



The Shores at Berkshire Lakes

Homeowner Amenities & Responsibilities Effective December 22, 2025

Community Address
7845 Berkshire Pines Drive
Naples, FL 34104

Management Company
MAY Management
11100 Bonita Beach Road #101
Bonita Springs, FL 34135
📞 239-262-1396

WELCOME TO THE SHORES AT BERKSHIRE LAKES

The Board of Directors and MAY Management are committed to effective, transparent communication and to supporting a well-managed and enjoyable community at The Shores. We value your residency and are dedicated to providing the information and resources you need.

Below are instructions for accessing the MAY Management / The Shores resident portal, where you can manage payment options, review governing documents, submit forms and applications, and access the resident directory, among other resources.

Additional community information is also available at www.theshoresatnaples.com.

Thank you for choosing The Shores at Berkshire Lakes as your place to live and enjoy.

Sincerely,

The Board of Directors

The Shores at Berkshire Lakes MHOA

The Shores Master Homeowners Association Fees

Effective January 1, 2026

All fees are **due monthly on the 1st of each month**. All payments must be made by the 10th of the month to avoid being charged a late fee.

Single-Family Homes

- **Monthly: \$390**
- **Annual: \$4,680**

Villas

- **Monthly: \$328**
- **Annual: \$3,936**

The Preserve (Condominiums)

- **Monthly: \$242**
- **Annual: \$2,903**

Payment Options

Online & Electronic Payments

- **Credit Card (one-time payment):** 3.5% processing fee
- **Auto-Draft ACH (bank or debit card):**
 - \$2.99 processing fee
 - Pull date: **5th of the month**
 - Includes charges since the prior month

Check or Bank-Initiated Bill Pay

- **No processing fee**
- Make checks payable to:
Shores at Berkshire Lakes MHOA
- **Account number must be written on the check**

Coupon Books

All homeowners can request a coupon book by contacting MAY Management at **239-262-1396**.

Owner Portal Access

The **Community Portal** allows homeowners to securely manage their accounts 24/7:

🌐 <https://portal.maymgt.com>

Portal Features Include:

- View account balances and payment history
- Make online payments
- Submit and track maintenance requests
- Access association documents
- View the resident directory and community calendar
- Receive important community announcements

How to Register

1. Visit <https://portal.maymgt.com>
2. Click “**Sign Up**” at the bottom of the page
3. Enter your **Account Number** and **Portal Key**
 - You should have received an email from MAY Management. Please contact Susan Palmer at MAY Management if you have not received it or need assistance: spalmer@maymgt.com
4. Your login will be reviewed and approved

The portal is password-protected and 128-bit encrypted. Participation in the directory and online payments is optional.

📞 For assistance, contact MAY Management at **239-262-1396**.

Payment Submission

Mail Payments To:

(Must be post-dated on or before the 10th of the month in which the payment is due.)

The Shores at Berkshire Lakes MHOA, Inc.

P.O. Box 52980

Phoenix, AZ 85072-2980

In-Person Drop-Off:

(Must be dropped off by the business day prior to the 10th of the month in which payment is due.)

MAY Management / KEB

11100 Bonita Beach Road #101

Bonita Springs, FL 34135

Starting January 5, 2026

Checks may be dropped off with MAY Management staff during office hours at Clubhouse - 7845 Berkshire Pines Drive:

- **Mondays:** 9:00 AM – 12:00 PM
- **Wednesdays:** 1:00 PM – 4:00 PM
- **Fridays:** 9:00 AM – 12:00 PM

What Your Monthly Fees Include

- Landscaping of common areas
- Lawn care for single-family homes and villas
- Cable and internet
- Clubhouse Wi-Fi
- Library, fitness room, card room, billiard room, and ballroom
- Swimming pool
- Tennis, pickle ball, and bocce ball courts

Landscaping Services

Single-Family Homes & Villas (Excludes Preserve Condos)

Provided by **Landscape Workshop** (formerly Daley Lawncare). For service issues, contact:

- **239-229-2751 or Kat@daleylawncare.com**
- MAY Management — 239-262-1396
- William Behrens — wbehrens@maymgt.com

Utilities & Services

Cable & Internet

Provided by **Hotwire Communications**

📞 800-355-5668

email: shoresatberkshirelake@hotwiremail.com

Online: <https://www.gethotwired.com/>

The Shores Account Manager: Lindsey Ford lindsey.ford@hotwiremail.com

(New homeowners and lessees must set up or expand service.)

Water Service

Collier County Public Utilities

📞 239-252-2380

Online: <https://www.collier.gov/Resident-Resources/Water-Services/Drinking-Water>

(Preserve Condo owners: water is included in your association fee.)

Electric Service

Florida Power & Light

- New service: 239-262-1322
- Power outages: 800-468-8243
- Online: <https://www.fpl.com/>
- Report Street Light Outage: <https://www.fpl.com/support/contact/power-outage/streetlight.html#>

Trash & Recycling

- **Trash Pickup:** Monday & Thursday
- **Recycling & Bulk Pickup:** Monday Only

Special pickups may be scheduled through Waste Management at **239-252-2380**.

Online: <https://www.wm.com/us/en/home/residential-waste-recycling-pickup>

Guidelines:

- Containers may be placed curbside **after 6:00 PM** the evening before pickup
- Containers must be returned to garages **by 7:00 PM** on pickup day
- Service stops for major holidays (July 4, Thanksgiving, Christmas), with delays pushing collections to the next scheduled pick up day.

Vehicle RFID Tags & Access Card Activation

RFID Tags

Homeowners seeking RFID tags for vehicle access or white Access Cards **must appear in person** at the **MAY Management office** or, **effective January 5, 2026**, email Susan Palmer spalmer@maymgt.com to request a RFID sticker and/or Access Cards. Once Susan places you in the system you may pick up sticker or card at the **Clubhouse Office**, with required proof of ID, during designated office hours to complete the required application.

MAY Management Office:
11100 Bonita Beach Road #101
Bonita Springs, FL 34135
⌚ 239-262-1396

Clubhouse Office Hours (STARTING JANUARY 5, 2026):

- **Mondays:** 9:00 AM – 12:00 PM
- **Wednesdays:** 1:00 PM – 4:00 PM
- **Fridays:** 9:00 AM – 12:00 PM

Requirements:

RFID VEHICLE TAGS:

- Proof of ID (Driver's License, Passport, etc.)
- Copy of each vehicle registration
- Check payable to Shores at Berkshire Lakes MHOA
 - **\$25 per RFID tag requested**
- **Maximum of three (3) RFID tags per physical address**
- The RFID tags grants vehicle entry into Santa Barbara Residents Side (right) Gate Entry and Radio Road Residents Only Gate. Please note you must have a RFID sticker to enter into Radio Road Gate entry.

⌚ ACCESS CARD ACTIVATION:

- Proof of ID (Driver's License, Passport, etc.)
- Check payable to Shores at Berkshire Lakes MHOA
 - **\$50 per Access Card requested**
- **Maximum of three (3) Access Cards per physical address**
- **The cards grant homeowners' access to the Clubhouse with all its amenities as well as to the pool area, tennis courts, and gate access. The prior owner is asked to leave the cards for the new owner(s). If this is not done for some reason, the new owner(s) should follow up with the realtor who sold the home or directly with the seller(s). If this effort proves unfruitful the new homeowner can purchase cards at a cost of \$50 per card.**

Proper Use of the MyQ App and Gate Access Codes

Community Notice: Creating and Managing MyQ Access Codes

Please see proper use of the MyQ App and the importance of creating and managing access codes effectively. Ensuring that residents, guests, and vendors use personalized access codes helps enhance safety, reduce unauthorized entry, and prevent congestion at the main gate.

PLEASE MAKE SURE YOU CREATE ACCESS CODES FOR ALL CONTRACTORS, VENDORS, AND DELIVERIES (INCLUDING AMAZON).

While going through management transition, if you need help, please contact Board President, Colleen Rinaldi at colleenr@shoreshoa.com or **561-660-1981**.

Creating and Managing Access Codes in MyQ

1. Download and Open the MyQ App

After receiving your invitation from the Property Manager:

- Download the **Community by MyQ** App from the App Store or Google Play (links/icons included in the invitation).
- Open the app and log in to your MyQ account.

At the bottom of the home screen, you will see the following options:

Access | History | Guest Pass | Community

2. Creating Access Codes

1. Select **Guest Pass**.
2. Select **New or Create Guest Pass**.
3. Under *Choose Pass*, select **Recurring Pass** (recommended—allows up to one year of access).
4. Name the Pass (you may create multiple passes as needed).
5. Under **Access Period**:
 - Tap all circles representing **Sunday–Saturday** so they are bolded. Any un-bolded day will not allow access.
 - Enable **All Days Access** by tapping the circle to the right.
 - Tap the **End Date** and use the calendar to select a date approximately **one year out**.
6. **Verify the start/end dates, daily access selections, and All Day Access settings.** Tap **Next**.
7. Under **Entrances**, select **Access Guest/Vendor Management** and tap **Next**.
8. Review all information and select **Create Recurring Pass**.
9. The next screen will display the Pass Name and the **5-digit Entry Code** in bold.
This is the code you provide to your guest or vendor.

Note: Once a code expires, follow these same steps to create a new one.

3. Sharing Codes with Guests and Vendors

- Provide the code in advance of their arrival.
- Remind them to use the keypad and enter the code to avoid delays.
- Refer them to the instructions below titled **Instructions for Using the MyQ Gate Access Code**.

4. Monitor and Update Codes

- Regularly review and deactivate codes you no longer need.
- This ensures only authorized individuals can access the community.

PLEASE ENSURE ALL CONTRACTORS, VENDORS, AND DELIVERY SERVICES HAVE THEIR OWN CODE.

Importance of Proper Code Usage

Using personalized access codes helps prevent:

- Unauthorized tailgating into the community
- Vehicles blocking or backing up at the gate
- Safety hazards caused by entry attempts without an active code

Guests and vendors should:

- Use the provided access code rather than following other vehicles through the gate.
- Contact the resident if they experience issues using the code.

Your Role in Community Safety

Thank you for your cooperation in keeping our community secure. Proper use of the MyQ access system improves traffic flow and reduces gate-related incidents.

If you have questions or need assistance, please contact: **colleenr@shoreshoa.com**

Sincerely,
MHOA Board of Directors

Instructions for Using the MyQ Gate Access Code

1. Arrive at the Gate

Approach slowly and locate the keypad.

2. Locate the Keypad

The keypad is mounted near the entrance gate and is accessible from your vehicle.

3. Enter the Code

- a. Select **Entry Code**
- b. Enter the MyQ Gate Access Code provided by the resident
- c. Press **Enter**

4. Wait for Access

- If the code is valid, the gate will open automatically.
- If incorrect, an error message may appear. Reenter the code carefully.

5. Proceed Through the Gate

Once the gate is fully open, drive through safely.

Important Notes

- **Code Validity:** Codes only work within their assigned time period and on the selected days.
- **Multiple Entries:** Guests and vendors should repeat the same steps each time they enter.
- **If the Code Does Not Work:** Guests/vendors must contact the resident to verify or update the code.

For Residents

- Share codes **privately and securely**.
- Do not post codes publicly or distribute them widely.

MHOA Board of Directors
The Shores at Berkshire Lakes