

VANDERBILT TOWERS UNIT #3 OF NAPLES, INC.
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NEWSLETTER/OCTOBER 2013

Roof Replacement Update from Jay Progin and Lorraine Beckwith

The roof replacement work is complete with the exception of minor work the Engineer has noted as “punch list”. We have completed the remediation of the water issues on the 8th floor and 7th floor and will be beginning repair work (drywall) shortly. We are dealing with the work involved as a result of the water penetration and the homeowners involved are also. We hope all reach a satisfactory ending, and continue to work to make that happen.

Update/Status on our new TV, Telephone and Internet Provider, NuVu

If you have not received one already, you will be receiving a “welcome” package from NuVu shortly that outlines what you must do to obtain their services. As we explained in an earlier Newsletter, the entire peninsula has contracted with NuVu to be our new provider for television, phones and internet. **AS OF NOVEMBER 30, 2013, COMCAST WILL NO LONGER BE AVAILABLE IN OUR BUILDING.** Some of you that were here in May were able to meet with the NuVu representative and discuss what services you wanted and make arrangements for same. We will note below the details for the various services.

1. **TV** – NuVu will be providing the basic cable for the building which is paid for in your quarterly maintenance assessment. The basic cable package from NuVu INCLUDES HD, therefore your service through the building will include HD at no additional cost to you. If you do not request any additional services, you will not be required to pay any additional monies to NuVu. You will still need to arrange for the connection of your TV set to NuVu (schedule info below). NuVu does offer additional services/equipment/premium TV stations for a cost which will be noted in your welcome package. You will need to contact NuVu once you receive the package and make arrangements with them for any other items you may wish at an additional cost, such as a DVR, premium stations, etc. Costs are noted in the package.
2. **Telephone** – NuVu will be providing telephone service. Some of you have Comcast telephone service which will not be available after November 30, 2013. You must contact NuVu and discuss with them your choice of telephone service. You can go to NuVu, or for those of you who have Century Link decide to stay with them or switch to NuVu. If you have Comcast, you may also decide to switch to Century Link instead of NuVu. Some of you do not have land lines or may wish to discontinue your land line. There are some concerns regarding keeping your telephone number. If you do not contact NuVu by November 11, 2013 and you have Comcast as your telephone provider, there is a chance you may lose your phone number. You must fill out a Letter of Agency (in the package) and send them a complete (all pages) of the current copy of your phone bill for them to port over the phone number. If you have Century Link, they can port over the phone number at any time should you decide at a later date to switch to NuVu. If you have Century Link and wish to switch to NuVu, you need to fill out a Letter of Agency (in the package) and send them a complete (all pages) of the current copy of your phone bill for them to port over the phone number. **THE GOAL IS TO SWITCH YOU IF YOU DESIRE WITHOUT LOSING YOUR TELEPHONE NUMBER.** Costs for NuVu telephone service are included in the package.
3. **Internet** – NuVu will be providing internet service in the building to the individual units if you desire. Again, Comcast will not be available. You will need a modem which you can either rent per month or purchase. You can either rent or purchase a wired or wireless modem. This information is included in the package. You will still need to have or purchase your own wireless equipment if you choose a wired modem. You must call NuVu to make arrangements for internet service. Costs for NuVu internet service and modems are included in the package.
4. It is important that you call NuVu shortly after you receive the package and if you do not receive it by the time you receive this Newsletter, call them to make arrangements for any of the above noted services. They will tell you everything you need to do and discuss your options. **THEIR TELEPHONE NUMBER IS: 239-642-4545, SPEAK TO ANY CUSTOMER SERVICE REPRESENTATIVE.**

5. NuVu will begin installations on October 28, 2013 and continue until November 27, 2013. You will receive a telephone call from NuVu once you have signed up for services or if you are receiving only basic cable to schedule an appointment for them to come into your unit and do all the installations. You will have the option of 2 different time frames to choose from each day, either a morning appointment (9 a.m. – 1 p.m.) or an afternoon appointment (1 p.m. – 5 p.m.). You must be in your unit during that time frame and of course while the technicians are doing their installation. The technicians will have 3 morning and 3 afternoon appointments and will be installing services for the homeowners and working out any kinks that may arise. If you are not going to be in residence during this time, you can schedule an appointment with NuVu at least 4 business days ahead. Note that after November 30, 2013, there will be no TV service in your unit (or internet or phone if you have Comcast). When the technicians are present for your installation, they will remove all the Comcast equipment including the small box you obtained within the past couple of years. YOU must return this equipment to Comcast to stop your billing! Information on Comcast's location will be available in the mailroom. If you are not going to be in residence during 10/28/13-11/27/13 and need the equipment hooked up before you can come to your unit, you can have a friend be your representative. To do this you must contact NuVu and let them know ASAP. They will send you (the homeowner) an installation authorization agreement. You will need to write down who is going to be in your unit during the installation, sign and send it back. This is the person NuVu will contact to set up the installation with. Note, you still need to deal with returning Comcast equipment if you have any.
6. One thing to remember is that your first bill for any NuVu services will include the costs for the first and second month. As with all TV, telephone and internet providers, they bill one month in advance.
7. Some of you have asked about wireless internet service in the Party Room. The Board will meet soon to decide if this service should be installed and will discuss at a later date if it will be implemented if installed. There is much to consider. We have also heard that some owners want to use the Party Room internet in lieu of putting internet in their unit. NuVu very strongly advises against this. The internet they could provide in the Party Room is not meant for individual homeowner usage. The networks are protected but more than one person can be connected to the internet at a time. The internet with multiple users will be very slow. The internet in a room such as this is meant as a courtesy for multiple homeowners who are using it lightly while waiting for their installation to be completed. Also, the NuVu representative noted that mirrors (we have many) impede the wireless capability. You should not expect the wireless internet if decided to be installed by the Board to be your only source of internet. (Also, mirrors in units also impede wireless capability.)
8. Contacting NuVu and arranging for service and installation is your responsibility. Our Manager cannot handle your installation due to the length of time required, but we will look into the possibility and method of having someone you know in the building or a volunteer represent you. As noted above, if you are not going to be here during the installation period, you need to schedule an appointment for when you are arriving at least 4 business days ahead.

This information is what we have available to us. All the details on equipment, costs, etc. must be obtained through NuVu. We promise more information as we receive it.

Rules & Regulations

A reminder is in order to all owners (also for your guests and renters) that our Rules & Regulations must be followed. This includes the use of the pool. Florida law prohibits any food or beverages in the pool fenced area; this includes everything except water, and of course includes soda/pop and alcoholic beverages. Florida law also prohibits diving. No diving signs and tiles are very evident at the pool yet diving is still occurring. Please abide by the building's Rules & Regulations which include the above items prohibited by Florida law.

Official Website

The website address is: vt3naples.com

The name of the website is: Vanderbilt Towers Unit #3 of Naples, Inc.

The resident log in password is: bluebill

Charles Hennigar, President