



Resident VCA Websites

vcalife.com

Username: _____ **Password:** _____

Username: _____ **Password:** _____

- Governing Documents
 - Gatehouse Information
 - Payment Information
 - Budget & Board Meeting Information
 - Leasing/Rental/Guest Information
 - Design Review Information
 - CDD Information
 - Realtor Information
- must be 12 characters

myenvera.com

Username: _____ **Password:** _____

- Add/Remove/View the Guests or Vendors on your Visitor List

ciranet.com/residentportal

Username: _____ **Password:** _____

Username: _____ **Password:** _____

- View/Pay/Setup Payments for you Quarterly Assessments
- must be 8 characters

VCA websites contact: office@vcalife.com or 239-694-6358

Resident Club Website

www.VerandahLife.com

Verandah Club:

- Golf T-Times
- Member Directory
- Restaurant Reservations
- Social Activities and Classes
- Fitness Center Classes

The website is protected by a "firewall" which functions to limit access to the site to residents of Verandah only when logging in with a user name and password.

Club website contact: 239-694-7229

Revision 5/31/24



COMMUNITY PARTNERS

The Community Development Districts: Within the boundaries of the community are two CDDs: Verandah West and Verandah East.

A CDD's purpose is to plan, finance, construct, operate, and maintain the infrastructure for the benefit of the community. In Verandah, the CDDs own most of the lakes and many preserve areas. Verandah's land contains natural flow ways and wetlands that have been restored and enhanced. These lands are home to many species of wildlife and birds and form the backbone of Verandah's water management system, along with the extensive system of inter-connected lakes. CDD fees are billed yearly and collected by the Tax Collector of Lee County. To learn more, and to see an interactive map to understand which CDD you are part of, visit their website. <https://www.verandahcdds.net/> If you have any questions or concerns about CDD land or fees, please contact Cleo Adams 239-989-2939.

The Verandah Club: While the Verandah Club (the Club) is a privately-owned entity, it is an important part of the greater Verandah Community. It includes the River House, Blossoms, fitness center, tennis courts and golf courses. The Club is owned and operated separately from the VCA and has its own set of rules and regulations for usage of each of the facilities and membership. These rules, policies and regulations can be found on the VerandahLife.com website. <https://www.verandahlife.com/Membership-Information>





Your association fees and the items covered are subject to change annually
Management Cost for Managing the Association

- Onsite Community Association Management Team
- Accounting Team
- Annual Report required by the State of Florida
- Legal Documents for the State of Florida
- Association Legal Representation
- Tax preparation
- Insurance for common areas

Maintaining the common areas

- Onsite Maintenance Team
- Common area landscape maintenance
- Common area irrigation
- Stormwater system – cleaning and maintenance *Association property only
- Streetlights – electricity *FPL maintains streetlights
- Signs – electricity and maintenance
- Playground – normal repairs and mulching
- Sidewalks – normal repairs
- Street maintenance
- Maintenance of 9 miles of walking paths
- Dog Parks – normal repairs and maintenance

Access Control & Community Patrol

- Community Patrol Manager - Weiser Security Company
- Community Patrol Officers for 1 gatehouse and Virtual Access for 1 gatehouse

Reserves for replacement of items

- Parks
- Roads – Paving
- Walls & Fences
- Bridges
- Boardwalks
- Gatehouse Buildings

Basic Cable & Internet Services with Equipment

Lawn Care Services for Citrus Creek, Heritage Preserve, Woodhaven, Amblerwind, Edgewater, Fairway Cove, Magnolia, Royal Palm, Willow Bend, Willow Ridge, Winding River

From Your Xfinity Team

Congratulations on your new home in Verandah!

Please read the following instructions regarding setting up your services with Xfinity:

Please call our Xfinity Customer Care Center at 1.800.934.6489 (1.800.Xfinity) to schedule with our Xfinity Agent your installation.

Services included in your package:

- **High Definition X1 Popular TV channel line up**
- **3 X1 High Definition TV Devices with Standard Cloud DVR Service**
- **Fast Internet Tier: Up to 400 Mbps Download**
- **Gateway (Modem/Router)**

Review with our Xfinity Agent how you can enhance your Xfinity Entertainment Experience, Home Security Peace of Mind and Xfinity Mobile at additional fees.

After your Xfinity Service has been established please contact 1.800.Xfinity (1.800.934.6489) and/or download the “Xfinity” app for all of your service needs. For additional details on our apps go to xfinity.com/apps. Thank you and enjoy your new home.

How to download the Xfinity "My Account app"



First Search On Google Play or Apple Store for Xfinity My Account app and Download



Sign-In and Home Screen

Step 1: To open the Xfinity My Account app, you will need to enter your Xfinity ID (which is your email address, mobile phone number or username) and password. Tap Sign In.

The home screen defaults to the Account section of the app. This section provides pertinent account data, including:

Billing Information

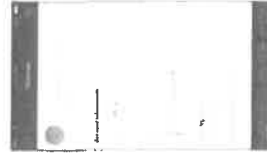
- *Late Payment Reminder*
- *Upcoming Bill*
- *Payment Received*
- *Partial Payment Received*
- *Credit*
- *Automatic Payment*

More Information

- *Outage Information*
- *Appointment Date (if applicable)*
- *Callback Time (if applicable)*
- *Designated Comcast Service Center*



Step 2: On Android devices, the navigation menu is accessed on the left of the screen.



Step 2: After signing in, your home screen will be displayed. The app for **Apple devices** displays the navigation menu bar on the bottom of the screen.

Helpful Xfinity Communities Information From: *Your Xfinity Team*

Please contact our Xfinity Care Center at 1.800.934.6489 (1.800.Xfinity) for all your service needs - *including:*

- Billing Questions
- Account Review
- Upgrading your Services and Equipment
- Burying Cable Requests or damaged pedestals
- Setting up Your Service for the First Time
- Updating your Account Information and Troubleshooting
- Current Bundled Packages Available that will fit your specific needs.

Please make sure your Account Information is Current and Updated -*including:*

- Primary Contact Phone Number
- Contact Email
- Additional Authorized Person(s)
- Mailing Address, if not the same as your Service Address
- Your Correct Authentication Information for Security Purpose

Updating your Account information will ensure you are routed as quickly as possible to our Xfinity Customer Care Center.

With the XFINITY “My Account” App- No Lines! No Waiting!

You can Obtain Your Account Number, Update your Information, Review and Pay your Bill, Manage Appointments, View or Edit your User Id and Password and your WiFi Network Name or Password, Troubleshoot your Devices, View if there are Outages or Planned Maintenance in your Area.

To learn more visit xfinity.com/apps or review with one of our Xfinity Customer Care Agents at 1.800.934.6489 (1.800.Xfinity) or visit one of our Xfinity Store locations.

Seasonal Information/Placing Your Services on Seasonal Suspend on Services not included in your Bulk Agreement - Seasonal Suspend is cost effective and convenient. Additional Equipment is not included with Seasonal Suspend. You have the option to return equipment or continue to pay the monthly charge. Please contact our Xfinity Customer Care Agent at 1.800-934-6489 (1.800.Xfinity) to request your Seasonal Suspend or go online to comcastseasonal.com. You can put account on seasonal hold for 90-270 days once a year (verify the time span allowance with agent including the time frame when you can once again place your services on Seasonal Suspend.) Note: Premium Channels/Channel Packages/Upgraded Channel Tiers are not included in Seasonal Suspend Plan. You would either choose to disconnect before you leave and reconnect on your return or continue to pay a monthly charge.

⚡ **DO NOT DISCONNECT BOXES FROM OUTLET OR POWER SOURCE WHEN YOU LEAVE** – We recommend that you use a surge protector. Note: May take up to 48 hours to have service back up and running if there was an outage while gone, and/or if units were unplugged and a Tech Visit might be required which may generate a Service Fee. *Note: Yes, you can unplug your TV.*



Resource Conservation Systems (RCS)

Your irrigation meter will be installed by Resource Conservation Systems (RCS).
You will need to call or go online <https://www.rcsirrigation.com/new-customers/>
to set up your meter usage account.

Resource Conservation Systems

OFFICE ADDRESS:

9990 Coconut Rd., Suite 102

Bonita Springs, FL 34135

TELEPHONE:

(239) 495-5805

FAX:

(239) 495-9210

E-MAIL:

info@rcsirrigation.com

The Resident is responsible for managing the irrigation system, this would include:

- Screens/filters located downstream of the meter.
- Strainers on the irrigation heads and any other irrigation practices to mitigate for sand, grit, debris, and biological matter, which may be in the irrigation delivery system from time to time.
- PVC shut-off valve and a 1.5" filter. (RCS recommended)
- A 24-mesh filter to prevent debris build up and damage to your irrigation system. (RCS recommended)

Who fixes my irrigation?

If the problem is between the meter & the home, it is the home owner's responsibility.

Please contact the irrigation/landscape company of your choice for the above-mentioned services & the irrigation problem.

If the problem is from the meter to street please contact office@vcalife.com or Sub HOA.



Services Included in VCA Lawn Maintenance Assessment

Service	Area	Frequency
Mowing	All turfgrass	42 times per year Fall and winter months bi-weekly Spring and Summer months weekly
Edging	All Hard Edges	42 times per year Fall and winter months bi-weekly Spring and Summer months weekly
Edging	All Soft Edges- Beds	23 times per year bi-weekly
Pruning	Ornamental shrubs	Scheduled
Fertilization	Turfgrass Ornamental shrubs Palms	3 times per year
Irrigation Management	All	Monthly wet checks
Pest Management	Lawn and Ornamental shrubs	6 times per year depending on seasons - may be more
Palm Frond Pick Up	All	Picked up on our maintenance day for the property
Pine straw/Mulch	All existing beds	2 times per year- Done through VCA*
Palm Tree Trimming	All	1 per year
Weed Management	Planting beds and driveways	12 times per year

- ***All other lawn care items are individual homeowner responsibilities, including but not limited to:***

- Oak/shade tree trimming
- Refreshing pine straw more frequently than scheduled, if desired
- Care of any extra beds installed by owner, including irrigation
- Care of any extra ornamental plantings installed by owner, including irrigation

Home Owner to set up account with landscape contractor for additional services needed.

- To arrange for additional desired services, you may contact **Newell** at **239-337-0000** or **Vision Landscapes** at **888-502-2113** or via email at support@visionlandscapeservices.com for a quote. You may also make arrangements with a different landscape company of your choice.

- ***All exterior modifications must conform with Verandah Design Guidelines and a Design Modification Review Form must be submitted to the VCA for approval. The Design Review Quick Reference Guide is a helpful reference and includes a link to the full Verandah Design Guidelines.***

Newell*Citrus Creek, Heritage Preserve, Woodhaven

Vision*Ambleswind, Edgewater, Fairway Cove, Magnolia, Royal Palm, Willow Bend, Willow Ridge, Winding River

*Services are subject to change without notice

Verandah Community Association/VCA | 11390 Palm Beach Blvd., First Floor | Fort Myers, FL 33905
239-694-6358 | office@vcalife.com



Irrigation Repairs and Filters

Repairs

Your lawn maintenance fee includes a monthly wet check of your irrigation system. During a wet check, the irrigation technician checks the irrigation clock, turns on the irrigation system to ensure that it is working correctly and inspects the lawn for dry spots and fungus at each home. If the technician finds that irrigation repairs are needed, they will submit a work order.

The lawn care provider will prepare a quote and email it to you for approval prior to performing the recommended repair. If you do not have an email address on file with them, they will mail the quote to you via USPS, which takes longer and could potentially result in further damage to your landscaping. So, we would recommend submitting an email address to your lawn care provider to be sure they can contact you as expeditiously as possible, if/when necessary.

Newell at accounting@newelllawncare.com – 239-337-0000

Vision at support@visionlandscapeservices.com – 888-502-2113

Newell and Vision offer an “auto repair” service which you can sign up for. Using this service, you would authorize them to perform any necessary irrigation repairs under \$100 automatically and then bill you. If you would like to sign up for this service, please email your lawn care provider.

Irrigation system repairs, like any other home repair, are the financial responsibility of the homeowner. And, while the lawn care provider will advise you of problems found via their monthly wet checks, you are not required to utilize their service for repairs. You are free to hire whomever you like.

Filters

- RCS and irrigation companies recommend installing a filter on resident meters
- It is important to clean the filters regularly. Consider contracting with an irrigation company to maintain your filters on a regular basis



Helpful Phone Numbers

Cable & Internet	Comcast	800-934-6489
	Always mention Verandah Community Association Bulk Agreement	
Electric	Florida Power & Light/FPL *website: FPL.com	800-375-2434
Hospitals	Lee Memorial	239-343-2000
	Healthpark	239-343-5000
	Gulf Coast	239-343-1000
Irrigation Water	Resource Conservation Systems *website: rcsirrigation.com	239-495-5805
Lee County Sherriff	Non-Emergency	239-477-1000
Mailbox	NGS MFG Repair/Replacement	239-300-3807
Natural Gas	TECO	877-832-6747
Post Office	4585 Palm Beach Blvd 33905	239-694-0643
Real Mange	Resident Services *ciranet.com/residentportal	866-473-2573
Tax Collector	Lee County *website: leetc.com	239-533-6000
Trash Receptacles	Lee County Utilities	239-533-8000
Trash/Recycle/Yard Waste	Waste Pro *website: wasteprousa.com	239-337-0800
	Call for all pick up questions, issues or concerns	
Pick Up is always on Fridays unless an observed holiday falls in the week, then it would be Saturday		
Observed Holidays: New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas		
Verandah Main Gate	Envera	877-936-8372
	After hours security & issues	239-693-1321
Water/Sewer	Lee County Utilities	800-485-0214



Mailbox Program



NSG Signs & Mailboxes designs and manufactures custom signs, mailboxes, and street signage.

Verandah Mailboxes:

Imperial Series Mailbox



Mailbox -7-3/4" W x 19" L x 9" H
Post- approx. 60" H

Mailbox # font:
3" - Garamond Bold

Refurbish Mailbox –

New Paint & Numbers

[Request Quote](#)

Includes a temporary mailbox if needed

Mailbox Head Replacement

Includes New Numbers & Flag

[Request Quote](#)

All New Single Mailbox System

Install with White 3" Garamond Bold Numbers

[Request Quote](#)

New Hinge

Installed

[Request Quote](#)

Address Numbers

White 3" Garamond Bold Numbers

[Request Quote](#)

