



Answers to Some Frequently Asked Questions From Your Somerset Bay Board of Directors

1. **Board of Directors:** a volunteer Board of Directions that oversees the care of the property governs Somerset Bay Condo Association. Current Board members are:

Matt Halvorsen, President – 9049 Somerset Bay Lane, Unit 402
RB Sloan, Vice President – 9037 Somerset Bay Lane, Unit 201
Denise Bozich, Secretary – 9013 Somerset Bay Lane, Unit 202
Doug Lynn, Treasurer - 9019 Somerset Bay Lane, Unit 402
Tim Buhl, Director – 9019 Somerset Bay Lane, Unit 301

2. **The Management Company: Elliott Merrill Community Management** serves as the management company for the Somerset Bay community. The members of the management team are:

Christopher Madsen, Property Manager

Naomi Loriston, Administrative Assistant to Manager– naomil@elliottmerrill.com
772-569-9853 Extension 139. For assistance or questions regarding the property, please contact Megan Townsend. She will provide any needed information, documentation, forms or service requests, etc.

Elliott Merrill Accountant for Somerset Bay at 772-569-9853 Extension 111
For assistance with your account or assessment, payments contact Accounting.

3. **Onsite personnel:** Somerset Bay employs three staff members for day-to-day care of the property. Maintenance/Housekeeping staff include:

Rafael Zamarripa – 7:00am to 3:30pm Monday, Tuesday, Thursday and Friday
Osorio Jaimes Santiago – 7:00am to 3:30pm Monday, Tuesday, Thursday and Friday
Berenilda Zamarripa – 8:00am to 4:30pm Monday through Friday

4. Front Gate Entry System: Elliott Merrill Property Management, Inc. is the property management company for Bermuda Club and oversees the programming and operation of the front gate. To have your name and phone number added to the gate directory or to obtain a main gate entry remote (\$35 each) contact Elliott Merrill or 772-569-9853 Ext. 139 or Ext. 105. You are also welcome to stop by the Elliott Merrill office at 835 20th Place in Vero Beach.

- a. Front Guest Entry Admission: Once your name and number are in the gate directory visitors can use the Call Box at the gate to call you. When you receive a call from the Call Box simply press 6 or 9 on your phone listen for the dial tone before hanging up. The Front Gate will open to admit your guest.
- b. Owners enter their 4-digit code SLOWLY without * before or # after. Then press enter. Owners and guests can also enter by using a general code of “1357” and then following instructions above.



5. Keys to Your Somerset Bay Home & Community

2 Medeco Large Keys

-(1) Foyer Entry & Stairwell

-(1) Club House & Pool Gate with S designation of top right of key

- Master Key to Jungle Trail Gate, A1A Beach Gate Assess & Pier. * The Board has recently approved switching to keypad entry for Jungle Trail and Pier installations pending. Shared A1A Beach Gate access with Coralstone & Bermuda Bay to remain a keyed entry

- Mail Box Key

- Key Fob(s) for convenient Building and Elevator Entry in lieu of keypad code entries

Extra / Replacement Keys & Fobs:

Medeco Keys (Foyer and Club House Entry) must be requested and provided by Elliott Merrill Community Management Company. Keys will be made and billed at current cost to your account. Extra Key Fobs must be requested and provided by Elliott Merrill Community Management Company. Fobs will be made and billed at current cost to your account. Naomi Loriston at Elliott Merrill, naomil@elliottmerrill.com; or her office 772-569-9853 Extension 139.

6. Door Entry System: To have your name and phone number entered in to your building's door/elevator entry system or to have your entry code changed contact Naomi Loriston at Elliott Merrill Community Management, naomil@elliottmerrill.com or 772-569-9853 Extension 139.

Keypad Building & Elevator Code Entry:

7. Keypad 4 Digit Codes for Building and Elevator are personalized to your Unit contact Elliott Merrill Community Management Company, Megan Townsend, Administrative Assistant.
Building Entry Call Box - Enter * and your personalized 4-digit code *Example *1234*
Elevator Unit Access - Enter your personalized 4-digit code followed by # *Example 1234#*

- a. Guest Entry Admission: Once your name and number are in the door entry system visitors can use the Call Box at the door to call you. When you receive a call from the Call Box, simply press 9 on your phone - listen for the dial tone before you hang up and the building entry door will open to admit your guest.

8. Utilities:

- a. Water and Sewer are paid through your monthly assessment.
b. FPL is your electric provider. To set up an account or transfer an account go to the following website: <https://www.fpl.com/account/moving.html>
c. Internet/Cable are not included in your assessment. However, Comcast does have access to the building. To set up an account call 800-934-6489 or go to their office at 5840 20th Street, Vero Beach.
d. Como Oil and Propane provides propane for the gas fireplace in the units. To clean & re-connected contact Como at 772-562-6666. Annual cleaning is recommended.
e. Trash is picked up in Season (November 1–April 30) on Tuesdays & Friday & once per week on Tuesdays during Season (May-October)
f. Recycle on Thursdays. Please do not put plastic bags in recycling and be sure to break down cardboard boxes.



9. **Owner Portal:** Somerset Bay homeowners should place all service requests, work orders, ARC's and general inquires thru the Elliott Merrill Caliber owner portal. All necessary forms, documents and other community information as well as the ability to pay assessment online are easily accessible through the Elliott Merrill Caliber owner portal. Once the management company has received your closing documentation, you will be sent a letter from Elliott Merrill Community Management Company with login information and a temporary password to access the portal.

10. **Communications:** Elliott Merrill Community Management Company Emails broadcast alerts & messages to all Somerset Bay residents. "**Messenger**" Emails are from Bermuda Club for Somerset Bay & Bermuda Club residents. *Messenger* notifications are not a function of Elliott Merrill.

11. **Work Orders, Services Requests and General Inquiries:** As stated above, all work orders, service requests, general inquires and ARC's are placed thru the owner portal. Questions or assistance Contact Naomi Loriston, at Elliott Merrill, naomil@elliottmerrill.com or 772-569-9853 Extension 139. If you have questions about your payments please contact Elliott Merrill's accountant for Somerset Bay, at 772-569-9853 Extension 111.

12. Architectural Modifications: All alterations to the exterior of your unit (i.e. screens, shutters, window/door installation, etc.) require authorization prior to any work. In addition, some modifications to the interior also require authorization, such as replacing flooring or moving plumbing/electrical lines and or fixtures. A copy of the ARC form is included in this packet. When submitting a form thru the owner's portal please include details of the work to be completed, diagrams/photos, contractor information (name, phone number, copy of business license and proof of insurance). Your ARC request form and all supporting documentation is submitted thru the owner portal. Questions -Please contact Naomi Loriston at Elliott Merrill, (772) 569-9853 Ext. 139 naomil@elliottmerrill.com

13. In the Event of an Emergency: For an AFTERTHOUS EMERGENCY call 772-567-0808 and the on-call personnel will assist you or will notify Christopher Madsen, the property manager to provide assistance.

- a. **Power Outage: For the immediate response, please report all power outage directly to FPL. (800) 4-OUTAGE (1-800-468-8243)** Please note that the community gate and building doors are set to unlock in the event of a power outage so access to/from the community and building are not impeded.
- b. Stopped Elevator: in the unlikely event that the elevator should stop between floors use the emergency phone to be connected to the elevator company. They will contact the fire department to assist you and will send a technician to make any needed repairs to the equipment.
- c. Fire: the building is equipped with a monitoring system, alarms and sprinklers. The monitoring system ensures that all detectors are operational and in the event of a fire will notify the fire department to dispatch first responders. In case of fire, use the stairwell to reach the building exit. Note that the doors accessing the stairwell are fire resistant. **DO NOT USE THE ELEVATORS.**
- d. Named Storm/Hurricane: if in residence during a named storm or hurricane, secure shutters (please request assistance if you are unable to secure your hurricane shutters).
- e. **Follow all Indian River County Instructions for Evacuations**

