

# ISLAND WALK

Naples Florida

## Business Weekly



*Unparalleled Property Services*

May 17<sup>th</sup>, 2024

# BOARD OF DIRECTORS

Regular Board Meetings are held each month, on the 4th Wednesday at 2:00pm. Meeting notices are posted on the bulletin board in the lobby of the Town Hall. Meeting agendas, minutes and Zoom login details can also be found on the Island Walk website, [www.islandwalk-hoa.com/](http://www.islandwalk-hoa.com/)

**President** - Luis Cantarero - Luis4IslandWalk@gmail.com

**1st Vice President** - Teresa Frick - TFrickIW@gmail.com

**2nd Vice President** - Becky Gibson-Laemel  
bek27IWBOD@yahoo.com

**Secretary** - Anne Golino - anne73bod@gmail.com

**Treasurer** - Michael Goonan - mgoonan76@gmail.com

**Director** - Kerry Kneitel - KKneitelIW@gmail.com

**Director** - P.J. Stakelum, III - PJSiiibod@gmail.com

**Director** - Angie Striebel - angieonbod@gmail.com

**Director** - Michael Ehlers - MMehlers49@gmail.com

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The next regularly scheduled Board of Directors meeting is scheduled for Wednesday, May 22nd at 2:00pm. The agenda will be posted and shared once all topics have been confirmed.



# Committees

Below is a list of the Board liaisons assigned to support each committee.

Architectural Control (ACC)	Mike Ehlers, Kerry Kneitel
Amenities	Becky Gibson-Laemel, Anne Golino
Communications	Becky Gibson-Laemel, Angie Striebel
Compliance	Teresa Frick, Kerry Kneitel
Elections	Mike Ehlers, PJ Stakelum III
Finance	Luis Cantarero, Mike Goonan
Fitness	Becky Gibson-Laemel
Hearing	Teresa Frick, Kerry Kneitel
Infrastructure	Luis Cantarero, Mike Goonan
Lakes	Mike Ehlers, Becky Gibson-Laemel, PJ Stakelum III
Landscape	Mike Ehlers, Becky Gibson-Laemel, Anne Golino
Lifestyle	PJ Stakelum III, Angie Striebel
Pools	Anne Golino
Racquet Sports	Becky Gibson-Laemel, Angie Striebel
CARO	Mike Ehlers, Anne Golino, PJ Stakelum III
CONCUR	Anne Golino, Angie Striebel



# How can I get involved?

Island Walk has several committees which contribute to the success of the community. Want to learn who you can get involved? Contact the Management office and express your areas of interest. Staff will be happy to share the upcoming meeting schedule so you can attend the next meeting and learn how you can be a part of the journey.



## Maintenance Fees Due

As a reminder, Maintenance fees are due January 1st, April 1st, July 1st, and October 1st.

***The last day to pay your fees for Q2 has already passed. So if you have not already made your payment, please contact the office.***

Arubas	\$1,360.83
Capri	\$1,445.36
Oakmont	\$1,564.13
Carlyle	\$1,640.59





*Unparalleled Property Services*

## Year-End Financial Statement

If you would like to request a copy of your Association's Annual Year-End Financial Statement, please do one of the following:



### OPTION 1

## Go to:

[www.CastleGroup.com/YEF-Request](http://www.CastleGroup.com/YEF-Request), complete form, and select Submit.

### OPTION 2

## Write us at:

Castle Group, Attn: YEF  
12270 SW 3rd Street  
Plantation, FL 33325

### OPTION 3

## Scan QR code:



Castle Group  
12270 SW 3rd Street  
Suite 200  
Plantation, FL 33325

Sign up on your Association's website to receive communications like this one electronically.

**Please keep this information with your governing documents for future reference and safekeeping.**

Castle Group is the premier choice for property management, specializing in serving the finest residential communities. Our philosophy is an unwavering focus on the Resident experience, at Castle we call it Royal Service®. We do not manage an exceptional number of communities, just a number of exceptional ones.

[www.castlegroup.com](http://www.castlegroup.com)



WE ARE  
HERE  
TO  
HELP

# Fitness Updates

## Fitness Center News

**Seminar: Torso Training**  
Strengthening of Back and Abdominals

**Saturday, May 18<sup>th</sup> @ 10:00 AM**



### **5th session**

with John Osgood,  
certified and insured PT at IW.  
No charge.

*Learn proper techniques for  
maximum results from  
your torso workouts.*

Sign up at the FC or at email below. If you have an  
interest in this workshop, please reply to  
[islandwalkfitness1@gmail.com](mailto:islandwalkfitness1@gmail.com); with your name and  
contact information.  
Attendance is limited.

# **Grand Piano in Town Center needs a new home **ASAP!****

*Has wheels will travel....but transportation not provided.*

Do you know a non-profit, church or family that would appreciate and enjoy having this grand piano, **FREE?**



If so, Please contact :

Dawn Gibson at [dgibson@castlegroup.com](mailto:dgibson@castlegroup.com) or

Becky Laemel at [bek27iwbod@yahoo.com](mailto:bek27iwbod@yahoo.com)

Important

# Restaurant Survey

In the coming months, the Board of Directors will be evaluating the future of the restaurant space that is part of the Town Center campus. The first step in this is to obtain your input. We ask that you complete the following survey questions by not later than **JUNE 5, 2024** so that we can make a well-informed decision

This summer, the Board will decide whether the Association should enter into a new lease with the owners of Casa Cotzelli and, if so, on what terms and conditions. For this, we would like to obtain your input.

Please be sure to complete the survey to voice your opinion, as the survey is only available for a limited time. If you have already checked your junk and spam, and still can't locate the survey please reach out [jwilliams@castlegroup.com](mailto:jwilliams@castlegroup.com) or stop by the town center for a paper copy.





# Valley Gutter & Sidewalk Replacement Project



Project Manager Weekly Report **May 17<sup>th</sup>**

## UPDATES!!!

### **VALLEY GUTTERS & SIDEWALKS**

Construction and asphalt paving repairs have been completed! Remaining landscaping items will be addressed in the next upcoming days by Juniper. Thanks to Bonness for the hard work and dedication to getting this project completed!

***\*\*\*Management is aware of root piles, unset paver, irrigation head & line breaks and has addressed this with respective vendors! To all Island Walk Homeowners – thank you so much for your cooperation and patience during this project. It is greatly appreciated!\*\*\****



# Infrastructure Updates Cont.



## RITZMAN COURTS

### TENNIS!!!

This day was long awaited, as of Wednesday May 15<sup>th</sup> we strung up the nets and opened courts 5,6, & 7 for OPEN PLAY!

Pictures below do not do justice for the amazing sights that Ritzman has provided to us with! When you get a chance come out and take a look!

Although all courts are opened for play a few punch list items will continue to be taken care of that do not interfere with play! Camera upgrades, new gates, locks, exterior landscaping restorations can be expected in the next upcoming days!!!!

**-RITZMAN COURTS**

**SUBMITTED BY**

**Shaun VanWhervin  
Project Manager**



# Infrastructure Updates

As previously outlined, installation of a new flashing stop sign at the main gate is done. This stop sign will be equipped with solar powered LED flashing lights and will replace the existing stop sign at Island Walk circle. The new sign will provide a much needed reminder to visitors and residents alike that a full stop is required after passing through the main gate as they enter our community.

New signage has been installed outside the post office to remind visitors and residents alike that these are 10 Minute parking spots and violators are subject to towing. Our compliance group fully intends to make sure the guidelines are followed, up to and including towing. Please do your part to follow the guidelines, so that these spots stay open for the quick stops that they were intended for.



## Reminder!

**Residents cannot remove, replace, and or damage any equipment on common property.**

(Ex: Storm drains, lake equipment, pumps, etc...)





Have you ever wanted to be trained to help in an emergency?  
If your answer is yes, we need you to be a part of our

## *Island Walk C.E.R.T.!*

Training will be offered to our community C.E.R.T team by the Greater Naples Fire-Rescue Department. C.E.R.T. members will then be integrated into the emergency response in our community in times of need.

Each C.E.R.T. member will learn basic disaster response skills, such as fire safety, light search and rescue, team organization and disaster medical operations. Using the training learned in the classroom and during exercises, C.E.R.T. members can assist others in our community following an event when professional responders have not yet arrived on the scene.

**Informational Meeting on Thursday , May 23rd in Tahiti Room**

If you are interested in this program, please contact:

Rebecca Gibson-Laemel at

[Bek27iwbod@yahoo.com](mailto:Bek27iwbod@yahoo.com)

Approximately 12 residents are needed to start  
this program in Island Walk



# TOWN CENTER RENOVATION COMING SOON



Great things are  
happening here  
at  
Island Walk!




Space Closure Dates to be announced soon.

# Hurricane Preparedness




## HURRICANE PREP

On Thursday May 23rd, Management will be conducting a “Dry Run” for the upcoming hurricane season where we walk through the steps we would need to take in the event of a storm.



**On this day, the lap pool, resort pool, pickleball and tennis courts will be closed during business hours so we may secure all furniture and any objects that would become projectiles in the event of a hurricane.**



Staff will also be conducting an inventory of all assets on hand so we can ensure everything is accounted for before and after a storm.

Residents should also consider performing their own dry run for their home. Have you exercised your shutters lately? Do you have a plan to pull in your pots and lawn ornaments? Where will you place your outdoor furniture?

Develop a plan now so you are best prepared this storm season.

# OLD CLASSIC BENCHES

*An Infrastructure Committee Update*



## 1 FOR SALE!!

**Selling fast! Don't miss out, act now.**

***One old bench was moved to the front of the Hair/Nail Salons  
Another old bench was destroyed, as the frame was broken***

**PROJECT COMPLETED \$2,762.55 UNDER BUDGET**

Shaun VanWhervin  
Project Manager, Castle Group

**LIMITED OFFER**

### **\$50 Check or Credit Card**

Sold in 'As Is' Condition, First come, first served, No Returns

Bring your check or credit card to Castle Service Window in the Town Center.

Homeowners name must appear on check or credit card.

Castle Maintenance Team will deliver (not install) to your Island Walk home

Homeowners can not choose a specific bench

No Memorial Benches are impacted currently

We have no space to store these – if we cannot sell them internally,  
we will sell them to the general public.

*Important to note – these much-loved benches need a little TLC:  
currently rusting & fading.... But who isn't*

## **A WORD FROM THE ACC**

The ACC rules do not address benches directly, but the following rule applies:

**XIV. Lawn/Garden Art**—Landscape ornamentation, including sculpture, pottery, garden art, statuary and decorative bird baths are permitted on private property within Island Walk. All display items must be located **within planting beds or on paver surfaces and may not be free-standing in any grassy area.** No items shall interfere with normal lawn or garden maintenance by the HOA contractor.



# Reminders from your Compliance Officer

As we approach the summer months, we want to remind everyone of the regulations regarding hurricane shutters within our community.

We understand that many residents may be planning to leave the community for the summer season. With that in mind, it is important to note that hurricane shutters are not permitted to be placed over windows or door openings until June 1<sup>st</sup>. ACC approved shutters or panels may be placed over window and door openings during hurricane season (June 1st through November 30th) without limits so long as they are painted white or are made of a clear material.



Please help us to minimize compliance concerns by abiding by this requirement. I thank you for your cooperation.

Respectfully Submitted by:  
Liam Geoffroy, Compliance Officer

## Helpful Reminders...

We want to remind everyone of the Resort Pool Rules required by Florida Statutes. One important rule to highlight is that no animals are allowed in the pool or on the pool deck. This regulation is in place to ensure the safety and hygiene of our pool area for all residents and guests.

We kindly ask for your cooperation in adhering to this rule and appreciate your efforts in helping us maintain a clean and enjoyable pool environment.

Thank you for your attention to this matter.

**Resort Pool Rules**  
*Required by Florida Statutes*

- POOL WILL BE OPEN FROM 7:30AM UNTIL DUSK.
- EVERYONE MUST SHOWER BEFORE ENTERING POOL.
- MAXIMUM LOAD LIMIT IS 90 PERSONS.
- NO FOOD, DRINK OR GLASS ALLOWED IN THE WATER OR WITHIN 4' OF WATER.
- NO ANIMALS ALLOWED IN THE POOL OR ON THE POOL DECK.
- PROPER BATHING SUITS ARE REQUIRED.
- ALL CHILDREN UP TO THE AGE OF 4 YEARS, OR OLDER IF NOT TRAINED, MUST WEAR SWIMMEES WHILE IN THE POOL.
- NO RAFTS, FLOATS OR INNER-TUBES ARE ALLOWED. NOODLES ARE SMALL PLAY TOYS ARE OK.
- ALL RADIOS, CD PLAYERS, TAPE DECKS AND TV'S ARE TO BE USED WITH HEADPHONES.
- NO ASSOCIATION FURNITURE OF ANY KIND SHALL BE REMOVED FROM THE DECK AREA.
- NO RUNNING ON POOL DECK.
- NIGHT SWIMMING IS NOT ALLOWED.
- INCONTINENT USERS MUST WEAR PROPER PROTECTIVE GARMENTS.

**NO DIVING**  
*Please Swim Safely And Enjoy Your Pool*



# Golf Cart Rules

Attention Island Walk Residents:

Please be aware of these Island Walk Golf Cart Rules and Regulations:

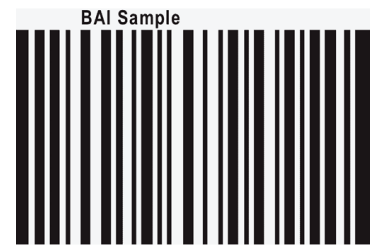
- Residents who own or lease golf carts to be driven in Island Walk shall register such golf carts with the Association, must sign a waiver and indemnification agreement with the Association, and must provide proof of liability insurance on an annual basis.
- All drivers of golf carts must have a valid automobile driver license.



# Compliance Requirements

In order to use the Resident's Entry Lane, a resident must have a valid bar code that can be read by the scanner.

If the bar code has degraded for any reason, the resident must purchase a new bar code or use the Guest Entry Lane.



Marked Law Enforcement vehicles are permitted to park on the streets overnight. All other vehicles are not permitted to park overnight (11 pm - 6 am), this includes the Town Center and Aruba areas.

# Collier County Backflow Replacement Project

Collier County began replacing back flow pipes & the associated in-ground meter boxes on January 16th. The project is funded through water and sewer user rates. This is phase 2 of the project that was initiated by the county. The team is currently working on Jarvis Lane and Kingston Way, and anticipate to be finished with these streets by the end of April.

Phase 3 will begin in early May, as the team continues to work clockwise around the community, ultimately concluding their work on Towncenter Cir.

The county will remove all the plant material near the pipes down to bare earth. A clearing of about 3 feet around the pipes and box is required for the replacement work to take place. If your pipes are heavily screened by vegetation, you will see a dramatic change. **Do not replant within 18 inches of the new equipment. It must remain clear so that the county workers have access.** The new pipes are brass with a new handle, and the new meter boxes are white/gray.

**Water will be shut off for 1-2 hours while your backflow pipes and meter boxes are changed out. The County onsite crew will attempt to notify you via a knock on the door before turning off your water.**



# A Message from the Lakes Committee

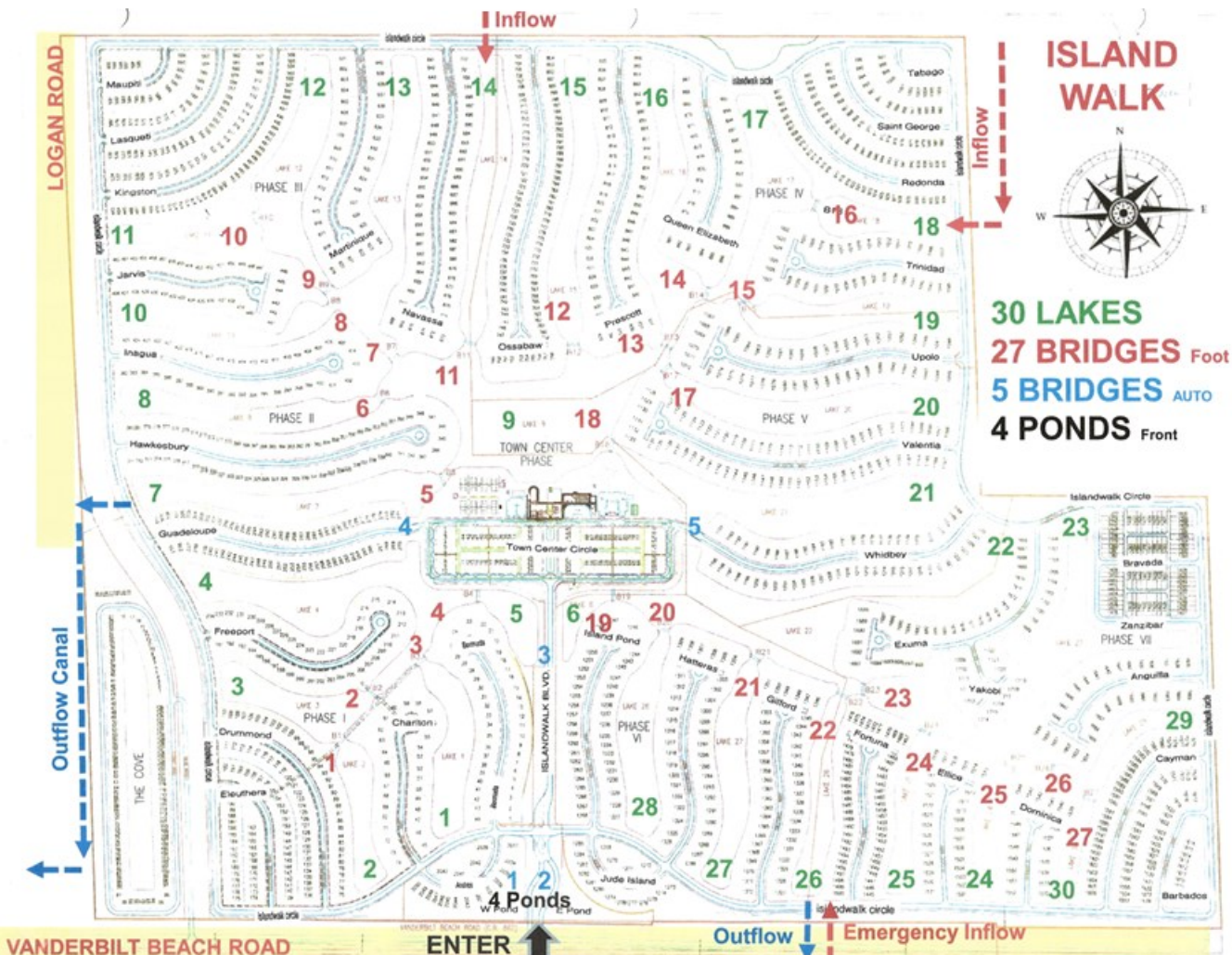
We presented several proposals to upgrade our Aeration System in March, including replacing some old diffusers with new models to see if that will take some of the pressure off our compressors and to replace 3 Remote Manifolds. The new diffusers have worked well in reducing the pressure where we installed them.

The contractor hopes to have the Remote Manifolds installed by the end of May, then they will submit a proposal for Phase 2 of the Aeration Project. We are confident that we are on the right path and well within our budget.

I mentioned the reason for adding Aquatic Plants to improve the water clarity, prevent algae blooms and stabilize the lake banks last month. This month the committee approved a 2024 planting of 20,745 plants on lakes 1, 12, 16, 19, 23 and 30. These plants will be added to the upper littoral areas to further stabilize the shoreline and will also provide more color. We are not going to be adding any plants to the lower littoral area in this planting. The Garden Club has added more littorals around their Butterfly Garden and several other communities have visited Island Walk for ideas on improving their lakes and shoreline.

If you notice any problems with the lakes, aeration or shoreline please submit your comments to [iwlakeeyes@gmail.com](mailto:iwlakeeyes@gmail.com)

Our next meeting is scheduled for Tuesday, June 11<sup>th</sup>.



## Lakes Committee: Alligator Facts

According to Florida Fish and Wildlife, there are approximately 1.3 million alligators living in the state of Florida. Alligators have inhabited Florida's marshes, swamps, rivers and lakes for many centuries, and are found in all 67 counties. In recent years, Florida has experienced tremendous human population growth. Many residents seek waterfront homes, and increasingly participate in water-related activities. This can result in more frequent alligator-human interactions, and a greater potential for conflict.

Although many Floridians have learned to coexist with alligators, the potential for conflict always exists. Serious injuries caused by alligators are rare in Florida, but if you are concerned about an alligator, call 239-513-0045. We as a community have been approved to dispatch a state contracted nuisance alligator trapper to resolve the situation. Please give the trapper space to work, as alligators can easily be frightened by spectators.

Remember, never feed an alligator and keep your distance if you see one, and keep pets on a leash and away from the water.



# Landscape Schedule Updates

Please see below the updated completed cycles for this week and planned cycles for next week:

**Shrub Pruning** – Cycle 4 of 9

**Trim Crew #1** Trimmed Town Center through Barbados

**Trim Crew # 2** Trimmed Town Center through Hawkesbury

**Trim Crew #3** Trimmed from Valentia through Ossabaw

Anticipated Cycle 4 Finish Date: 5/30/2024

**Bed Weeds-** Cycle 5 of 12 Started 1/1/2024

**Spray Crew #1** Cleaned from Town Center through Barbados

**Spray Crew #2** Cleaned from Town Center through Kingston

Anticipated Cycle 5 Finish Date: 5/30/2024

**Mowing-** Cycle 13 of 42

Crew Mowed the whole property this week. Cycle 14 is scheduled for next week.

Completion Cycle 13 Finish Date: 5/9/2024

**Debris Pickup-** All acceptable debris picked up throughout the community as of 5/8/2024.

For debris to be picked up it needs to be placed at the street **prior** to the day of pick up; West side placed Sunday, East side placed Monday.

**Fertilizer/IPM-** Cycle 5 of 12

Turf treated for Insects, Sedge, and Weeds from Ossabaw through Jarvis this week.

Shrub Fertilizer 2 of 3 Finish Date 4/1/2024

IPM Shrub Cycle 5 Anticipated Finish Date: 5/30/2024

**Irrigation-** Cycle 5 of 12 Started 5/1/2024

Wetcheck 5 is Completed from Ossabaw to Hawkesbury and will continue Counter-Clockwise around the property.

Anticipated Cycle 5 Completion Date: 5/31/2024

**Arbor-** Tree Trimming

Crews are continuing with Removals. Crews completed trimming Queens and Sabals on all streets 4/12/2024. Crews began trimming Coconuts starting 4/15/2024 with bridges and alleys with a focus on the Town Center, Pools, and Common Areas, heading counter-clockwise from Island Pond Ln. through Trinidad.

**Enhancements Scheduled/Ongoing-**

- Barbados Green Space and Construction Entrance Planting Scheduled 5/13/2024

“No Service Poles” have been installed on front and rear corners of the homes. If the homeowner removes them, and service is performed on their home, it will be excused.

“No Service Poles” have been installed on front and rear corners of the homes. If the homeowner removes them, and service is performed on their home, it will be excused.



# Landscape Updates

## YARD DEBRIS PICK UP SCHEDULE

### MONDAY - WEST SIDE

Andros  
Bermuda  
Charlton  
Drummond  
Eleuthera  
IW Circle SW  
Freeport  
Guadeloupe  
Hawkesbury  
Inagua  
Jarvis  
Kingston  
Lasquetii  
Maupiti  
Martinique  
Navassa  
Ossabaw  
Town Center Circle



### TUESDAY - EAST SIDE

Prescott  
Queen Elizabeth  
Redonda  
St George  
Tabago  
Trinidad  
Upolo  
Valentia  
Whidbey  
Exuma  
Yakobi  
IW Circle NE  
Zanzibar  
Bravada  
Anguilla  
Cayman  
Barbados  
Dominica  
Ellice  
Futuna  
Gilford  
Hatteras  
Jude Island  
Island Pond

**A small amount of vegetative debris\* may be placed curbside in front of your property the evening before or by 7 am on the designated pick up day.**

Please be respectful of your neighbors and store debris out of view until the designated day. Debris left out other than on the pick up day is in violation of IslandWalk rules.

On Wednesdays Collier County will pick up debris in paper yard waste bags (NO PLASTIC), in personal bins (up to 45 gal), or tied with twine in bundles no longer than 4 ft.

### \*Small amount of debris



Acceptable



Unacceptable



# Our Landscape Partners-Lets Connect not Complain

**JUNIPER WILL HAVE A REPRESENTATIVE AT THE TOWN CENTER TO HELP YOU WITH LANDSCAPE, IRRIGATION AND ARBOR ORDERS ON WEDNESDAY, MAY 29th, 2024, FROM 9AM-NOON**

**Please use the Castle 800 number 800-337-5850 after business hours and on weekends to report any emergencies.**

**Additional opportunity to meet with the Juniper Representatives in June is:**



**June 12th**



**There is a Juniper Kiosk that will allow you to place a work order in the Town Center lobby.**



**You can also place a work order by emailing Juniper at:  
[islandwalk@juniperlandscaping.com](mailto:islandwalk@juniperlandscaping.com)  
or call 239-561-5980**

**You will get faster service by submitting a work order with Juniper. If you need help, come to the Town Center when Juniper's rep will be there to help you.**

# Our Landscape Partners-

## **Irrigation Watering Schedules**

The irrigation watering schedule for Island Walk is always changing through the course of the year to adjust for changes in seasons. As we transition in and out of dry seasons each year watering durations for each home and common area need to be increased to accommodate for dry and warm conditions and decreased to be careful not to overwater and cause fungus in the wet/ cold times of the year.



When a simple 5 min increase (or decrease) in the duration of a irrigation zone is made for an entire street, home by home, residents that may be used to running during a certain time of the evening or early morning may be running as much as 4 hours sooner or later than what residents may be used to seeing.

So, when watering schedules are presented to residents it should be made clear that the watering schedule they receive are not “set in stone” for year-round activation times.







CASA COTZELLI  
ISLAND WALK

ARABIAN NIGHT DINNER  
WITH TRADITIONAL BELLY DANCE SHOW

05/28 AT 6:30PM

# MENU

## APPETIZER

### **Baba Ghanoush**

Roasted eggplant, olive oil, lemon juice, tahini, various seasonings

### **Falafel**

Traditional chickpea meatballs with herbs

### **Couscous Salad**

Moroccan couscous served cold with mixed veggies

**Wine pairing: Alcesti Zibbibo Terre Siciliane 2022**  
middle east

## MAIN COURSE

### **Mansaf**

Levantine dish with saffron risotto, yogurt, & lamb

**Wine pairing: Alcesti Frappato Terre Siciliane 2021**

### **Kefta Kebab**

Grilled beef skewers seasoned with a spice mix & roasted potatoes

**Wine pairing: Firriato Cabernet Sauvignon 2020**

## DESSERT

### **Knafeh**

Kadaifi dessert layered with cheese & pistachio

**Wine pairing: Firriato Moscato Passito 2020**

**Traditional Arabic Food with Sicilian Wine Pairing**

**\$65 per person + Tax & Tips**

- Closed for Lunch Monday

- Closed Thursday All day

# Welcome New Residents!

**DATE: Saturday, May 18th**

**TIME: 10:00 a.m.**

**LOCATION: Antigua room, Town Center**

If you recently purchased a home in Island Walk (during the last 6 months) and or have not been able to attend an orientation, now is your chance. We have scheduled it on Saturday to allow those who work to attend.

Our Welcome Coffee orientations provide new residents with key information, an ability to meet other new residents and an opportunity to have their questions answered by Board members and management staff. You will receive a new resident information packet, and light refreshments will be served.

The gathering lasts approximately 1 hour.

For planning purposes, please RSVP to Kelly Daley before May 18th at [kdaley@castlegroup.com](mailto:kdaley@castlegroup.com) or call 239-513-0045 if you plan to attend.

If you cannot attend the upcoming gathering, let us know as our new resident orientations are held monthly, with the next meeting being Saturday, June 15th at 10am.



# From your Communications Committee



Island Walk Photo Share is back! So it's time to get out your camera and start snapping pictures of our beautiful community. Selected photos will be published in The Islander

Photo submission deadline is the 20th of each month. The categories are Beauty in IW, Fun in IW, Wildlife in IW and Pets of IW. Limit 1 photo per category each month. To submit photos, send your name, street, email or phone number to [IWphotoshare@yahoo.com](mailto:IWphotoshare@yahoo.com). Be sure to indicate which category you wish the photo to be considered for and if it is a pet, be sure to include pet's name and a bit about her/him. We look forward to seeing all your beautiful photos!

**PLEASE NOTE:** By submitting a photo, residents acknowledge and agree to allow Island Walk Naples and Castle Management, as an agent of Island Walk Naples, the use of their photos in any IW publication, including the Island Walk website.

Sponsored by the Communications Committee



# Upcoming Pop-up Shops Sale Dates

Stop by the next Pop Up Shop to pick up the latest & greatest styles of swag!

**Thursday, May 23rd, 2-5pm, Post Office**  
**Wednesday, May 29th, 2-5pm, Post Office**



Ladies embroidered V-neck t-shirts available in sizes XS-3X and come in 13 beautiful colors. Our men's embroidered soft style t-shirts come in 14 different colors ranging in sizes S-3X. T-shirts are only \$15 each (tax included). Pick one up for yourself or as a gift.

We also offer a wide variety of other items including our extra large 35x70 embroidered Terry Velour Beach Towels (\$22) in 4 vibrant colors, Canvas Tote bags, Hats, Backpack, Key Ring with prices as low as \$5.

**\*\*All profits from sales goes into our operating budget.**

If you would like to purchase something, but can't make it to one of the scheduled sale days, send an email, with your phone number, to the Communications Committee at [NY2FLBABY@gmail.com](mailto:NY2FLBABY@gmail.com).

**CASH, CHECK, VENMO ACCEPTED. No credit cards.**



# Management Office Updates

**Your comments, questions and concerns are important to your Board and the Management Team.**

To help provide another vehicle for submitting your feedback, a drop box has been added in the main lobby. There are feedback submission forms available in the pocket on the side of the drop box. We look forward to reading the comments provided, and understand what is going well, what can be improved and what could be considered in future conversations.



## Lost & Found



**We have many items currently sitting in the lost & found. Some of those items include:**

- Sunglasses
- Jewelry
- Watches
- Water bottles
- Money

For any item being claimed, unless there is a clear identifier for who it belongs to, we will require a description of the item, or dollar amount in the event it is money being claimed, before the item will be released.

# Comcast Escalation Procedure



*What are resident's options when they have contacted the Comcast Center for Excellence (800-934-6489) several times and the same problem with Comcast TV or Internet still exists?*

1. It is important the resident has contacted Comcast at (800-934-6489) at least twice and that Comcast attempted to fix the problem twice, but the problem still exists.
2. The resident should send an email, with a subject line of "Comcast Escalation" to the front desk attendant (IslandWalkoffice@castlegroup.com) or visit the front desk with the following information:

**Resident's Name:**

**Address:**

**Phone number:**

**Email Address:**

**Description of Problem:**

**Frequency of Problem:**

**Dates problem was called into Comcast: (800-934-6489)**

**Did Comcast Visit Home?**

3. The resident's email will be forwarded to a special 2<sup>nd</sup> level Comcast escalation center.
4. Comcast will contact the resident within 2 business days, usually by phone, and determine a plan of action.
5. If the resident isn't contacted by Comcast within 2 business days or Comcast failed to resolve the problem the resident should contact the IW front desk.



# MANAGEMENT STAFF



*Unparalleled Property Services*

**Billie Parker, General Manager**  
Billie.Parker@castlegroup.com  
**Carol Jimenez, Assistant General Manager**  
CJimenez@castlegroup.com  
**Kelly Daley, Office Administrator**  
KDaley@castlegroup.com  
**Rhonda McCaw, Receptionist**  
RMccaw@castlegroup.com  
**Dawn Gibson, Lifestyle Director**  
DGibson@castlegroup.com  
**Liam Geoffroy, Compliance Coordinator**  
LGeoffroy@castlegroup.com  
**Jordan Williams, Communications Coordinator**  
JWilliams@castlegroup.com

The Management offices are located within the Town Hall at  
6155 Towncenter Cir, Ste 101, Naples, FL 34119  
(239) 513-0045 - [IslandWalkOffice@castlegroup.com](mailto:IslandWalkOffice@castlegroup.com)

Office hours are Monday—Friday, 9:00am to 1:00pm and 2:00pm-5:00pm.  
We welcome walk-in visits, however, for specific services, such as resident  
orientations, notaries or meetings with a specific staff member please call  
for an appointment.



**As a reminder, the Castle Group  
Resident Services Team is available to  
assist 24 hours a day, including for  
after hours Emergencies.  
Resident Services can be reached at  
800-337-5850.**

The onsite maintenance team is made up of

Dion Erdek, Maintenance Supervisor  
Brad Geidner, Maintenance Technician  
Tony Williams, Maintenance Technician  
Pete Bilotto, Maintenance Technician  
Yisel Leal, Housekeeping  
Jennifer Gonzalez, Housekeeping

