

COMMUNICATING WITH OUR SERVICE STAFF

In order to maintain a clear line of communications with our contracted service staff members, including our Security Staff, owners are reminded to please follow the established protocol.

Contact our Property Manager for the following issues:

- Security staff procedure or performance
- Parking violation observations
- Contractor violations
- HOA policy compliance issues
- Property maintenance
- Landscape service staff performance or special requests
- Personal property and landscape issues
- Irrigation issues
- Common property maintenance comments
- Questions regarding violation notices
- Gate access operation issues
- Accounting or billing questions

Unless issues are of an urgent nature, please send comments by email along with the time and date of observed occurrence, with as much detail as possible, including photos if required.

CONTACT: Meredith Rubin, Property Manager, EstuaryMGR@apm247.net

Office phone: (561) 588-7210 M-F 9:00 am to 5:00 pm

Contact our Senior Security Officer only for the following issues:

- Questions or help with Dwelling Live
- Questions regarding guest lists or contact phone numbers
- Purchasing of transponders
- Defective transponder issues
- Purchasing of additional gate and pool keys.
- Street light outages

Our security staff is dedicated to providing high level access control, and security patrols and observation. Please direct all comments regarding property maintenance or violations to our Property Manager

CONTACT: Senior Security Officer

Gatehouse phone: (561) 279-9049 M-F 7:00 am to 3:00 pm

**SECURITY EMERGENCY, MEDICAL OR FIRE EMERGENCY, LAW ENFORCEMENT -
Please call 911 first. Follow up with phone call to Security Officer on duty (561)
279-9049**

By following the above protocol, we will make certain the required comments or requests are directed to the proper personnel and that they will be handled in the most efficient manner.