

Version as of 6/1/2020

WHO TO CONTACT?

APPROPRIATE CONTACT OR ACTION

TOPIC / NEED / QUESTION

There are bugs/insects in my unit.
There is a snake in my unit.

Owner/renter should call Massey Services (941-465-4973) directly and schedule a service visit. Tell them your unit is under a Shoreline 1 contract. Alert Sunstate Management Group after the visit with what was done.

Water is shooting up from one of irrigation heads and/or spraying out onto the pavement.

Most likely not an emergency; it will probably stop when the watering period ends. Notify Sunstate Management Group during normal business hours to schedule repair.

A light in the carport is not working/flashing.

Notify Sunstate Management Group during normal business hours.

There is a crack in the sidewalk by my unit.

Notify Sunstate Management Group during normal business hours.

My railing needs repairing/repaintin

Notify Sunstate Management Group during normal business hours

Insects are building a nest on the outside wall.

Notify Sunstate Management Group during normal business hours.

There's a water leak into my unit from another unit.

If there are people in the other unit, ask them to shut off their water until the problem is identified. If no one is there, contact your Association president, who may be able to get access or locate an outside shut-off valve. Contact Sunstate Management Group during normal business hours or via the after hours phone number.

I need to have a "prohibited vehicle" parked in the Club over night or longer.

Contact your Association president ahead of time if at all possible. The Gatehouse officers cannot give this permission.

There is a "prohibited vehicle" parked in our parking lot and its been there overnight.

Notify Sunstate Management Group during normal business hours. You may wish to check with your Association president about the circumstances.

A person(s) is swimming in one of the lakes.
A person(s) is swimming in our neighborhood pool/using the spa after dark.

Gunshots have been heard, especially from the west, outside the Club.

This happens during hunting season. Preventative options are being researched

I saw wildlife (raccoons, coyotes) at (location). Can something be done to remove them?	This is not an abnormal occurrence. Notify Sunstate Management during normal business hours. See the Club website for more information.
My (bicycle, kayak, etc.) is missing. What do I need to do?	Notify Sunstate Management Group during normal business hours. If you wish, you may file a report with the Bradenton Police
A commercial delivery is scheduled for outside the allowed hours for such deliveries.	Department (don't use 911), which sometimes helps with recovery. First, try to re-schedule for during allowed hours. If not possible, contact your Association president. The Gatehouse officers cannot approve such deliveries themselves. See the Club website for hours.
I have a comment/suggestion about the Clubhouse. Who do I tell it to?	There is a suggestion box in the Clubhouse lobby and a board for comments in the Exercise Room.
How do I find out when social activities/Board & committee meetings are scheduled?	Such activities and meetings are listed on the Calendar of Activities on the website, under the Activities pull-down menu. You can register for access at the website. Also, check the Clubhouse kiosk/bulletin board and the board by the mailboxes.
How do I get full access to the PBC website?	Go the website, pericobclub.com, and ask to register. You will receive a confirmation via email. [Owners only?]
Who do I contact about a space in the kayak racks?	Check the Club website under "committees" for contact numbers or come to the Residents Services Sessions on most Wednesdays, 2-4 p.m. at the Clubhouse.
Who do I contact to get a Gate decal for my vehicle?	Decals are distributed most Wednesdays at the Clubhouse, 2 to 4 p.m. Proof of ownership or rental of a unit is required. Renters have a\$25 fee (in cash).
I have a comment/suggestion about the neighborhood's landscaping. Who do I contact?	Send an email to our Sunstate property manager or the STI president.
I have a comment/suggestion about the lakes. Who do I contact?	The lakes are a Master Association responsibility. Send the Club website for Master Board and Lakes Committee contacts.
My TV/cable/internet/phone is malfunctioning. Who do I contact?	Call Spectrum at 941-345-1405 for remote help or to schedule a service call.
How do I alert the Gatehouse that visitors/deliveries are coming?	See the website for options.

When are the mangroves trimmed?	A state-certified vendor usually trims them during October-December every year.
How do I make a Clubhouse reservation?	Register on the Club's website, then complete the Reservation Request form on the pull-down menu under Activities.
Something is not normal with our neighborhood swimming pool/spa.	If during normal business hours, contact Sunstate Management Group. If outside such hours, call its after hours number.
I have a question/comment about the Club's website. Who do I contact?	The website has a place to write and send email.
I'm locked out of my unit. Who can help?	Your Association president has a set of master keys to units.
A tree limb has broken off/fallen down.	Notify Sunstate Management Group during normal business hours.
My neighbors are noisy.	As neighbor-to-neighbor, ask them to quiet down. Contact Sunstate Management Group during normal business hours if the problem persist.
Where is my unit's main water shut-off valve?	The valve is located outside on the parking lot side. Check either side of the unit's door at ground level. Sometimes valves for more than one unit are in one group. Make sure you shut the right one.
Can I wash my car in the parking lot?	Yes, but all the water goes into our lakes, so please use a biodegradable soap that is free of phosphates & petroleum-based ingredients.
What are recycling rules?	City of Bradenton follows the "single stream" method, so all recyclable items can be put in the bins without sorting.
Is there a listing of Club events on our cable TV?	No longer. Spectrum discontinued that service. Check the Club website and the Clubhouse kiosk/bulletin board.
What are the Residents Services Sessions?	Most Wednesdays, from 2 to 4 p.m. at the Clubhouse, qualified owners and renters may obtain vehicle decals, register bikes, rent kayak rack spaces, and meet with a member of the Master Board & an agent of the property management company.
What is the address for the PBC website?	It is "pericobclub.com." Parts are open to the public and other portions are open to registered owners only.
Do I need to register overnight visitors?	The governing documents DO say overnight visitors when the owners are absent need to be registered with the property management firm in advance.