

Gateway Greens FAQs

The frequently asked questions below will answer most of your questions. If you are unable to find an answer to your question, please send it to Lorey Alvaranga at lorey@alliantproperty.com and she will route it to the appropriate person.

The FAQs are categorized in the following topics to ease your search:

- A. Association Terminology**
- B. GG Board and Management**
- C. Association Dues and Issues**
- D. Your Home**
- E. Vehicle-related**
- F. Other**

A. Association Terminology

1. What is a Homeowners Association?

A Homeowners Association (HOA) is an organization in a subdivision, planned community, or condominium building that makes and enforces governing rules for the properties and residents. HOAs are led and governed. Monthly or annual fees to pay for common area maintenance and the upkeep of facilities are generally assessed to the homeowners, and if so, the assessment value is determined by the board as part of the annual budgeting process. Those who purchase property within an HOA's jurisdiction automatically become members.

2. What is a Board of Directors?

A board of directors or Governors (Board) is an elected group of owners who are responsible to protect, maintain, and enhance the homeowner association. Similar to government, the Board is responsible for all the operations, including financial management, collection, vendor coordination and payment, insurance, maintenance, and more. A Board has legal authority to enforce rules and regulations that are somewhat like laws, and to collect assessments (i.e., like a government collects taxes – to pay to maintain shared amenities like parking lots, general landscaping and street lights, as well as the Association's bills).

3. What is a HOA management company?

HOA management company refers to an independent organization that supports governance and the handling of a homeowners association. It is typically a professionally licensed company that works closely with and serves at the direction of the Board. Since many HOA boards are volunteers who find it challenging to keep up with the legal and operational demands of managing a community, they generally lack the time or expertise to accomplish all that is involved in managing an HOA. The Gateway Greens management company is Alliant.

4. What are the Declarations, Covenants, Bylaws and Articles of Incorporation?

These documents outline the responsibilities and powers of the association, the Board of Directors or Governors, and the rights and obligations of homeowners. A community association's declaration,

covenants, conditions, and restrictions (CC&Rs), or in some cases, master deed, are important documents that outline the rights and responsibilities of both the association and the homeowners.

The primary document includes information about maintenance requirements for common and homeowner properties, the architectural control requirements, and the assessments that are required to be paid by the homeowners. HOA rules and regulations are legally binding. Because homeowners are asked to read and sign a document, they accept responsibility for upholding those rules upon signing. In the event of an unresolved violation, HOAs have the right to pursue legal action.

Homeowners also have rights under the CC&Rs, such as the right to use and enjoy their property. It is important for both the Board and the homeowners to thoroughly understand the provisions within the CC&Rs so that all can properly uphold their responsibilities.

5. Are there exemptions to the rules allowed?

Sometimes, asking the association for an exemption to, or "variance" from, an existing covenant is reasonable. A variance is official permission to stray from the requirements of the covenant. It is typically granted when enforcement would cause undue hardship for the homeowner. For instance, a vision-impaired resident may need extra outdoor lighting that exceeds what the covenant allows. Association hearings deal with requests for variances. Other residents get notices so they can challenge requests.

B. Gateway Greens (GG) Board and Management

1. How is this association managed?

Gateway Greens is a gated, deed restricted community. Our Associations' governing documents along with other pertinent information can be found at the GG website www.gatewaygreens.com. The Gateway Greens HOA is governed by five elected Board of Directors with additional day-to-day administrative support from Alliant Property Management. The current Board members are: Jack Cassidy, Joe Emond, Diane Sweeney, Ed Tinkle and John Tobin.

2. Are Board meetings open to the Owners, and if so, where and when?

Gateway Greens Board meetings are open to the owners. The Board meetings are generally held **the 3rd Thursday of the month** at 9:00 AM at The Club at Gateway. There is a community calendar on the Gateway Greens website www.gatewaygreens.com

C. Association Dues and Issues

1. What are HOA dues and how do I pay them?

HOA dues can be paid using a range of options:

- Register and pay online via the website
- Set-up direct payment on the website
- Use the coupons that are mailed to each homeowner for each calendar year
- Pay in-person at the Alliant Property Management office

HOA dues are either paid directly to the "master" association or to the Neighborhood Community Associations depending on the homeowner's address. More than one-half of owners live within one of sixteen (16) Neighborhood Community Associations which are either homeowner or condo associations with their own Covenants, Articles of Incorporation and By-Laws and Rules and Regulations. These

Neighborhood Community Associations are identified in the community's website:
www.gatewaygreens.com

Quarterly payments are due and payable on January 1, April 1, July 1 and October 1 of each year.

To review your dues and fees and the status of any payments, set up an account at
home.alliantproperty.com/login

Owners living within Neighborhood Community Associations pay quarterly assessments directly to their Neighborhood Community Association, who then is responsible for paying the master. All other owners pay directly to the master association (i.e., Alliant Property Management). Listed below is the master association (i.e., Gateway Greens) and the Neighborhood Community Associations along with their respective property manager and association president.

Associations	# Units	Management Company	CAM	CAM Phone	CAM email	Association President	Phone
Gateway Greens	1431	Alliant	Lorey Seech	239-930-6647	lorey@alliantproperty.com	Ed Tinkle	
Hampton Greens	78	Alliant	Lorey Seech	239-930-6647	lorey@alliantproperty.com	Ed Tinkle	
Mahogany Run N.	93	Alliant	Lorey Seech	239-930-6647	lorey@alliantproperty.com	Ed Tinkle	
Mahogany Run S.	87	Alliant	Lorey Seech	239-930-6647	lorey@alliantproperty.com	Ed Tinkle	
Fairway Isles N.	34	Alliant	Lorey Seech	239-930-6647	lorey@alliantproperty.com	Ed Tinkle	
Fairway Isles S.	57	Alliant	Lorey Seech	239-930-6647	lorey@alliantproperty.com	Ed Tinkle	
Walden Lakes	90	Alliant	Lorey Seech	239-930-6647	lorey@alliantproperty.com	Ed Tinkle	
Mahogany Isles	48	Alliant	Lorey Seech	239-930-6647	lorey@alliantproperty.com	Ed Tinkle	
Cypress Links	76	Alliant	Lorey Seech	239-930-6647	lorey@alliantproperty.com	Ed Tinkle	
Callaway Greens	98	Tropical Isle	Jeanne Roedding	239-939-2999	Jeanne@tropicalisles.net	Shannon Emond	203-770-0979
The Villas	86	Tropical Isle	Betsy Foreman	239-939-2999	Betsy@Tropicalisles.net	Mark Conradt	585-737-6038
The Cottages	21	Alliant	Sherry Ott	239-994-7548	Sherry.ott@alliantproperty.com	Amanda Pearson	239-872-4320
Santa Luz 1	28	Sentry	Katie Scrivano	239-277-0112	kscrivano@sentrymgt.com	Stephen Montalbano	239-839-2477
Santa Luz 2	36	NextGen	Alex Segara	239-247-2007	Alex@nextgcm.com	Susan Sprehn	
Sabal Dunes	33	D&D Associates	Jessica DeBonis	239-364-4325	jessica@ddassociationservices.com	Nadine Johnson	239-309-8171
Summerwind Master		D&D Associates	Donna Wydysh	239-218-7167	donna@ddassociationservices.com	Jim Howard	239-292-1695
Summerwind Golfview 1	24	D&D Associates	Donna Wydysh	239-218-7167	donna@ddassociationservices.com	Ken Palmer	612-756-0745
Summerwind Golfview II	16	D&D Associates	Donna Wydysh	239-218-7167	donna@ddassociationservices.com	Linda Mackay	239-400-4261
Summerwind Golfview III	48	D&D Associates	Donna Wydysh	239-218-7167	donna@ddassociationservices.com	Barb Maul	239-768-6662
Summerwind Lakeview I	40	D&D Associates	Donna Wydysh	239-218-7167	donna@ddassociationservices.com	Jim Howard	239-561-0046
Summerwind Lakeview II	40	D&D Associates	Donna Wydysh	239-218-7167	donna@ddassociationservices.com	Steve Driscoll	518-796-3827
Champions Greens Phase I	24	SAK &	Stephanie Kolenu	239-645-0830	Office.sakmgt@gmail.com	Steve Bonks	305-923-6426
Champions Greens Phase II	16	Gulf Coast	Stefany Cordoba	239-325-4300	Stefany@NaplesFloridaRealty.com	Kim Muscato	(815)674-2101
Champions Greens Phase III	48	Alliant	Sherry Ott	239-994-7548	Sherry.ott@alliantproperty.com	Jerry Vidovic	708-878-5389
Hidden Links Homes	50	Alliant	Terri Longmire	239-258-2384	Terri.Longmire@alliantproperty.com	Allen Bova	239-791-8002
Hidden Links Condos	48	Alliant	Terri Longmire	239-258-2384	Terri.Longmire@alliantproperty.com	Dennis Biggs	862-432-7769
Hammock Cove Town Homes	136	Alliant	Sherry Ott	239-994-7548	Sherry.ott@alliantproperty.com	Michael Jordon	(317) 513-1389
Westhaven Town Homes	76	Compass Rose	Kailin Francis	239-348-5893	Kailin@crmf.com	Paul LeoGrande	973-508-3048
Units Non Sub-Associations	563	39.34%					
Units Sub-Associations	868	60.66%					
Units Total	1431						

2. How is the amount of my quarterly and/or annual assessment determined?

Each year the Board prepares the budget for the following year including expected revenue and associated expenses. Any deficit to the balanced budget is addressed by dividing the expected shortfall by the number of units in the community to determine the Quarterly Assessment amount.

3. I own a unit within the Community but not within a Neighborhood Community Association. Will I receive a coupon book for my quarterly assessments?

If you are not located within a Neighborhood Community Association, you will receive a coupon book annually from Alliant on or about December 1 showing the amount due each quarter. If you did not receive a coupon book, contact Alliant or check your personal account on the website.

4. If I live within a Neighborhood Community Association, who will contact me with my quarterly assessment for my association and how is it calculated?

It is the responsibility of your Neighborhood Community Association to contact you relative to your quarterly assessment payments. It would include both Master and Neighborhood Community Association payments. Your quarterly assessments will be based on the funds needed to finance the combined associations and in all likelihood, these will reasonably increase annually.

5. If I fail to pay the quarterly assessment when it is due, what are the penalties that I may incur?

If assessments are not paid and deposited within thirty (30) days of the quarterly due date, a non-refundable late fee and interest will be charged to the account. These late fees and interest will not be waived.

6. If I'm having a problem with a neighbor for a violation of the Covenants or Rules, what can I do?

If you are having a problem with your neighbor, your first contact should be directly with your neighbor. If that effort is unsuccessful, you can file a complaint with the HOA management company as a Nuisance Issue per our Covenants.

D. Your Home

1. Is there a neighborhood cable TV or internet service?

The Board negotiated a long-term contract with Comcast to provide discount basic bulk Cable TV and Internet service to all Gateway Greens residents as part of your HOA fees. Additional services including telephone and channel offerings can be purchased directly from Comcast by calling 800-XFINITY or visiting www.xfinity.com.

2. If I want to make external improvements to my property, what are the requirements for obtaining approval to do so?

Any exterior changes to your home and/or property, including paint color and significant landscaping changes (e.g., tree removal) requires the Design Review Committee (DRC) approval. The DRC typically meets the 2nd Wednesday of the month at 3:00 PM at The Club at Gateway and is open to the owners. A response letter usually goes out within 48 hours of the review and can be mailed or emailed depending on the owner's preference.

Design review change forms are located on the Community website <https://gatewaygreens.com/> and are to be submitted to Alliant Property Management by the Monday preceding the Wednesday committee meeting. All forms can be submitted online. To learn more: <https://gatewaygreens.com/design-review/>

3. Who do I contact for water, reuse water and sewer related issues?

Potable water, wastewater, irrigation (reuse) and storm water sewer service issues and billings are the responsibility of the Gateway Services Community Development District (CDD). They can be contacted at 239-561-1313 or visit the website at www.gatewaydistrict.org

4. What is the pet policy at Gateway Greens?

Pets must always be leashed and cannot be left outside or unattended on your property whether in the lanai or fenced areas. This Lee County ordinance (# 20-11) and can be found at <https://www.leegov.com/bocc/Ordinances/20-11.pdf> Pet waste must be picked up and disposed of properly by all pet owners.

5. May I have a garage sale?

The existing Covenant does not allow garage sales at this time. Estate sales are allowed with prior authorization.

6. Can we rent or lease our property?

Owners of property in Gateway Greens are allowed to rent or lease their property as per the following:

- The property cannot be rented or leased more than three times in any calendar year, nor can leases or rentals be for less than 30 days.
- Each lease or rental, in addition to any Neighborhood Community Association requirement, requires the approval by the Master Association's management company (Alliant) in advance of the lease or renter taking occupancy.

Until the owner has an approved Notice of Lease form approved by Alliant, the tenant will not receive an entry pass to the community. Owners desiring to rent their property or have any questions, should contact loreya@alliantproperty.com

7. Does Gateway conduct property inspections?

All properties within Gateway Greens must comply with the Association's Governing Documents, Rules and Regulations. All properties are inspected monthly by our property management firm, Alliant, for violations of our Covenants. Examples include the cleanliness of roofs and driveways, proper landscaping and maintenance thereof, concealment of trash containers, etc. Violators will receive a Notice of Violation, and if not corrected in a timely manner, will be subject to fining.

8. When is my garbage picked up?

Recycling, household waste, and yard waste are collected every Friday for single family homes. In the event of a holiday during the week, collections are generally moved back one day. Recycling collection containers (blue wheeled boxes) are provided by Waste Pro (<https://shop.wasteprousa.com/fl/>). Note that yard waste is handled separately from household waste.

9. What is considered recyclable?

Lee County has defined five categories for recycling. See below from the Lee County website:

Paper

Junk mail, newsprint, magazines, copy paper, phone books, etc. Basically, any kind of paper except shredded, waxed, metallic or soiled.

- Used paper towels, tissues, etc. are considered soiled
- No hardcover books - donate those instead

Metal Cans

Aluminum or steel (tin) cans

No need to remove labels or crush cans.

Cardboard Any kind of box unless it held a liquid (such as those used to hold milk, juice, wine and broth). Flatten it to save room in your cart

About those pizza boxes - the lids can be recycled. The bottoms can be recycled if they do not have any food residue on them.

Plastic Containers Look for the numbers 1 -7 within the recycle triangles on the bottom of the container (no Styrofoam, no plastic bags)

Lids on? Lids off? Either way is fine.

Glass Green, brown and clear bottles and jars

No plastic bags are allowed unless recycling is stated or the recycle symbol is on the bag itself. Of note, the top of the recycle bins, obtained from the refuse company, also has recycle information printed on it. Waste Pro (<https://shop.wasteprousa.com/fl/>) is the company to contact if you need bins or need heavy items removed.

E. Vehicle-related

1. How can I easily pass through the gate?

An activation transponder allows easy entrance for owners and tenants. Access control is managed by our Access Control team and an externally contracted security service company, whose officers attend the Main and Westlinks gates.

All Owners are encouraged to go to the community website to activate their accounts. If you own or are a tenant, download the ISN application to receive your ISN transponder and then contact Walter Rosado, Access Control Director at (239) 406-1692 or email walter@gatewaygreens.com.

The transponder installation schedule is Tuesday 9am to 3pm; Wednesday 9am to 3pm; and Friday 9am to 3pm. Mr. Rosado can also assist with your password for ISN.

2. How do I get my vendors, guests, etc. into the community?

Each owner is responsible for activating their ISN account and entering their guests and vendors to ensure their entry. Your ISN account allows owners or tenants to grant access to your guests and vendors by call button, special daily code, or add the guest(s) and/or vendor(s) to their account without contacting the gatehouses. For more information, see <https://gatewaygreens.com/wp-content/uploads/2023/01/GGCA-Community-Step-by-Step.pdf>

3. Can my guests and family park on the side of our street overnight?

Parking on all streets within the Gateway Greens Community is prohibited from midnight to 6:00 AM. Owners needing to park on the street during these hours can obtain a temporary permit from the Main Gate in person or by emailing a request to walter@gatewaygreens.com. Vehicles will be towed at the Owner's expense for violation of this requirement. Parking is also prohibited on grassed lawn areas and sidewalks. Violators will be towed at their own expense.

4. What do I do about a speeding ticket I just received?

The notice you receive regarding a speeding ticket for your household or your guests explains the process of paying and/or appealing the ticket. If a hearing is requested and the fine is upheld, a letter will be sent with instructions on how to pay. Note that the owner has ultimate responsibility to pay Gateway these fines, even for their guests. The actual fine for can be paid directly to Walter Rosado or on the GG website. Checks can also be mailed to Alliant.

5. Who manages the vehicle entry and exit gates?

Access Control in our Community is managed by our Access Control Director, Walt Rosado. Community access (i.e., gate entry) is monitored by Domestic Protection Services (DPS), who provides the guards stationed at our Main and Westlinks Gates. The Main Gate is staffed 24/7 and the Westlinks Gate is staffed from 7AM to 7PM on Monday through Friday and 7 AM to 3 PM on Saturday and 10 AM to 6 PM on Sunday.

Our Access Control Team issues and registers Community credentials (transponders and passes), registers golf carts and low speed vehicles, and maintains our gate operating system, including security cameras, video recorders, kiosk call boxes, and guest pass scanners. Entrance to the Gateway Greens Community can be achieved at one of three principal entrances and a separate fourth entrance to our Hidden Links neighborhood. Besides the Hidden Links (gated) entrance, the other entrances are Walden Lakes (gated), Westlinks (gated and staffed part-time) and our Main Gate at the entrance to Gateway Greens (gated and staffed 24 hours).

The Main Gate Is located off Gateway Boulevard. Domestic Protection Service also operates our community rover vehicle seven days per week from 11:00 PM to 5:00 AM. While our private security firm implements and enforces our Access Control Policy, they are not police and DO NOT offer law enforcement or security protection.

Anyone having law enforcement issues or security concerns should call the Lee County Sheriff's Office at (239) 437-1000. This includes issues such as uninvited fishermen, door to door vendors and solicitors, wild animals, alligators, automobile accidents, neighbor disturbances, etc.

6. Are the roads in our community public or private? If they are private, who issues tickets for routine traffic related violations?

Roads within our Community are private. The Lee County Sheriff's Office can issue tickets for violating traffic issues, but the HOA can also issue fines for speeding violations.

7. I own a golf cart/low-speed vehicle (LSV). Are they allowed on the roads of the Community?

All golf carts and LSVs must be registered with the Gateway Greens Community Association, Inc. in order to operate on Association roads and designated cart paths within the committed property. This policy includes vehicles owned by persons not living within Gateway Greens, but wanting to operate their vehicles inside the Community.

The number of passengers per vehicle must not exceed the passenger limit and load capacity designated by the vehicle's manufacturer. During the operation of any vehicle on Association roads or designated cart paths, all persons are required to be seated in an installed seat specifically designed for such purpose. At no time shall any person stand up or be seated on any non-seat portion of the vehicle while it is being operated. Any pets riding in the vehicle must be leashed and under the owner's control at all times. Pets must be riding in the vehicle, not walking alongside it.

F. Other

1. How can I make sure to receive notices from the HOA?

Make sure your email is registered on the Gateway Greens website at www.gatewaygreens.com . This will ensure you receive notices from Gateway.

2. If I see an issue, such as a street light out, or a pothole in the road, etc, who do I contact?

Any time you observe issues within our community such as potholes, lights out, etc., please immediately contact our Alliant property manager at loreya@alliantproperty.com . If you live in a Neighborhood Community Association, contact the respective association manager.

3. If my guest violates a Community Covenant or Rule, am I as the Owner responsible for payment?

The homeowner is responsible for the fees and rule violations of their guests.

4. Can Uber and Lyft drivers enter the premises?

Yes, and you need to record them through your account on the ISN resident app, just as you would add a friend or relative. Each owner or tenant is responsible for activating their ISN account and entering Uber and Lyft as vendors. Your ISN account also allows you to give these vendors access by call button or a special daily code.

5. Who do I contact regarding alligators in the pond or area?

Call Gateway Services Community Development District (CDD) at (239) 561-1313 or visit its website at www.gatewaydistrict.org

6. Who do I contact if my absent neighbor has a major water leak?

It is best that you first notify the neighbor via phone as they may be able to resolve the problem or contact a vendor. Another option is to call CDD and they can turn off the water.

7. Who do I contact if I have a recommendation for the community?

Community-related questions, concerns or recommendations can be made by attending a Board of Directors monthly meeting. Gateway Greens Board meetings are open to the owners. The Board meetings are generally held **the 3rd Thursday of the month** at 9:00 AM at The Club at Gateway. Of note, there is a community calendar on the Gateway Greens website www.gatewaygreens.com If you are unable to attend a meeting, you can email Lorey Alvaranga at loreya@alliantproperty.com

8. How can I join a committee?

Contact a Board member or email loreya@alliantproperty.com