

# ***New Waterside Owner Welcome Packet***



## ***And Owner Reference Guide***

***See important changes highlighted on following pages:***

- ✓ Page 8                      Gate Visitor Management System
- ✓ Page 14                     Gate Access for Condo Rentals
- ✓ Pages 15-18                Appendix: Step-By-Step TekControl Instructions with Screen Shots
- ✓ Page 19                     Updated Resort Contact Information

January 3, 2024  
Version 1.9



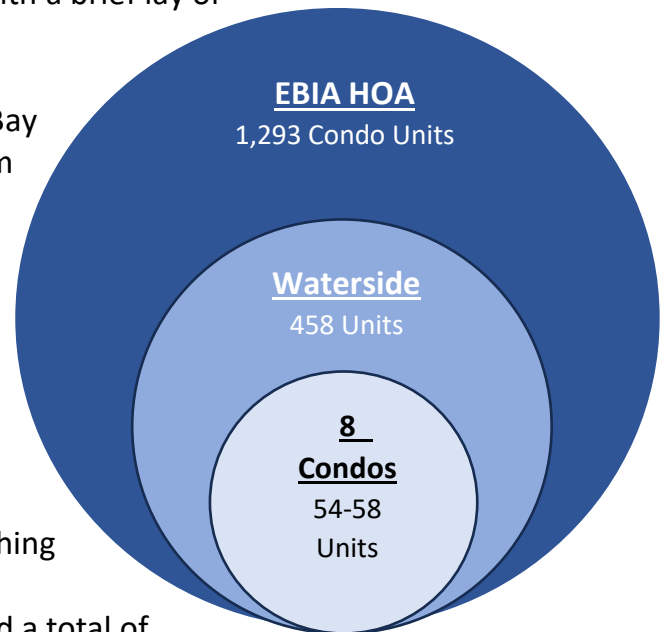
All New Owners,

The Board of Directors welcomes you to Waterside! The objective of this packet is to provide you with basic information to help orientate you to our community. We recommend you keep this Welcome Packet as a reference guide for future questions you may have.

Waterside Master Association is the HOA that encompasses eight luxury high rise condos. Waterside is nestled between Estero Bay and Buccaneer Bay with views of the Bay and the Gulf of Mexico. Waterside is one of only two gated communities on Fort Myers Beach. Waterside residents are within walking distance to the beach and shopping and have access to one of four resort style pools, two clay tennis courts, an EBIA fishing pier, and large boat slips (for purchase separately). The condos within Waterside are some of the newest, most exclusive condos on Fort Myers Beach. Property values exceed \$2M. Each condo building is rich with amenities including saunas, exercise rooms, and social rooms. All Waterside condos are well managed by their own condo association, and all were occupied immediately after Hurricane Irma and within 75 days after Hurricane Ian.

You are impacted by three associations so let us help you with a brief lay of the land with a Venn diagram.

- ✓ EBIA (Estero Bay Improvement Area)
  - EBIA includes all condo associations on Bay Beach Lane. (17 condo associations from Estero Blvd to end of Waterside.)
  - EBIA manages the 54-acre Commons area where amenities are being built. (Walking path, tennis, pickleball, golf)
  - You will not receive an assessment directly from EBIA. EBIA assessment is included in your condo association budget.
- ✓ Waterside Master Association, Inc.
  - Waterside Master Association includes everything inside the Security Gate.
  - Waterside encompasses 8 condo buildings and a total of 458 units (54-58 condo units in each building).
  - Waterside owns and manages all four pools/spas, two clay tennis courts, the security gatehouse, Bay Beach Lane inside the gate, one pond and other common areas.
  - Waterside has a Board of Directors, and you will receive a quarterly Waterside assessment from Waterside's Property Management Company, Resort Management.



✓ Condo Association

- Your condo association within Waterside is organized as its own condo association with its own governing documents and Board of Directors
- You will receive a quarterly assessment from your condo association.
- Watch for specific condo support information directly from your condo association.

You will also find within Waterside a few other amenities where ownership can be confusing.

✓ Waterside Dock Association

- There are 42 docks along Estero Bay that are accessed through Waterside Master Association.
- You must live on Bay Beach Lane to purchase a Waterside dock.
- Waterside Master Association does not own these docks. The Waterside Dock Association has their own Board of Directors, governing documents, assessments, and property management company.
- The Dock Association is managed as a coop where owners don't own their dock, they own a share of the entire group of 42 docks and have use rights to their dock.
- If you are interested in purchasing a dock, most sales transactions take place through a realtor.

✓ Waterside Cabanas

- You will only find cabanas at the Waterside 3-4 and Waterside 5-6 pools.
- Individuals do not own a cabana. They own the *use rights* of a cabana. Waterside Master Association owns the cabanas but the person with the use rights is responsible for all the contents and interior of the cabana. Cabana owners also pay for all repairs and replacements of the cabana exterior through a Waterside budget.
- Cabana use rights at the 3-4 pool are limited to individuals that own a condo in the Waterside 3 or Waterside 4 condo buildings. Cabana use rights at the 5-6 pool are limited to individuals that own a condo in either Waterside 5 (Dolphin Pointe) or Waterside 6 (Grandview).
- There are a total of 16 cabanas at each pool.
- Waterside Master Association approves all cabana transfer of use rights. If you are interested in purchasing the use rights of a cabana, watch for fliers at your pool or discuss with a realtor.

Resort Management supports our financial/accounting needs and many administration functions. Much of your support will come from Resort so make a note of your key Resort contacts as you go through this packet. An easy-to-use cutout with all the contacts you will need is on the last page of this packet.

We look forward to seeing you around the neighborhood!

Waterside Board of Directors

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- Indicate communication preference, email or mail (not both)
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- Making on-line court reservations
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- This is for informational purposes only.

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- If you are leasing your condo unit – follow instructions.

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# Welcome Letter

## Resort Management

Resort Management provides the property management and financial services for Waterside Master Association.

Resort Management has served Southwest Florida in the property management field since 1982 and with over 200 employees and four fully staffed offices, our customers' requests and daily services are handled in a professional and timely manner. As your managing agent, we provide your Association with a comprehensive management program, which includes monitoring the day-to-day responsibilities and operations of the Association.

Resort Management works as a team. By utilizing our office as your point of contact, our staff will be able to better assist you by directing you to the best person that can address your needs, whether that be your manager, a sales and leasing coordinator, or a representative in our accounting department. Your manager will be working with your Board to address Common Area maintenance and management, vendor management, compliance and enforcement, and other day-to-day operations of your Association.

***It is very important that you complete the Resort requested information on page 6 and then go on-line and complete your assessment payment preferences on page 7.***

**OWNER INFORMATION**  
**WATERSIDE MASTER ASSOCIATION**

- PROPERTY ADDRESS: \_\_\_\_\_

- ALTERNATE ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

**- PRIMARY OWNER**

NAME: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_ PHONE: \_\_\_\_\_

**- CO- OWNER**

NAME: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_ PHONE: \_\_\_\_\_

**- NOTIFICATION PREFERENCE:** Please choose either Postal Service or Email as a delivery method for official notices from the Association. **Do not choose both.** Waterside Master Association prefers you receive **email notifications**, so you are updated in a timely manner no matter your location. WMA does not mail all notices or the Quarterly Newsletter.

\_\_\_\_\_ **POSTAL SERVICE.** The undersigned Primary Owner hereby consents in writing to receiving notice by United States Postal Service for meetings of the Board of Directors, Committees, and Annual and Special Meetings of the Members. Additionally, billing invoices, and statements and other official communications will be provided via United States Postal Service. The undersigned Primary Owner designates as the official mailing address:  
\_\_\_\_\_ Property Address                      **OR**                      \_\_\_\_\_ Alternate Address

\_\_\_\_\_ **EMAIL.** The undersigned Primary Owner hereby consents in writing to receiving notice by electronic transmission for meetings of the Board of Directors, Committees, and Annual and Special Meetings of the Members. Additionally, billing invoices, statements and other official communications will be provided electronically to the Primary Owner email address provided above. The undersigned understands that mailed/paper notice may not be provided unless the undersigned rescinds consent to receive electronic notice of meetings and other communications as detailed above. Please be aware that if you consent to receive electronic notice (as detailed above), your email address designated herein will be an official record of the Association.

**-SIGNATURES.** All Owners Please Print Name and Sign Below:

Sign Name: \_\_\_\_\_

Sign Name: \_\_\_\_\_

Print Name: \_\_\_\_\_

Print Name: \_\_\_\_\_

**PLEASE RETURN TO:** Resort Management [resort@resortgroupinc.com](mailto:resort@resortgroupinc.com)  
2685 Horseshoe Drive S. #215  
Naples, FL 34104  
Fax: (239) 403-1061

# Assessment and Fee Payment Options

## Resort Management

### **PAY ONLINE**

Resort Management recommends that you pay online through our homeowner portal. You will be receiving a registration email to the portal. Alternatively, you can register at <https://portal.goenumerate.com/> and follow the registration instructions. If you have any issues registering, please contact us 239-649-5526. Once registered, you can add Bank Account or Credit or Debit Card Payment Method.

- 1) Bank Account.** You have the option of making one-time payments or enrolling in autopay. If you enroll in auto-pay, your payment will be automatically withdrawn from your designated bank account prior to the due date. There is a \$2.95 charge for all transactions processed with a bank account
- 2) Credit or Debit Card.** Make payments utilizing a MasterCard, Discover, Visa, or American Express. Payments can be made on a one-time basis, or you can enroll an auto-pay. For each transaction you will incur a transaction fee of 2.85%.

### **PAY BY CHECK**

Your statements are printed with information specific to your account number in the scan line. You can mail the bottom third of the statement directly to our data processing center at the Association's Bank at the following mailing address:

c/o Resort Management Processing Center  
PO Box 620996  
Orlando, FL 32862-0996

### **ONLINE BILL PAY THROUGH YOUR FINANCIAL INSTITUTION**

If you are using online bill pay through your bank, please login to the service, stop/delete your existing payment, and create a new payment with our new processing address:

c/o Resort Management Processing Center  
PO Box 620996  
Orlando, FL 32862-0996

Important: When creating the new record, please ensure you include your association ID and account number is included as a reference. This information will show up in the memo line of the check your bank produces and will help us properly allocate your payment.



## Visitor Management System

***It is critical for all owners to use the Visitor Management System (VMS) to update your profile and to add/edit/delete guests and vendors. Starting January 5, 2024, Gate Staff will no longer add visitors for you when you call or stop at the Gate.***

### Step #1

- A. If you already have the TekControl Visitor Management app on your phone or computer, you may skip this step.
- B. If you are new to Waterside and do not have the TekControl app:
  1. Download the free “**TekControl Visitor Management System**” app to a Mobile Phone from the *Apple Store* or *Android Store*, or access the Online Website App at <https://webapp.tekcontrol-site.com>
  2. **Only one person can be set-up in TekControl per condo unit.**
  3. Once you have the app downloaded, send an email to [watersidesitesup@weisersecurity.com](mailto:watersidesitesup@weisersecurity.com) requesting registration. The Waterside Site Supervisor will reply to your email with the registration instructions (please also check your spam folder).



### Step #2

Setup your profile. Make sure you have both your name and your spouse’s name listed in your profile as owners. It’s important that you have both of your phone numbers in your profile.

### Step #3

Go to the visitor page to either add or delete visitors. It is very important that you add your permanent guests (your adult children for example) so they do not have difficulty accessing Waterside, especially after 10:00 PM when the remote gate attendant is on duty. You should also add your Home Watch as an approved permanent guest. For day guests (6:00 AM to 10:00PM) you can add the guest as a temporary guest. Temporary guest passes are only good for 12 hours. When adding guest always scroll to the bottom of the page and click **SAVE**.

***Step-by-step instructions for updating your profile and adding visitors with screen shots are included in this packet Appendix. If you continue to have issues, call your Waterside Board Representative.***



# Virtual Gate Attendant

- **WHAT IS IT?**

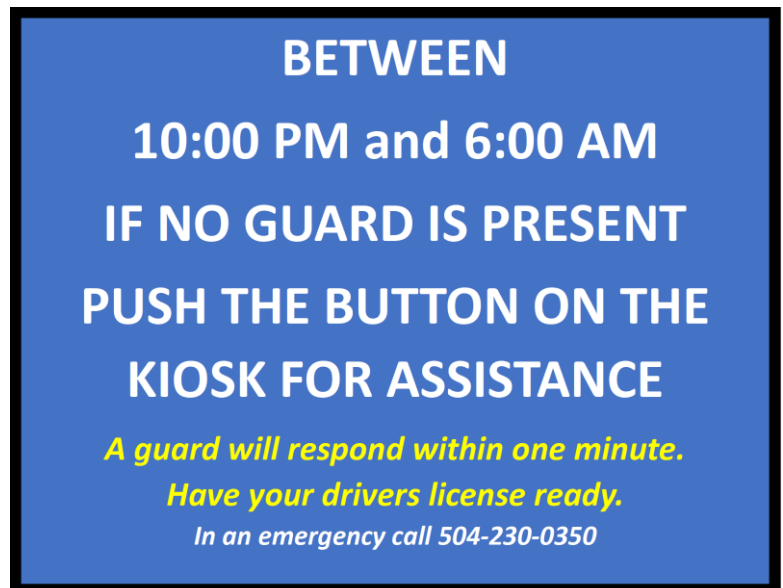
- The overnight gate attendant will not be in the gatehouse but will be remote to allow access if you don't have a bar code sticker on your vehicle.

- **WHAT TIME OF DAY WILL THE GATE BE MANNED REMOTELY?**

- Live gate attendants will be working the gatehouse 6:00 AM to 10:00 PM
- The Virtual Gate Attendant will be operational 10:00 PM to 6:00 AM (overnight)

- **HOW WILL IT WORK?**

- If a guest does not have a bar code on their vehicle, simply pull up to the kiosk next to the gatehouse and follow the instructions on the blue sign.
- If you are a visitor that an owner has approved in the TekControl app, the remote attendant will open the gate.
- If you are not on the list as an approved visitor, the remote gate attendant will call your phone. If you cannot be reached, the guest will not be allowed access.
- This is the same process we follow now with a live gate attendant.



- **YOUR GUESTS CAN ALSO USE A QR CODE**

- Log-in to your TeKControl app and choose "Add Visitor". Enter the visitor's information and the visitor's smart phone number (no dashes) and/or email address. Choose visitor type, save and then press the e-pass button and your guest will receive the QR code for entry either on email (print) or on their smart phone.

- **GIVE ME SOME EXAMPLES.**

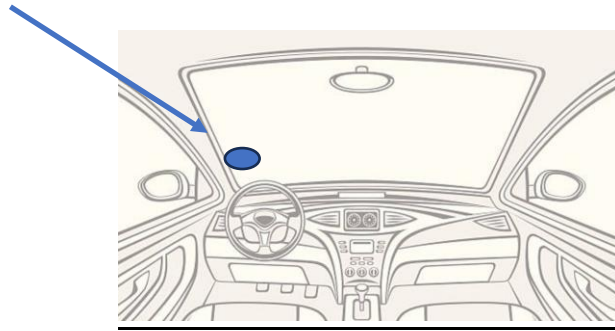
- If you enter Waterside after 10:00 PM in an Uber, go to the Kiosk and follow the directions. If you updated your profile in TekControl, you will be allowed access.
- What if someone runs over the gate? Cameras will video tape the incident and a live gate attendant will be sent to work the gatehouse for the rest of the evening.
- What if the power goes out? The gates are programmed to automatically default to the open position and a live gate attendant will be sent.
- What if the kiosk is not working? Call the phone number on the sign.

# Vehicle Sticker – Gate Entry Bar Code Sticker

- **Vehicle Stickers**

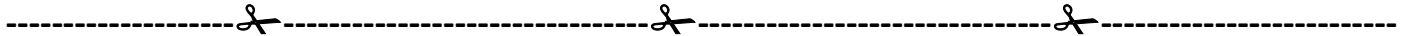
- **Round Waterside Windshield Sticker**

- After your condo real estate closing contact your condo building property manager to submit the form on the bottom of this page and obtain your windshield sticker. Make a copy of this form for your Bar Code Sticker.
- You need to affix this sticker to the inside lower driver side of your windshield.



- **Bar Code Sticker**

- Once you have the white sticker in your windshield, go to the Gatehouse when Michele is working, and she will take your form and affix your bar code sticker. Within 48 hours your bar code will allow you access.



**Waterside Master Association, Inc.  
Gate Entry Control**

Resident Last Name	Resident First Name	Unit #	Phone #	Email

*If renting, please print owner's name or property rental company*

*Lease Start/End Dates*

\_\_\_\_\_

\_\_\_\_\_ / \_\_\_\_\_

Bar Code #	Round Windshield Sticker#	Year	Make	Model	Color	Plate #	State

# Bicycle Stickers

- **Bicycle Stickers**
  - Distributed and managed by each condo association within Waterside.
  - Please contact your association President or Property Manager.

# Waterside Tennis Court

## Rules and Sign-Up Procedures



**Registration:** Unit owners and tenants (named on lease) may register and reserve a court at <https://holdmycourt.xyz/reserve2/waterside> or via the QR code above, with your email address, name (use both your Waterside unit number and first and/or last name in the “name” line; e.g. “917 Your Name”), and (optionally) phone number. [Incorrect registrations will be deleted by the site manager, and the affected players will be asked to re-register.] After registering, sign in with your registered email address and desired password. Read the website FAQ for frequently asked questions about registering and reserving courts. There is a Partner Search feature for those interested. If you experience unwanted pop-ups and/or redirects on the site, you have the option of disabling these using your browser’s security and privacy settings.

**Reservations:** Reservations can be made two days in advance for up to a two-hour block from 7am-7pm. Owners and tenants can reserve one court per unit per day, for their use or for their family members and houseguests. Outside guests are allowed if an owner/tenant/family member is also playing. Walk-on play is welcome, but scheduled (reserved) play takes priority, so checking the schedule prior or via your phone on-site is encouraged. Reserved courts are held for 15 minutes after scheduled start time, then are open to walk-on play.

**Court Rules:** Drag the courts (including back and side courts) and rotary sweep the lines after play, to be completed before your block time ends. Do not play on overly wet courts, and never on standing water. The courts are for tennis only; other activities are not permitted. Athletic shoes are required; clay-specific tennis shoes (full wide-herringbone soles) are recommended for best traction on the Har-Tru. For play after dark, push-button timers that activate the court lights are located on a post outside Court 2; the lights are automatically turned off after 10pm.

Contact [BayBeachLaneTennis@ProtonMail.com](mailto:BayBeachLaneTennis@ProtonMail.com) with any questions.  
Enjoy your game!

# **Estoppel Process**

***We included this page since this is a frequently asked question.***

If you just purchased and had your real estate closing on your condo within Waterside, the estoppel process has already occurred. The estoppel process happens prior to the closing ***so the following information is informational only and only applies to someone who is planning to sell their condo.***

The estoppel is done prior to closing. It pertains to the property being sold and the seller's account status. It will indicate the assessment amounts, any balance due, violations, etc. This is a legal necessity that the Title Company requests. They normally order an estoppel on behalf of the seller – who reimburses them at closing. This process typically does not have anything to do with the buyer. The seller would work directly with the Waterside Master Association's Property Management Company, Resort Management.

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## **Resort Management Leasing/Sales:**

Dorothy Reagan 239-461-8700 Ext# 5249

Questions about processing a lease / sales application

## Waterside Gate Access for Waterside Condo Rentals

The purpose of this document is to clarify how guests leasing Waterside condo units gain access through the Waterside Gate. The condo owner is responsible for the access for their lessee which means you will need to work with your Condo Association Property Manager once your condo association approves your lease.

- At least one week prior to the lease start date, the condo **property manager** will email to Weiser the approved lease information including the following information.  
[watersidesitesup@weisersecurity.com](mailto:watersidesitesup@weisersecurity.com)
  - Condo Building Name, Unit Number, Owner Name, Renter Name and Lease Dates.
- Weisser will add the leaseholder’s name and information to the approved list for easy access.
- We would suggest, five days before the start of the lease, the condo owner email the Gatehouse to confirm the renter’s name is in the system. Email is [watersidesitesup@weisersecurity.com](mailto:watersidesitesup@weisersecurity.com)
- When the lessee enters Waterside between 6:00 AM and 10:00 PM, they will need to show their driver’s license and they will be given a two-week dash pass. (Updated every two weeks.)
  - If the renter enters after 10:00 PM they will need to use the virtual gate attendant and show their driver’s license for access.
- Alternatively, for a fee of \$10.00 the lessee may purchase a yellow bar code sticker that will allow access through the automatic Waterside owner lane.
  - Bar code stickers are never affixed to rental vehicles.
  - The lessee should bring the following to the gatehouse in the AM when Michele is on duty:
    - Your driver’s license.
    - Your vehicle registration (this is to confirm your vehicle is not a rental).
    - A check made out to Waterside Master Association, Inc. for \$10.00
    - The following completed form
  - A yellow bar code sticker will be affixed to the lessee vehicle and then within two weekdays your bar code will become activated.
  - No Waterside windshield sticker will be issued.
  - Leaseholders will not be given access to the TekControl App.
  - **Renters can call the Gatehouse at 239-463-0784 to add temporary visitors.**

### COMPLETE FOR A TEMPORARY YELLOW BAR CODE STICKER

<b>Leaseholder’s Name</b>	
<b>Email Address</b>	
<b>Phone</b>	
<b>Condo Building Name</b>	
<b>Condo Unit #</b>	
<b>Lease Start and End Dates</b>	
<b>Vehicle Make/Model/Year</b>	
<b>Vehicle Color/License</b>	
<b>Yellow Bar Code Sticker #</b>	

**Attach \$10.00 check made out to Waterside Master Association, Inc. (No cash accepted.)**

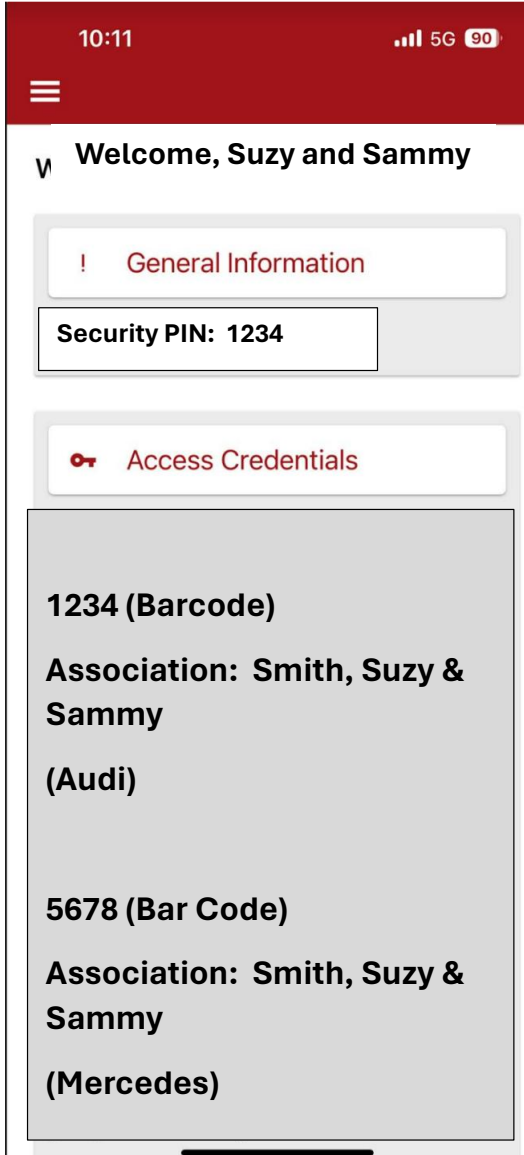
# ***Appendix***

***TekControl Step-by-step Instructions with screen shots ..... Pages16-18***

# TekControl Step-by-step instructions

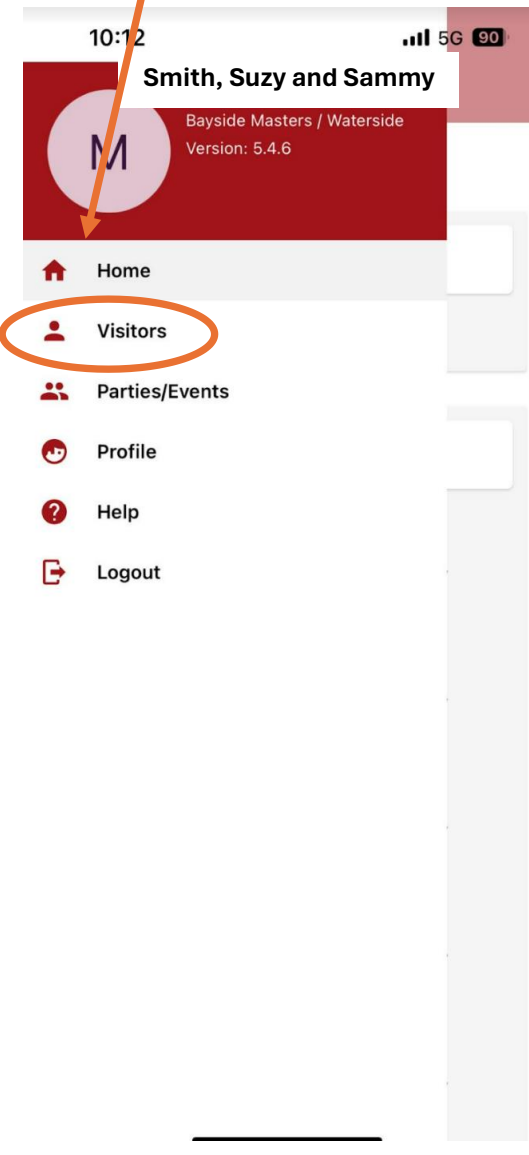
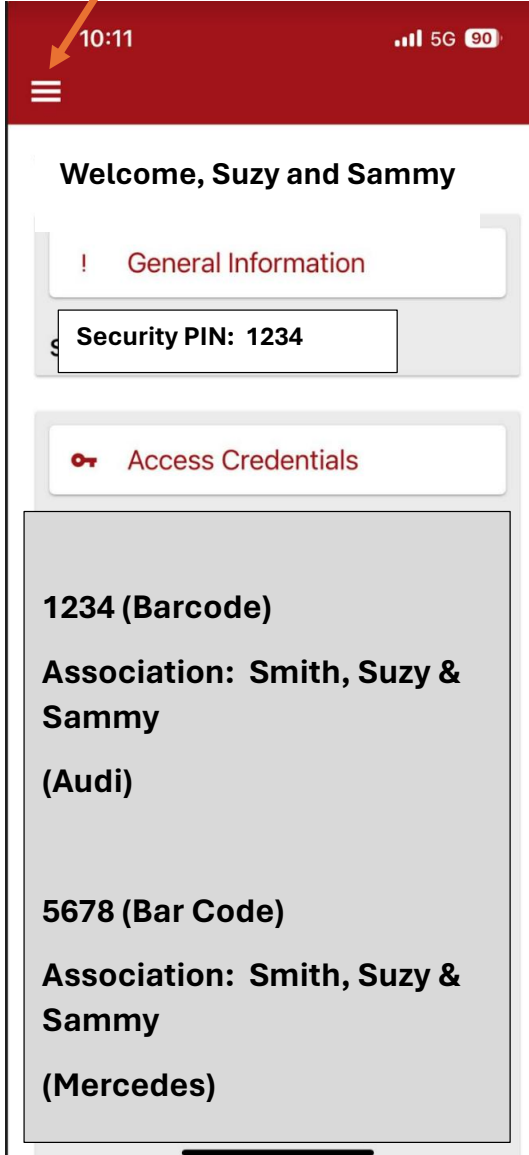
## Home Page

When you first open the App your vehicles with bar codes will be listed.



## Menu Button

Click these three lines to see . . . . . These menu options





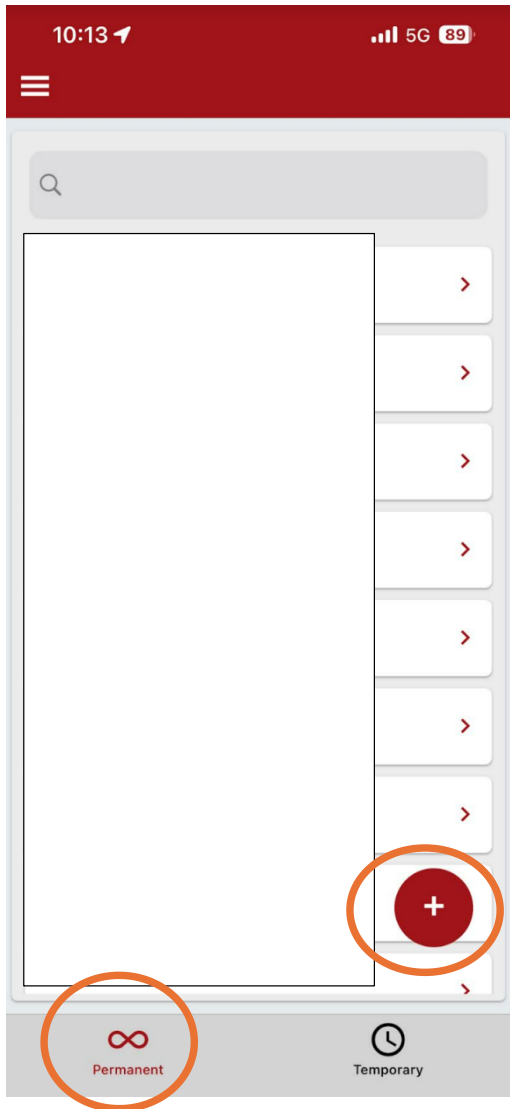
## Go to “Visitors”

Add Permanent Guests – Click + sign

Add yourself, family members, home watch

Click green save button at bottom

SAVE



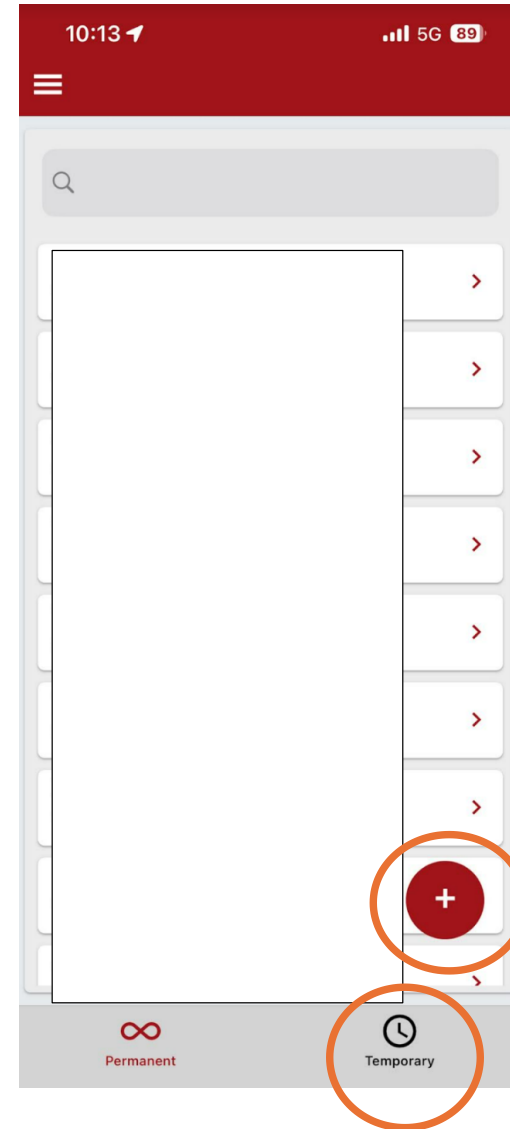
## On This Same Page

Add temporary guests – Click Temporary then + sign

Temporary guests can only be added for 1 day-vendors, Uber delivery

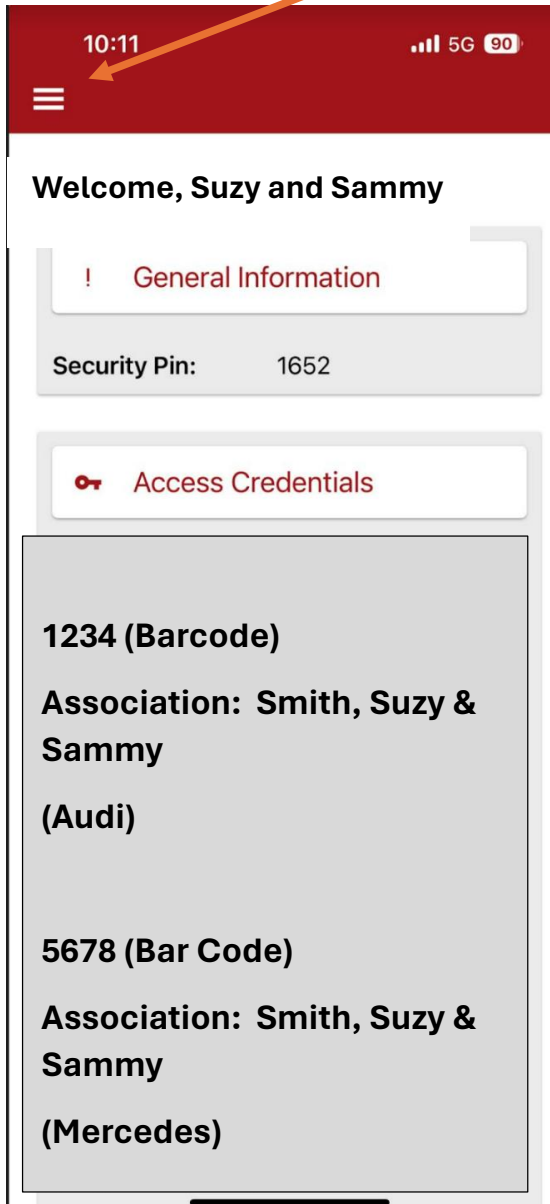
Click green save button at bottom

SAVE



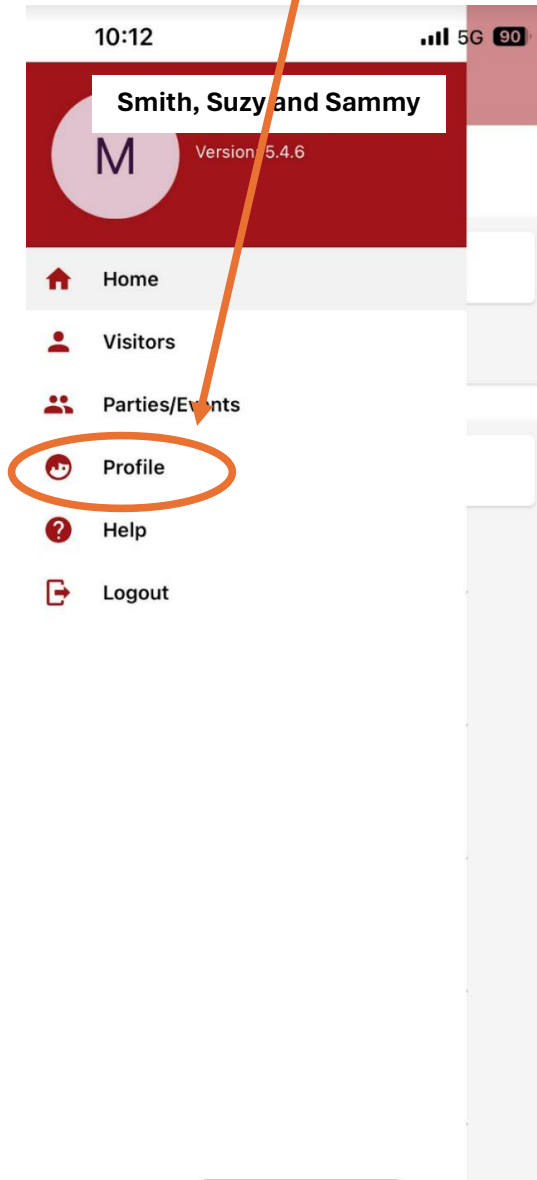
## Menu Options

Go back to "Menu Options" (Three Lines)



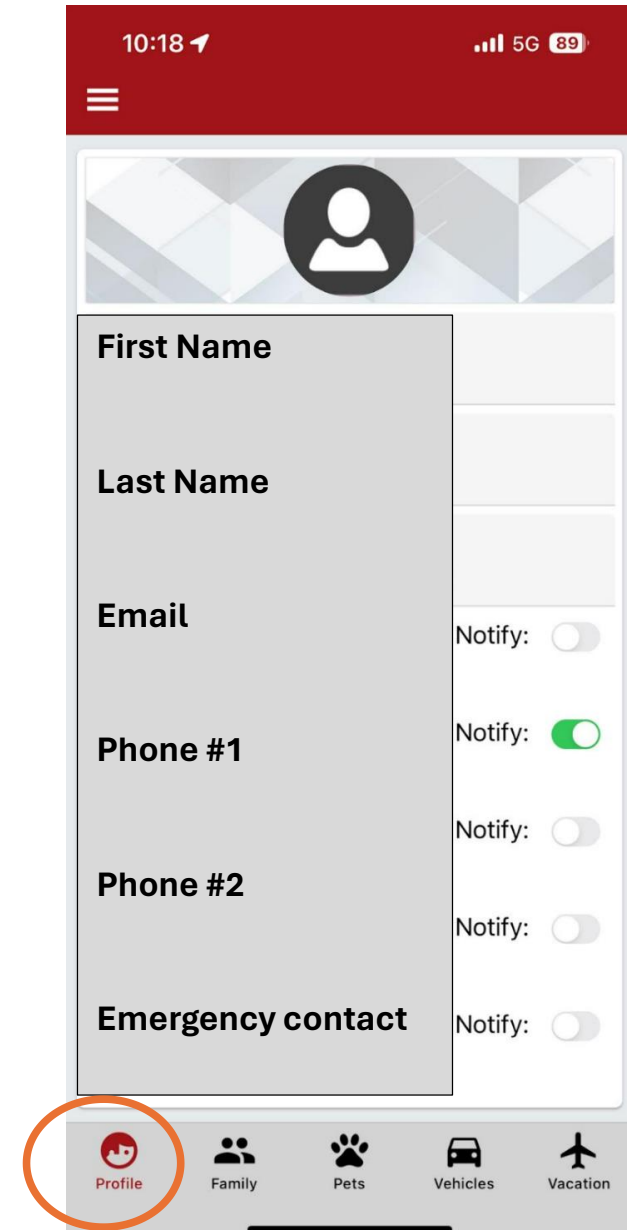
## From Menu Options

Select "Profile"



## Profile

Update profile & emergency contact



***Cut and tape inside a kitchen cupboard.***

**New Information**



=====

**Waterside Master Association**  
**Support Staff from Resort Management**

**Resort Office:** Administrative Support 239-649-5526  
For general questions, the admin person will triage your issue

**Property Manager:** London Quicci  
Community Association Manager  
Office: 239-351-1954 Ext. 1954  
Cell: 239-784-9339  
[lquicci@resortgroupinc.com](mailto:lquicci@resortgroupinc.com)  
General questions about WMA and on-site support

**Accounts Receivable:** Sabrina Seiberth 239-649-5526 Ext#6340  
Questions about personal statements, assessments, fees

**Leasing/Sales:** Dorothy Reagan 239-461-8700 Ext# 5249  
Questions about processing a lease / sales application

