



# 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

---

*The Board of Directors and Management are dedicated to effective and transparent communication with residents to support a positive and well-managed community at The Shores. We value your residency and are committed to providing the information and resources you need.*

---

## Association Fees

### Effective January 1, 2026

All fees are **due monthly on the 1st of each month**. All payments must be made by the 10<sup>th</sup> 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 will be receiving a coupon book soon and in the future 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**
  - These were emailed on **December 19, 2025**
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 Master Homeowners Association, 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 to MHOA 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
  - Entry gate maintenance
  - Issuance of RFID vehicle stickers (\$25) and key card for clubhouse, court and pool entry (\$50)
- 

## Landscaping Services

### Single-Family Homes & Villas (Excludes Preserve Condos)

Provided by **Landscape Workshop**

For service issues, contact:

- **239-229-2751** or [Kat@dalevlawncare.com](mailto:Kat@dalevlawncare.com)
  - MAY Management — 239-262-1396
  - William Behrens — [wbehrens@maymgt.com](mailto:wbehrens@maymgt.com)
- 

## Utilities & Services

### Cable & Internet

Provided by **Hotwire Communications**

☎ 800-355-5668

email: [shoresatberkshirelake@hotmail.com](mailto:shoresatberkshirelake@hotmail.com)

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

The Shores Account Manager: Lindsey Ford [lindsey.ford@hotmail.com](mailto:lindsey.ford@hotmail.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:** Monday

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
- 

## 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 William Behrens, CAM at [wbehrens@maymgt.com](mailto:wbehrens@maymgt.com) to request a RFID sticker and/or Access Cards once he places you in the system. You may pick up sticker or card at the **Clubhouse Office** 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 (Check only)**
- **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 (Check only)**
- **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).**

If you need help, please contact MAY Management CAM, William Behrens at 239-262-1396 or [wbehrens@maymgt.com](mailto:wbehrens@maymgt.com)

---

# 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: [wbehrens@mavmgt.com](mailto:wbehrens@mavmgt.com)

---

# 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.