

FAQ for Residents

ENTRANCE GATE

Q: During what hours is The Sanctuary entrance gate closed?

A: 11 pm to 6 am daily

Q: How do we open entrance gate?

A: 3 methods XXXXXX

Q: Who do I contact if have problems opening entrance gate?

A: Mike Muirhead

President

The Sanctuary HOA Board of Directors

Phone: 716-913-2160

Email: mdmuirhead@outlook.com

Q: Any tips re giving delivery services or vendors access when entrance gates are closed?

A: Schedule deliveries after 7 am; Instruct the driver to call you when they're at front gate so you can grant them access

TRASH AND RECYCLING

Q: When is trash and recycling picked up?

A: Every Tuesday, typically early in the morning. Please place your trash and recycling at the curb on Monday after 4 pm.

- Trash cans are handled manually, and recycling cans hoisted with automated hydraulic lift.

Q: When is yard waste collected?

A: Yard waste is collected two different times:

- Monday afternoon by SiteScapes Landcare after they've completed their weekly cutting and trimming.
- Tuesday morning along with trash on Tuesday.

Make sure to neatly place all yard waste at foot of driveway.

CABLE AND INTERNET SERVICE

Q: Who provides the cable service that is included as part of our annual HOA payment to the master community, Pelican Landing Community Association?

A: Hotwire provides base internet and cable TV service to all Sanctuary residences as part of a commercial bulk contract with Pelican Landing Community Association. For questions re service and/or enhanced internet and tv options, contact Hotwire customer service at 800-355-5668.

UTILITY COMPANIES

Q: Who provides electric service to my home, and how do I contact them?

A: Florida Power and Light (FPL) provides electric service. You can reach FPL customer service at 888-988-8249. To report a power outage call 800-468-8243.

Q: Who provides water to The Sanctuary?

A: Water services are provided by Bonita Springs Utilities. You can call them at 239-992-0711. For more info see <https://bsu.us>

HOA FEES

Q: How much are my HOA fees for The Sanctuary, and when are they due?

A: Sanctuary HOA fee is currently \$ 1075 per quarter, due on the first day of January, April, July & October.

Q: What are my payment options for HOA fees?

A: For details on all 3 payment options visit our accounting firm's website at <https://kpgaccounting.net/options.html>

NEIGHBORHOOD GOVERNANCE

Q: What are my voting rights in The Sanctuary HOA?

A: Each residence has one vote on any election of Board Directors, or proposed amendments to HOA documents.

Q: When is the Annual Meeting for The Sanctuary HOA?

A: Typically, the last week of January or first week of February

Q: How long is the Board Member's term?

A: 2 years with term expiring at Annual Meeting. Each Board Member may serve two successive 2-year terms.

LANDSCAPING AND LAWN MAINTENANCE

Q: Who performs grass cutting, garden bed trimming and treatments to our yard?

A: SiteScapes Landcare, formerly known as Agriscape, provides weekly mowing and edging during the growing season (Mar-Nov) and biweekly mowing during dry season (Dec-Feb).

Q: What other services is our landscape vendor contracted to perform?

A: You can see full details of the current contract at XXXX

- The contract describes all services to be performed, including Grass Cutting, Edging, Shrub and Tree Trimming/Pruning, Pest and Weed Control, Fertilization, and Irrigation.

Q: How do I request a special landscaping project?

A: You can contact SiteScapes at 239-948-3300 or visit their website <https://www.sitescapeslandcare.com>.

- You may also use another landscape vendor, if you choose.

Q: What are the rules re use of water sprinklers for irrigation of my property?

A: Lawn sprinkler use is regulated by the Bay Creek Community Development District (CDD). Sprinkler system maintenance and programming of watering schedule is managed by our landscaping vendor.

- The days when lawn sprinklers may be used vary based upon drought level in SW Florida. You can see the current irrigation schedule at
- https://pelicanlandingcdds.net/_assets/documents/news/BIBCCDD-irrigation-schedule-phase-3.pdf

COMMUNITY DEVELOPMENT DISTRICT (CDD)

Q: What is the role of Bay Creek Community Development District?

A: The Community Development District is responsible for maintaining the following within Pelican Landing:

- Storm water management system, including lake and water control structures
- Water management facilities

- Common area landscaping and street lighting
- Conservation areas
- Water irrigation distribution

All property owners pay for the operational and maintenance-related services of the CDD. In addition, property owners pay a monthly fee for irrigation water use.

CDD annual assessments are collected by the Lee County Tax Collector and appear as one line in the non-ad valorem section of the property tax bill.

All other infrastructure components (e.g. roads, road signs, sidewalks, gatehouses) are maintained by the Pelican Landing Community Association

You can learn more about Bay Creek CDD at <https://pelicanlandcdds.net/>

EMERGENCY CONTACTS

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

A: Lee County Sheriff's Office. In a true emergency dial 911 and for non-emergency issues call 239-777-1000.

Storm-Related Emergency Phone Contacts:

- Lee County Storm Hotline 211
- Lee County Emergency Management 239-533-0622
- Florida Emergency Management 850-815-4000
- Report Power Outage 800-468-8243