



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

Last Revision May 13, 2024

1. **Board of Directors:** a volunteer Board of Directions that oversees the care of the property and governs Somerset Bay Condominium Association.

Current Board members are:

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

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

**Christopher Madsen, Property Manager**

**Naomi Loriston, Administrative Assistant to Manager** [naomil@elliottmerrill.com](mailto:naomil@elliottmerrill.com)  
**772-569-9853 Extension 139.** For assistance or questions regarding the property, please contact **Naomi Loriston**. She will provide any needed information, documentation, forms, or service requests, etc.

**Stacey Gugliemetti, Accountant** – [staceyg@elliottmerrill.com](mailto:staceyg@elliottmerrill.com); 772-569-9853 Extension 111  
For assistance with your account or assessment of payments contact Stacey Gugliemetti.

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

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

- 4. Front Gate Entry and Security System:** Elliott Merrill Property Management, Inc. is the property management company for Bermuda Club and oversees the programming and operation of the front gate. To have your name and phone number added to the gate directory or to obtain a main gate entry remote (\$35 each) call Elliott Merrill Administrative Assistant, Naomi Loriston at **772-569-9853 x139**; email [naomil@elliottmerrill.com](mailto:naomil@elliottmerrill.com). Or stop by the Elliott Merrill office during business hours at 835 20<sup>th</sup> Place in Vero Beach. **Before arranging moving trucks or car carriers, please contact Elliott Merrill Property Management on vehicle size restrictions on community roadways.**
- a. Full size tractor trailer trucks are **NOT** permitted past the gated entry or on community roadways. If an oversized moving or furniture delivery truck is used, smaller sized trucks or vans must be used to transfer/off load items from the oversized vehicle onto smaller delivery trucks by our A1A entrance. Full size car carriers are also **NOT** permitted past the gated entrance or on community roadways. Please contact Elliott Merrill Property Management at (772) 569-9853 X139.
  - b. Front Guest Entry Admission: Once your name and number are in the gate directory visitors can use the Call Box at the gate to call you. When you receive a call from the Call Box simply press 6 or 9 on your phone to listen for the dial tone before hanging up. The Front Gate will open to admit your guest.
  - c. Owners enter their 4-digit code **SLOWLY** without \* before or # after. Then press enter. Owners and guests can also enter by using a general code "1357" and then following instructions above.



#### **5. Keys to Your Somerset Bay Home & Community**

2 Medeco Large Keys

-(1) Foyer Entry & Stairwell

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

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

- Mail Box Key

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

#### **Extra / Replacement Keys & Fobs:**

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

6. **Parking:** The number of vehicles permitted is restricted to the number of garages by each unit owner. All unit owner's vehicles shall be parked in the appropriate garages, except when loading or unloading or for other temporary purposes. All garage doors must be kept closed when not in use. Unit owners may **not** park in the visitor parking spaces, in front of their exterior garage doors, or at the clubhouse. These spaces are reserved for guests/visitors. Visitor vehicles should be parked in the guest parking spaces, clubhouse parking lot or at the entrance to Somerset Bay parking. Live in care takers must park their cars in the owner's garage. Part time care takers may park in the visitor/guest parking, clubhouse, or south end parking area. Please Refer to the Rules and Regulations of Somerset Bay in their entirety for more detailed information.
  
7. **Door Entry System:** To have your name and phone number entered in your building's door/elevator entry system or to have your entry code changed contact **Naomi Loriston** at Elliott Merrill Community Management, [naomil@elliottmerrill.com](mailto:naomil@elliottmerrill.com) or 772-569-9853 Extension 139.

**Keypad Building & Elevator Code Entry:**

Keypad 4 Digit Codes for Building and Elevator are personalized to your Unit contact Elliott Merrill Community Management Company, Naomi Loriston, Administrative Assistant.

Building Entry Call Box - Enter \* and your personalized 4-digit code *Example \*1234*

Elevator Unit Access - Enter your personalized 4-digit code followed by # *Example 1234#*

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

**8. Utilities:**

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



9. **Owner Portal:** Somerset Bay homeowners should place all service requests, work orders, ARC's and general inquiries through the Elliott Merrill Caliber owner portal. All necessary forms, documents Rules & Regulations, and other community information as well as the ability to pay assessment online are easily accessible through the Elliott Merrill Caliber owner portal. Once the management company has received your closing documentation, you will be sent a letter from Elliott Merrill Community Management Company with login information and a temporary password to access the portal.
  
10. **Communications:** Elliott Merrill Community Management Company Emails broadcast alerts & messages to all Somerset Bay residents. "**Messenger**" Emails are from Bermuda Club for Somerset Bay & Bermuda Club residents. *Messenger* notifications are not a function of Elliott Merrill.
  
11. **Work Orders, Services Requests and General Inquiries:** As stated above, all work orders, service requests, general inquires and ARC's are placed thru the owner portal. Questions or assistance Contact **Naomi Loriston** at Elliott Merrill for assistance, [naomil@elliottmerrill.com](mailto:naomil@elliottmerrill.com) or 772-569-9853 Extension 139. If you have questions about your payments please contact Stacey Gugliemetti at Elliott Merrill, the accountant for Somerset Bay, at [staceyg@elliottmerrill.com](mailto:staceyg@elliottmerrill.com) or 772-569-9853 Extension 111.
  
12. **Architectural Modifications:** All alterations to the exterior of your unit (i.e. screens, shutters, window/door installation, etc.) require authorization prior to any work. In addition, some modifications to the interior also require authorization, such as replacing flooring or moving plumbing/electrical lines and or fixtures. A copy of the ARC form is included in this packet. When submitting a form through the owner's portal please include details of the work to be completed, diagrams/photos, contractor information (name, phone number, copy of business license and proof of insurance). Your ARC request form and all supporting documentation is submitted through the owner portal. Questions -Please contact Naomi Loriston at Elliott Merrill, (772) 569-9853 extension 139 or [naomil@elliottmerrill.com](mailto:naomil@elliottmerrill.com)



**13. In the Event of an Afterhours and Weekend Emergency:** An Elliott Merrill Manager is *always* on call during non-business hours **Call 772-567-0808**. When the automated system answers, please stay on the line and you will be directed to a live operator who can assist you.

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

**14. Rules & Regulations of Somerset Bay:** For your convenience, a copy of the **2019 Rules & Regulations of Somerset Bay** has been provided as an attachment. Please take a moment to review.

