

# FREQUENTLY ASKED QUESTIONS

**1. I did not receive my dues notice. What should I do?**

Go to the BTMHOA.com website. Under NEW RESIDENT FORMS click the button. Download the forms to your computer/tablet and print the "Dues Notice" form. Rip the top half of the form and send with your check. If you are unable to print, contact a your street representative or the street representative coordinator on the Board of Directors and ask them to print the form for you.

**2. How do I pay my BTMHOA dues?**

Dues may be paid by dropping them with the dues notice form into the BTMHOA mailbox located in the conference room in the back of the clubhouse or by mailing to BTMHOA, PO Box 366725, Bonita Springs, FL 34135.

**3. I have a concern. What should I do?**

If the concern is personal to you alone, contact the Murex administration and discuss the issue with them.

If the concern affects you and many of your neighbors, complete a CONCERN FORM located by downloading it from this website or picking up in the clubhouse on the bulletin board. Once completed, leave in the envelope attached to the bulletin board for the Board of Directors or give it to a Director. Someone will contact you or the issue will be discussed at a General meeting.

**4. Can the dumpsters be emptied more frequently?**

This issue has been discussed with the Murex administration many times. The dumpster pick up is on a schedule with the contracted vendor. During the height of the season, the dumpsters are filled much of the time. Administration would like to know if this problem persists, contact the Murex administration at 239-992-3030 or email Keith Madden at kmadden@murexproperties.com.