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# Helpful Hints

[Sentry Management](#)

[Cypress Strand Condominium Assoc. Inc](#)

[Quarterly Maintenance](#)

[Website, Cypress Strand](#)

[Ticket System](#)

[Fire Suppression Alarm](#)

[Pool issues](#)

[Tara Master Association is managed by](#)

[Emergencies and Non-emergency numbers](#)

[Hurricane Evacuation Shelter](#)

[Lanai Paint Information](#)

[Screen and Storm Door Selection and Installation](#)

[Sun Shades for Lanai](#)

[Plumbing - Water Leaks in condo units](#)

[Front Porch Lights](#)

[Tennis Court Gate Lock](#)

[Sewage System](#)

[Backflow Information](#)

[Trash](#)

[Pet Pickup](#)

[Screens](#)

[Poison Control](#)

[Social Security Administration](#)

[Golf Club at Tara Preserve](#)

[Cable TV, Internet and phone provider](#)

[Braided Hoses](#)

[Residents Recommended Vendor Info](#)

[Manatee County Offices and Hospitals](#)

# Helpful Information for Cypress Strand Residents

## Sentry Management

5969 Cattleridge Blvd., Suite 203  
Sarasota, FL 34232  
Phone: (941) 361-1222  
Website: [sentrymgt.com](http://sentrymgt.com)

## Cypress Strand Condominium Assoc. Inc.

2180 West SR 434  
Ste. 5000  
Longwood, FL 32779

You can see your personal account and access important information about your association online. Go To [www.sentrymgt.com](http://www.sentrymgt.com) and click MY ACCOUNT

**Community Association Manager: Stephanie Tirado** Email: [stirado@sentrymgt.com](mailto:stirado@sentrymgt.com)

• Phone: (941) 361-1222, Extension 51003

## **Quarterly Maintenance**

- Owner assessments are mailed with the quarterly notice to Sentry Management.
- Payment Option: You can submit an Authorization Agreement for approval for Auto Pay.
- Payment Option: You can pay monthly from your online checking account.

**Cypress Strand Website:** [cypressstrand.com](http://cypressstrand.com)

1. To meet the needs of our Cypress Strand community, our website includes an Events Calendar and a Ticket System to report problems and issues.
2. The pool area and clubhouse have wireless Comcast Internet.  
Clubhouse: Wi-Fi cspool34; Network: csp2

## **Ticket System: Building Maintenance, Irrigation, Landscape, Pool & Spa Issues**

1. Each resident can post a problem or issue at our [cypressstrand.com](http://cypressstrand.com) website. Click the link Ticket on the Home Page.
2. You will be directed to [cypressstrand.com/helpdesk](http://cypressstrand.com/helpdesk) where you will have the option to "Open a New Ticket" or "Check Ticket Status".
3. Upon selecting "Open New Ticket", you will be directed to a new page where you must select a form to submit (*i.e. Building Maintenance, Irrigation, Landscape, Pool & Spa*).
4. Once a form is selected, the page will populate with the form fields for you to fill out. All required fields are denoted with \* and CAPTCHA is also required for form submission.
5. Once your form has been filled out, select "Create Ticket" button.
6. Once submitted, you will receive an email confirming that a ticket was created, along with a ticket number. Our vendor and a Board member will receive a copy of your ticket.
7. To check Ticket Status: Selecting "Check Ticket Status" allows you to sign in or register for an account to access all of their tickets. You may also enter your email address and ticket number to be emailed an access link to check the status of your ticket.

## **Fire Suppression Alarms:**

1. There are two alarms that may sound in our community:
2. A "**horn sound and flashing light**" is an indication of a possible fire. **Call 911,**
3. A "**beeping sound**" indicates a problem with a backup battery and should be reported to through the Ticket System on our [cypressstrand.com](http://cypressstrand.com) website.

## **Pool issues:**

1. **For medical emergencies, immediately call 911 or contact the Manatee County Sheriff's Department, 747-3011, Extension 1549.**
2. If an issue with the operation of the pool or spa is observed, report it through our Ticket System on our [cypressstrand.com](http://cypressstrand.com) website.

# Helpful Information for Cypress Strand Residents

## **Tara Master Association is managed by Resource Property Management**

Lakewood Ranch Office  
2025 Lakewood Ranch Blvd., Suite 203  
Bradenton, FL 34211 348-2912

Note: Tara is a deed-restricted community. Maintaining, preserving and managing the quality of the community is the responsibility of Tara Master Association (TMA). The TMA is directed by a seven-member Board of Directors elected by fellow property owners. The TMA, with the assistance of a management company, manages common property, landscaping, insurance, architectural reviews and the community cable contract.

## **Emergencies: Police, Fire and Medical dial 911.**

### **Non-emergency numbers are:**

1. Police – Manatee County Sheriff 941-747-3011
2. Fire Department – East Manatee Fire Rescue 941-751-5611

### **Hurricane Evacuation Shelter:**

The closest location is Braden River High School. 6545 State Route 70 East (53rd Ave. East) Bradenton. This location is pet friendly.

### **Lanai Paint Information:**

1. Available at Sherwin Williams, 5260 71st St. East, Bradenton (941) 739-2513 (Mention 'Cypress Strand' to receive a discount).
2. Walls and ceiling repainting SW Loxon Exterior Conditioner  
SW Superpaint Exterior Acrylic Satin  
SW Custom Color "Cypress Strand Body"
3. Floor repainting Two coats SW Armorseal Acrylic Treadplex Floor Coating (Shark Grip Non Slip is added to second coat). Color: SW7006.

### **Screen and Storm Door Selection and Installation:**

1. As noted in the Cypress Strand Rules, Regulations and Procedures Manual, should an owner elect to add a screen and/or storm door, an Architectural Review Form (ARC) must be submitted and approved prior to purchase and installation.
2. Only a full view, glass/screen door may be installed on the front entrance. The approved door is LARSON Signature Selection White Full-View Tempered Aluminum Storm Door available at Lowe's ([lowes.com](http://lowes.com)).
3. **This is a special order door.** Be sure to check your measurements; Lowes does not have the correct size in stock.
4. No crossbars or decorations are allowed on the glass or screen door.
5. Hardware on the door must match the brushed nickel on the main door.
6. The Brushed nickel handle matches the main door handle.
7. For Your Information: Once your storm door is installed, the hurricane panel system for the front door glass panel may need to be modified. Homeowners are responsible for any modifications.

### **Sun Shades for Lanais:**

After approval of an Architectural Request Form by our Management Company, the approved products can be purchased: Coolaroo tan/beige Polyethylene Exterior Shade available at Lowe's.

# Helpful Information for Cypress Strand Residents

## Plumbing - Water Leaks in condo units:

1. When a leak is detected, it is the owner's responsibility to contact and pay for a reputable plumber to determine the root cause of the leak.
2. The Association is not responsible for plumbing services and repair if the leak is due to the lack of normal maintenance (i.e., clogged drain line under A/C unit, cracked grout in showers and tubs, leaking toilet seals, broken toilet supply lines, under sink drain leaks, leaking hoses in washing machines, dishwashers or refrigerators). These items should be checked and maintained on an annual basis.
3. The Association will pay for plumbing services and repairs if the leak is contained in the portions of a unit maintained by the Association (i.e. leaking water/sewer pipes, leaking pipes inside wall, and ceiling). The Association will not pay for air conditioner lines.

## Front Porch Lights:

The association is responsible for maintenance and replacement of all exterior lighting, front porch lights on lower units. (Board Approved 3/20/20)

## Tennis Court Gate/Latch:

A gate and pushbutton lock has been installed on the tennis court. The combination is the address of the clubhouse: 6305. Please do not slam the gate when leaving, but ensure that the latch is secure.

## Sewage System: (eblast 3/21/20)

Some nearby communities are hearing more and more instances of sewage systems being clogged by non-flushable paper products, such as certain cleansing wipes. Please be sure that the only thing you flush in the toilet is toilet paper. Do NOT flush wipes, paper towels, Kleenex, feminine products, etc. - you can clog your pipes and can incur very costly repairs.

## Backflow Information:

Casey's Backflow 739-6582. The backflow valves are checked annually at the Association's expense. Repairs are the Association's responsibility. Part of this process requires them to notify you and Manatee County if the backflow has failed inspection, hence you may be receiving notifications to that extent. Please disregard the notices as the association will be receiving a list of all failed backflows and a proposal for repairs that will take place shortly after the initial inspection.

## Trash: (eblast 2/25/20)

Listed below are suggestions to avoid the overturning of your trash cans:

1. Wait until after sunrise to take your trash cans out to the street the day of pickup. The larger critters tend to disappear when the sun comes up.
2. If you need to put your trash cans out earlier, buy a can of Lysol or equivalent and spray the contents a couple of times to mask the garbage odor.
3. If the above does not work, buy a trash can with a screw down top that cannot open if overturned.
4. White trash bags for excess trash are not permitted. (2014 RULES)

# Helpful Information for Cypress Strand Residents

## **Pet Pickup:**

Residents must clean up pet feces immediately. Do not toss doggie bags anywhere outside.

## **Screens:**

1. It is the responsibility of owners to maintain and repair window screens as well as lanai screens per our rules manual.
2. This is a good time to remove and clean the areas around the window and screen mounting as some units have experienced leaks from debris collected around these areas.

**Poison Control: 800-222-1222**

**Social Security Administration:** 5540 State Route 64 East, Suite 100, Bradenton **800-772-1213**

**Golf Club at Tara Preserve:** 7310 Tara Preserve Lane, Bradenton **756-2944**  
Cypress Strand residents may use their pool and tennis courts for a \$5.00 key fee.

## **Cable TV, Internet and phone provider:**

Comcast 5231 University Pkwy #115, Bradenton 800-934-6489

Comcast will be bundled the Cable TV and Internet provider for Tara and The Preserve at Tara communities, with a contract that runs for five years. These services are included in the Tara Master Association annual assessment. For additional information, contact Tara Master Association's management company, Resource Property Management, 2025 Lakewood Ranch Boulevard, Suite 203, Bradenton 746-7520.

## **Braided Hoses:**

To replace, within twelve months (12) months of the adoption of this amended Declaration, all plastic hoses or metal hoses containing plastic fitting on the following items: washer, dishwasher, refrigerator, ice machine, sinks and toilets with burst resistant hoses with metal fittings. It is the intent that plastic hoses and metal hoses containing plastic fittings shall be prohibited twelve (12) months after the adoption of the 4/18/18 amended Declaration, 5.2 paragraph D.

## **Residents Recommended Vendor Information**

Note: All numbers listed are in the 941 phone area code, unless otherwise noted. Any Manatee or Sarasota phone directory lists hundreds of businesses and departments that a resident or renter can choose for services, along with additional helpful information. The following list is not intended to be a comprehensive guide, nor representative as a preference to any business.

1. Hurricane Shutter installation, Home Watch and Home Services  
Southern Hospitality – Home Watch and Home Services. Owners Jana, 773-7070 and Jay, 773-4183 [shhomewatch.com](http://shhomewatch.com)
2. Replace or Repair Kitchen Cabinet Doors: Avon Cabinet Corp. 941-755-2866
3. Pest Control: Carr Pest Control 322-4578, 926-5080

## Helpful Information for Cypress Strand Residents

<b>Manatee County Offices:</b>		<b>The following is a listing of some of the frequently consulted offices that provide a variety of services in Manatee County.</b>
County Sheriff:	747-3011	
Department of Motor Vehicles	741-4800	Driver License & Vehicle Services 819 301 Boulevard West, Bradenton
Health Department	748-0747 <a href="http://manatee.floridahealth.gov/">manatee.floridahealth.gov/</a>	An excellent source for health care providers and numerous county services. 410 6th St. East.
Highway Patrol	751-7647	
Homestead Exemption	748-8208 Online filing <a href="http://manateepao.com">manateepao.com</a>	March 1st of each calendar year is the deadline to file exemption applications in Manatee County.
Tax Collector	741-4800	6007 111th St. East
Property Appraisers	748-8208	915 4th Ave. West, Bradenton
Schools	<a href="http://manateeschools.net">manateeschools.net</a>	
Utility Services (MCUCS)	792-8811 <a href="http://mymanatee.org/utilities">mymanatee.org/utilities</a>	4410 66th Street West, Bradenton (garbage, sewage, water)
Website Information	<a href="http://mymanatee.org">mymanatee.org</a>	Businesses, services, departments, government, etc.
Florida SHINE Services are free, unbiased, and confidential	1-800-963-5337	Specially trained volunteers can assist you with your Medicare, Medicaid, and health insurance questions.
<b>Hospitals</b>	<b>Manatee County</b>	
• Blake Medical Center	792-6611	2020 59th St. West, Bradenton
• Lakewood Ranch Medical Center	782-2100	8330 Lakewood Ranch Blvd., Bradenton
• Manatee Memorial Hospital	746-5111	206 Second St. East, Bradenton
• Doctors Hospital of Sarasota ER	342-1100	5800 State Road 70 East, Bradenton Note: Affiliated with Doctors Hospital in Sarasota

File: Forms