



Orange Peel

CITRUS GLEN NEWSLETTER

APRIL 2013

President's Message

*April showers bring may May flowers!
(I hope so, I'm getting tired of watering them!)*

New Gate System Update - We are a little over 30 days into our New Gate Entry System and as expected we experienced a few bumps but for the most part things are going good. Probably the biggest single complaint I have received (and there has only been app. 6-7 of them) is the wait time. I have already told a few of you this story but I will share it with everyone. Last week I was driving by Winston Trails on Jog Road which has a fully manned gate. I happened to notice there was "12" cars waiting in line to get in. This week, we went over to a friend of ours house and they have a fully manned gate and we were #2 in line. I started my timer just to see how long it would take. Well, 13 minutes and 10 seconds later we were granted access. I cannot imagine how long the people at Winston Trails had to wait. I have gone back on multiple cases and checked the videos to verify the information being reported about our wait times. It seems like 10 minutes is the magical number everyone likes to report. In each and every case we found that the wait times were closer to 90-120 seconds and a few of them were upwards of 4 minutes. One of those cases I know for sure was a person who spoke Spanish and they had to transfer the guest to a guard that spoke Spanish.

Probably part of the problem is that the guest pulls up to the Kiosk, hears the greeting and then waits in silence until the guard answers causing the wait time to seem longer than it actually is. In reality, we have to remember that having a wait of some kind is normal for a guarded community.

As an update, we are officially out of the "Soft Close" period and in full normal operational mode. This means that if a guest shows up and they are not on your guest list, you will be called at the phone number(s) that are on your account. If they don't get permission to grant access, they will then deny access to that person.

New Camera System- We were contacted by the Boynton Beach Police Department regarding a hit and run accident that happened inside our community. The accident caused pretty significant damage. We were able to provide them with everything they needed to be able to make an arrest. Boynton Beach Police Department was very thankful and stated "We wish other communities would install this type of equipment". Additionally, we have also been able to identify several gate breakers. One of them caused damage to the gate system and they were billed accordingly. The others we were able to repair ourselves, thus saving the residents who caused the damage the cost of the repairs.

Lessons learned about the New Gate Entry System- I thought I would share a few things we have learned this month about the system. Lesson 1: If you have a Guest come in that is not on your guest list and the guard calls you and you grant permission to let that person in, unless you tell the guard otherwise, that person will remain on your guest list for 24 hours. That means if that person returns anytime in the next 24 hours they will be granted access as if they were a registered guest. Lesson 2: Let's say you are having a contractor come out to your home and you want to place them on your guest list, put the Company Name in the "Last Name" field on your Myenvera.com portal. This is the way their system is designed. Even though they have a field for Company Name, they want you to put it in the "Last Name" field. Lesson 3: During their recent upgrade to their New Portal, some of the "non-important" information like Birth Dates, Car License Plate Numbers, etc. did not transfer over. If you want to have the information in there, you will need to re-enter it. Personally, I went in and put it all back in there in the event they start using it one day. Besides that, it showed me being born in "1800". I know I'm getting old, but I'm not that old, yet!

Emergency Responders- As I have told everyone in the past many times, my number one concern for the residents of our community is safety. While I know there is only so much one person can do, this subject is always on my mind. Did you ever wonder how Emergency Responders gain access to our community? There are actually several ways. First one being they can "Yelp" their siren and we have a special device that will open the gate. For past years this has only opened the "Guest Gate". I got to thinking about what happens if a Emergency Responder is trying to gain access and there are a few cars at the Kiosk causing a blockage of the Guest Lane. This problem even existed when we had the old Call Box. Good news, as of April 5th emergency responders can Yelp their siren and have entry through both the Residents Lane and Guest Lane. As we know, every minute counts when you are waiting for an Ambulance, Police Officer, etc. They also have a Fireman's Key that gives them access and of course the second the Central Guard Station sees them they automatically open the gate. Hopefully we never need it, but I know I can sleep a little easier knowing we have improved access to our community for Emergency Responders.

House Re-inspections: The re-inspections have been completed and there were still 59 homes that had not completed their items that needed attention. The Final 15 Day Notice letters have been mailed and I ask everyone who receives one to please complete the items on your list. The Association does NOT want to have to take legal action against you. As a reminder, here is an excerpt from last month's newsletter regarding this topic:

If you fail to make the necessary corrections, you will force us to take further steps that may include actions like fining at \$100 per day, legal fees, court costs, foreclosure, etc. Please understand, I am not threatening anyone, I am just simply letting you know what to expect. "PLEASE", do not put us in this position to have to do this. In the long run, everyone loses (except the lawyers), it costs everyone in the association money and the absolute majority of the time the legal costs involved far exceed the cost it would have taken to make the corrections to begin with. Attorneys are at minimum \$250 per hour and up. How much does it cost to paint a mailbox? Clean a roof? Paint a driveway? Paint a house?

"Documents 101"- This month we are going to talk about "Zero Lot Line" wall maintenance and easements. Every resident is responsible for maintaining their Zero Lot Line Wall. Even though you cannot see this wall on a daily basis, your neighbor has to look at it and it is your responsibility to maintain it. The Annual Inspection Team happened to mention that I needed to paint my fascia board on that side of my house and when my neighbor was kind enough to provide us access, I noticed my wall had cracks all through it. Luckily I noticed this as I would not want to go through Hurricane Season with cracks in my concrete wall. Neighbors, you must provide access to your neighbor that owns the Zero Lot Line Wall. It is in our documents and each of us has a legal easement around our home that allows for the maintenance of our residence.

I would like to put a neighborly challenge out to all of our residents. Let's make May "Inspect your Zero Lot Line Wall Month". Simply knock on your neighbor's door and ask them for access so you can take a quick look at your wall or arrange a date and time that is convenient for the two of you to do such. If it is in need of repairs, get them done as soon as possible out of respect for your neighbor and also to keep your home properly maintained. My painting contractor, Sykes Painting just got done making the repairs to my wall and it turned out beautiful. Doug painted my house app. 7-8 years ago and it still looks great, so when it came time for these repairs, I gave him a call and he took care of my job. Remember, May is "Inspect your Zero Lot Line Wall Month".

Housekeeping Issues- I have noticed a lot of painting going on which is a good thing! I have also noticed that there are multiple homes who have not finished the necessary painting. There are three parts to painting your home, the base area of your home, the trim and your fence. The trim is a different color than the base. The trim consists of the Fascia Board all the way around the roof, the decorative trim around the house that is app. 3' off the ground on most houses, the garage door frames, trim on your doors, etc. **You cannot just paint part of the trim areas, they must "all" be painted.** Your fence must be painted "Haze Gray" as per our documents. The documents are online or you can obtain a copy of this formula from the office.

Final area to note this month, Garbage Containers, Debris and Recycle Bins- They cannot be taken curbside before 6:00pm the night before garbage pickup. Garbage Containers and Recycle Bins must be removed from the street by 10:00pm on garbage day. **All containers must be stored out of view from the street.**

Garage Doors- A couple of things- Please be sure to close your garage doors at night. You are just inviting thieves into your home by doing so.

I had the heck scared out me this week when I heard a loud "Boom" come from my garage area. As it turns out it was one of my garage door springs. Let me tell you, they make one heck of a racket when they blow and of course it puts your door out of service. I happen to run across a contractor on Angie's List named "A Garage Door King". They even had a sale going on a Pair of Garage Door Springs that saved me app. \$75 from what everyone else wanted. I'm glad I found this company because if I ever need garage door service, they will be my choice. Professional, courteous and they know Garage Doors. Come to find out the last company that installed my springs installed the wrong size. This company figured that out, called the manufacturer, determined the correct size and within 30 minutes had installed them and fully adjusted and lubricated my garage door. It has never worked better. If you're ever in need of any garage door work or are looking for a new garage door, these are the guys to call. 561-662-2177.

One last thing- Please remember, the Board Members, Committee Members, etc. are volunteers of this community. They are not the ones you go up to when you see them and tell about problems in the community. We have a Property Manager for that. That is what he gets paid for. If you have an Emergency, call "911". There is never a reason to be ringing my doorbell at 10:00pm on Easter. I'm not saying we don't want to hear your thoughts and suggestions, but please remember, we are regular people just like you that just so happened to volunteer our time for the community. There is a time and a place for everything. Please respect that. I am more than willing to make myself available to any of our residents to sit and discuss whatever is on your mind as long as it does not pertain to a legal issue. Just simply e-mail me at CGPresident@Comcast.net or ask Scott to have me contact you. I will make myself available, but if you have a lot to talk about it may cost you a lunch!

Have a Great Month and thank you for your ongoing support!

Bob Foster CGPresident@Comcast.net

INTERESTED IN PLACING AN AD IN THE ORANGE PEEL?

Contact Bonnie at 561-733-9302 or e-mail: bonnievalentino@yahoo.com for rates and availability.



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of the Citrus Glen Community!**

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**JOIN US AT THE NEXT
MONTHLY MEETING
DON'T MISS IT!!
TUESDAY APRIL 30TH**



PROPERTY MANAGEMENT COMPANY MAILING ADDRESS
Gulfstream Services Management, Inc. P.O. Box 24-4225,
Boynton Beach, FL 33424-4225 • Tel # 561-733-5550
Managers: Scott Straleau. E-mail: scott@citrusglen.org
You may continue to use the website facility
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Hours at Citrus Glen
Tuesday and Thursday 9:00 to 11:00 A.M.

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RESIDENT OF CITRUS GLEN
HAVE BUYERS NEED HOMES TO SELL**

CITRUS GLEN CLUBHOUSE AND RECREATIONAL FACILITIES RULES AND REGULATIONS:

- The Clubhouse and recreational facilities are for the benefit of the residents of Citrus Glen. Residents are allowed a maximum of four guests at any recreational facility and must accompany them at all times. The Homeowners Association must approve, in writing, any use of the Clubhouse by residents with more than four guests. See rules for (Rental of the clubhouse.)
- The Clubhouse and Recreational Facilities will be opened from 8:00 a.m. to dusk. The pool will close at dusk. The pool closing time is mandated by State law.
- Proper attire must be worn at all times. Footwear and shirts must be worn in the Clubhouse at all times.
- Shower before entering the pool.
- All persons with long hair must wear a bathing cap or their hair should be tied with a rubber band. No hairpins.
- Any person wearing a diaper is not permitted in the pool at any time. Only toilet trained children are permitted in the pool area. An adult resident must accompany children under the age of 16.
- All persons using the pool and/or the hot tub do so at their own risk. Neither the owners nor the management is responsible for accident or injury. Children under the age of 12 are not permitted in the hot tub.
- Management/Board reserves the right to deny the use of the pool to anyone at anytime.
- Glass bottles and glasses are not permitted around the pool area. Glass objects and food are prohibited in the pool area.
- No snorkel or diving gear, balls, toys or floats are permitted in the pool or the pool area.
- The use of a TV or radio is permitted with headphones only as long as the device runs on batteries.

Neighborhood Real Estate Watch ~ by Judy

Citrus Glen Real Estate Activity

As reported in MLS month-ending March 31, 2013

Properties for Sale in our Community = None !

Our MLS inventory of homes for sale in Palm Beach remains low

Three Properties Under Contract:

- (1) Bank Owned: List price \$196,500 - 3BR/2Bath
- (2) List price \$229,500 - 3BR/2Bath/Pool
- (3) List price \$235,000 - 4BR/2Bath

Five Homes Sold in the Past 6 Months through MLS:

- (1) Sold 3/11/13 for \$226,000 - 3BR/3Bath/Pool
- (2) Short Sale Sold 10/10/12 for \$200,500 - 3BR/3Bath/Pool
- (3) Sold 8/18/12 for \$195,000 - 3BR/2Bath
- (4) Sold 11/20/12 for \$180,00 - 3BR/3Bath
- (5) Short Sale Sold 10/11/12 for \$170,000 - 3BR/2Bath

~ Please call me with any real estate questions you may have. ~
Thinking of selling? Now is the perfect time to list your property!

Judy Angelovich, Realtor
Citrus Glen Resident
JmaRealEstate@aol.com

Coldwell Banker Residential
Real Estate, Boynton Beach
(954) 789-9099

~ 15 Years Experience Working with Buyers & Sellers ~

Board and Working Committees and Activities During 2013

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Gatekeeper

Bob Moreno

Orange Peel Distribution Team

Inez Guglielmo, *Team leader*
Elizabeth Meramo
Monique Owens
Harry Eichenlaub
Amanda Guglielmo
Teresa Moreno

Clubhouse Activities/Rental

Inez Guglielmo

Citrus Glen Web Site:
www.CitrusGlen.org