



December 31, 2023

Dear Owners:

Effective January 1, 2024, Sandcastle Community Management will no longer be the property manager of Marina Bay Club. Sandcastle has agreed to continue to handle the financial obligations of the Association at this time.


The Board has identified a new property management company to serve our community. Contract details are being negotiated with an expected start date of February 1.

Until then, Marina Bay Club will essentially be self-managed with regards to the common area needs of the property.

We have created this document to help guide all through this transition period.

◇ **Any general community questions, maintenance issues, suggestions, or complaints:**

There are three options to contact the Board. Each option will result in an email being sent directly to all Board members. The Board has established a new email and phone number for our property. Please make a note of these.

- **Phone: 239-326-2110.** Leave a voice message. All Board members will receive an email with a recording of your message. (This number will not receive text messages).
- **Email: [Support@Marinabayclubnaples.com](mailto:Support@Marinabayclubnaples.com)**
- **Send a message to the Board** using the “Send a Message to the Board” radio button on the main page at [www.marinabayclubnaples.com](http://www.marinabayclubnaples.com). 

Please refrain from calling a Board member directly. We have established these methods for maximum efficiency and communication among the Board. Calling a Board member directly will only complicate and potentially delay our response.

◇ **Questions about monthly dues, payments, special assessments, late notices, or any issues with your account?**

- Please call Sandcastle Community Management at 239-596-7200.

◇ **Sales & Lease Applications:**

- Please call Sandcastle Community Management at 239-596-7200. They will continue to process applications at this time.

◇ **ARC Requests:**

- ARC Requests can be submitted online at [www.marinabayclubnaples.com](http://www.marinabayclubnaples.com). Access the form under the “Documents” tab, “Community Forms”. (This will be available by January 5, 2024)
- Paper copies of this form can be downloaded from the website or requested from a Board member. Paper submissions may delay processing and approval.

◇ **Gate Access:**

- Codes for new owners can be issued same day. Please email [support@marinabayclubnaples.com](mailto:support@marinabayclubnaples.com)
- New Key Fobs or Transponder tags can be issued within a few days of a request. Please email [support@marinabayclub.com](mailto:support@marinabayclub.com) with your request.
- If you require access to the MyQ Community App, please email [support@marinabayclubnaples.com](mailto:support@marinabayclubnaples.com). If you need instructions on how to use the app or issue guest passes, there is a video available at [www.marinabayclubnaples.com](http://www.marinabayclubnaples.com) under the Property Management tab.

◇ **Property Maintenance Issues:** (Elevator Down, Pool Issues, Gate issues, etc.)

- Please notify the Board via the methods indicated above:
  - **Call 239-326-2110**
  - **Email [support@marinabayclubnaples.com](mailto:support@marinabayclubnaples.com)**
  - **Send a message to the Board via the website.**
- The Board will communicate the status of issues as soon as possible to all owners via an e-mail blast.

*Please do not call a vendor directly. Vendors are not authorized to accept calls for work orders from owners.*

- ◇ **Emergencies & After Hours:** An **emergency** is a situation that is a matter of fire, flood, or a major life safety issue (such as an active, violent threat to the property.) Except for a flood in a common area, there is no need to contact the Board until the emergency has been appropriately addressed and resolved by the appropriate authorities. **(Call 911).**

If there is a flood in a common area that requires *immediate* attention, efforts should be made to contact a Board member.

Please retain this information in an area that is easily accessible.

Thank you,

The Marina Bay Club Board of Directors