again to hopefully be up and running by years’ end.

A big thanks goes out to **Matt Christie** our Carriage Homes Board President. Matt brought one of his crew members and a forklift into BTP a week ago Friday and rearranged the stacks of tile that are stored in the woods in the southeast corner of the property. Some had been moved closer to the street (Chelsey Lane) when they were shrink wrapped and community members complained about them being more visual. Now the stacks of tiles are much further away from the street and barely visual. Plus, there’s still an entrance way for repair crews to access the tiles for repair purposes. So, thanks again Matt for your help and commitment to Bell Tower Park!!

Finally, work on **converting our Security/Safety system** from Envera to Key Security continues. Key technicians were in and around the Clubhouse most of last week, installing cameras and TV monitors. They will allow Brandi and Jeannemarie the ability to watch and review clear, live transmissions of what's occurring around the gates and the complex. More on this transition process will soon be provided.

The **POA Board** will be holding the September monthly meeting tomorrow night at 6PM in the Annex. The **2026 POA Budget** will be discussed and approved by the Board members for delivery to the membership. If you are interested in the budget and the monthly costs for POA services, be sure to attend the meeting in person or via zoom.

Hoping everyone has a great week!!!

Best regards,

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