



## **GROWING AT GATEWAY**

### **COMCAST**

By Barbara Tursky

That large building you see from Daniels, off Corporate Lakes Drive, is the new home of Comcast. It is a full service center and the friendliest customer relations staff can be found there Monday thru Friday from 8:00am to 5:30pm. Saturdays from 9:00am to 3:00pm.



They can do it all from this building which houses between 300 and 400 staff in shifts to serve the Comcast customer. Walk into a huge service area with seating available while you wait your turn to speak with the team at the consoles. It gets a little more crowded on Friday's so additional staff is present. You may make payments, return converter boxes and ask questions as well as make arrangements to open/close accounts, change mailing addresses and all such business. There is more than sufficient parking and an exterior 'lockbox' for customer payments.

The building opened on June 16, 2008 with Customer Service up front. In addition they now house dispatch service calls, phone answering service and customer relations staff.

### **BROWN ACADEMY**

Frannie (Brown) Cerniglia owns and operates a new facility in Gateway for children 18 months to kindergarten. It is a self contained, full service, family centered early childhood learning center.



The center operates 5 days a week from 7:00am to 6:00pm at the choice of the parent. Frannie is licensed to operate for 252 children and has openings currently available. Some of the amenities that are enjoyed by the students at Brown include an indoor gymnasium, a music program, a media center and computer lab, a Spanish Immersion Program and sign language classes.

I discovered they also have one of the few centers with a swimming pool on site and thus they offer swimming as part of their summer camp program. In addition Brown Academy offers private and group lessons to the children in the community, even if they are not enrolled as students

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**GROWTH**

of the preschool.

The swim school is managed by Danelle Helseth of Water Wise. There will be a summer camp program available for children ages 2 to 11 and a special CIT (Counselors In Training) program for middle school aged students (12-14) to teach young adults work ethics in addition to other skills as a preparatory to entering the work market for the future.

Frannie, originally from Poughkeepsie, New York, has taught school in New York and Boca Raton in both public and Charter schools. She is licensed in early childhood and has also taught gifted programs. She and her husband, Dave, have three children and they now reside in Gateway.

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**Gateway Revs up Security**

By Joan Hritz

To say that John Medford has enjoyed a wide variety of career choices is to put it mildly.

This Vietnam vet was a member of the the Goodyear blimp crew and owned and operated a stained glass business before eventually entering the security field.

As an employee of Kent Security Systems, he is now the captain of the Gateway security force, presiding over a staff of eight.

One of his current primary con-

cerns is aiding in the changeover from a bar code system for allowing cars to enter Gateway communities to one employing transponders. This has started with Hidden Links.

“Fill out transponder forms in and return them immediately” as soon as they are available, Medford urges residents, noting that there will be a month to six-week transition period between the installation of the transponders and shutting off of the bar codes, which, he said, “are dying.” An up-to-date data base will be in place after the new system is in.

Medford heads both the main gate force and the two alternating Westlinks security employees. The staff includes one female

The main gate is open “24/7,” he noted and “rovers” man the new Toyota Yaris, which, he said, “is active 16 hours a day” on patrol throughout the Gateway communities.



His three-year stint in the Army, which included two in Vietnam, ended in 1969. At that time, “I liked to travel, make halfway decent money and I didn’t like to work too hard,” he recalls.

His father was in charge of the atomic weapons division for Goodyear, prompting his son to seek employment with that firm.

Medford was employed by Goodyear Blimp America in

Houston, Texas as an administrative assistant crew member, working with electronics for computers and lights and he actually flew 1,400 hours, he says.

He became conscious of the value of good public relations for his company, a technique he continues to emphasize in his current security position.

Ready for a change of profession by 1979, Medford started his stained glass business, teaching himself about design and color combinations, in San Marcos, Texas. He later bought a building in Kansas and installed an antique mall and his stained glass studio, selling the building in 1994.

He began working in security in 2000 in Ohio and got his present job in Fort Myers in July, 2007, licensed and hired by Kent. He has supervised hiring of the Gateway security personnel and, he says, “I’ve got an outstanding staff here now. Their primary function is “access control” of the Gateway communities. A couple of hundred cars can come through the main gate during weekday shifts and this is vastly increased during a holiday like Thanksgiving, when visitors may back up onto Gateway Boulevard.

“There’s never a boring moment,” and, when he finishes a work shift, “I feel like I’ve run a marathon,” Medford says. He is pleased that there have been few break-ins during his leadership but “I’d be tickled even more if it was zero,” he says.

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**SECURITY**

He is used to making a wide variety of decisions as well as "a lot of snap decisions," he adds. He is greeted by a number of residents whenever he drives the rover car through Gateway.

The "rovers" generally put in 50 miles in a shift, going five to seven miles per hour. "I want them looking in between the houses, looking at bushes, looking for people who shouldn't be there," he emphasizes. Medford gives his rovers a 16-hour training session and they keep a log as they go. Their circuit takes in all covered communities "and we don't follow the same pattern every day," he says.

**SantaLuz Square**

By Sharon Fatica

An ongoing problem is the \$1.9 million dollar, unfinished SantaLuz Square Condominium project at the south end of Westlinks Drive, south of Fairway Isles and north of Summerwind. The project is also especially noticeable to golfers from hole number 15.

This project has been in foreclosure and Bank of America recently became its owner. Gateway Greens has recovered \$28,000 from Bank of America for outstanding assessment dues, making this a dues paying property. Bank of America is paying the dues for eight memberships. As plans go forward, we want Bank of America to comply with Gateway's Design Review documents,

which require the property to conform to quality design and landscape characteristics.

Woodyard & Associates LLC has listed the property for 64 luxury townhome sites. Twelve units are partially completed, 16 units are in grey shell stage and there are nine vacant building pads encompassing 36 units. The units are 3 - 4 bedroom coach homes each with a garage.

For further information from Woodyard & Associates, go to the web site at:

<http://www.wa-cr.com/listings-detail.php?id=1780>

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**GATEWAY  
COMMUNITY DOG  
PARK**

By Delores Linscott

We now have our own dog park here in Gateway. It is located behind the Roger Sherman Soccer Field. There is a small dog fenced in area and a large dog fenced in area. They both have drinking fountains that look like fire hydrants. There are bags to pick up and a place to dispose of dog waste. You will not be given a pass to take your dog in unless you have had it vaccinated against most dog diseases. There are benches for the owners to sit on and watch their dogs play, and there are toys for the dogs and also shade areas for them as well.

We owe a lot of thanks to Bill Knight and his crew, esp. Elle and Dennis. Those two did all the work. We can be very proud of

our new park. There should be thanks given to the park committee also, the Chairperson of the Park Committee is Ed Ryan. Members are: Vice Chairperson: Kinley Engvalson, Marcus Albrecht, Nancy Hall, Gene Lamone, Kerry Levin, Delores Linscott, Brian Mook, Adrian Pfeffer, Ed Sichel, Tamara Sendewicz, Virginia Stacy, and Edwin Tinkle.

We are hoping you will take your dogs to the park and watch their faces to see how happy they are to run and play free of a leash Delores Linscott

If you would like to enroll your dog you only need to go to the Gateway Services on Griffith Dr. Hopefully all of you with dogs will take your dogs there. I was up there today and it warmed my heart to see the dogs running and playing with each other. I almost felt like they were smiling. Enjoy!!



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**Hampton Gate**



Progress has been made with the Geico insurance company, concerning repairs to the Hampton Greens gate. The outbound gate will be replaced and Geico Insurance will bear the cost. Gateway Greens will use T.E.M. to replace the apparatus. T.E.M. maintains other gates in the complex.

**Alliant  
Property  
Management**



We've expanded the accounting department and added staff to better serve the board and the owners.

The operations department made major changes in staff by adding seasoned professionals to our team.

Because technology has been one of the major keys to our growth and success we will continue to concentrate on this area. We have recently upgraded our Network Server, added equipment and software, and created a new department all of which to provide excellent customer service.

We are excited to announce another enhancement to our service to your community. Our new Service Call Center, a.k.a. Customer Service Center will be up and running by April 15th. The staff assigned to this department will be dedicated to answering all questions coming to the office via phone. They will have the ability to answer owner questions on the spot in most cases or forward to the person who will have the answer. The calls will be tracked so that no call goes unanswered. If the caller provides an email address, in some instances an email reply will be sent back to the caller.

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**Transponder  
conversion up date**

By Burnie Williams

Several weeks ago the transponder conversion started with a beta test installation at Hidden Links. Mrs. Patricia Sanders was the first resident to enter our community using a transponder. The feed back from Hidden Links resident was positive regarding the new technology. However this effort uncovered many aspects of our process, procedures and forms that the new Gate Access Committee (GAC) feels must be address before we go further in program implementation to the entire community. After consulting with many gated communities the GAC has decided to eliminate the requirement for drivers license and vehicle registration data on any of our forms. The GAC has decided that we must get this right rather than quick. The transponder conversion is the largest project the Gateway Greens Community Association will undertake requiring hundreds of hours of effort of our residents, Property Manager and Security staff. The GAC is meeting several times a week to expedite the process and it is now anticipated that the request for resident information will go out in late May/ early June with installation for the broader community starting in approximately July. Our present security upgrade effort will bring our technology in alignment

with modern gated communities in south Florida. But it is all dependent upon the residents returning Resident Information in a timely manner.

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**GATEWAY HOME  
PROFILE**



By Delores Linscott

This issue spotlights the well kept Gateway home of Laverne and Margie Wicks at 11200 Bent Pine Dr. This is a lovely well kept home. The color of the home is very pleasing to the eye. Shrubbery is nicely maintained, with a lot of different varieties. We have selected two pictures to share with you. The décor is lovely and very well appointed.

The Wicks moved here 15years ago, they are native Floridians. They can remember seeing eagles nesting in the trees across the street from their home and cows that wandered into the area around the house from the pasture next door. Residents interested in having their homes profiled should contact us.

**GGCA**

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|------------------|--------------------------------------|
| Denny Whitworth  |                                      |
| Burnie Williams  | Community Relations Committee        |
| Bill Markle      | Can be contacted through the website |
| Joan Hritz       |                                      |
| Delores Linscott |                                      |
| Sharon Fatica    |                                      |
| Barbara Tursky   |                                      |