



CLOVER KEY, Inc.
Community Association Management.
110 Imperial Street
Merritt Island, FL 32952
Office: 321-735-7624

Website: www.CloverKeyServices.com
E-Mail: office@cloverkeyservices.com

CLUB HACIENDAS
CONDOMINIUM
ASSOCIATION, Inc.
955-1169 Country Club Dr
Titusville, FL 32780



January 1, 2023

Dear Club Haciendas Owners,

To enhance communication between owners and management company, Clover Key utilizes Appfolio Property Management software at no charge to the residents to streamline the community calendar, maintenance request, and downloadable shared documents.

OWNER ACTION REQUIRED: The Board of directors has elected not have management collect dues. All condominium payments go directly through Truist Bank. If you need a coupon book, you will need to order through management. Coupon books delivery can take up to 7-14 business days. Owners will pay directly to Truist Bank, please take the time to review the enclosed flyer in its entirety.

OWNER ACTION REQUIRED TO ACTIVATE PORTAL: Management will send an email notification requesting you to activate your homeowner portal. Please follow the following steps to activate your portal.

1. Management E-Mail subject line will say: *Club Haciendas Condominium Association, Inc – Join Your Online Portal Today.* (Please check your junk/spam folder if you do not receive the email prior to contacting management.)
2. Open the E-mail and scroll to the bottom to click on “Activate Now” which is a blue button.
3. It will prompt you to enter your e-mail and a secure password.
4. Once logged into your homeowner portal you will see your balance due.
5. **Owners will need to verify their “Account Profile”.** On the left hand-side of the webpage, select “Account Profile”, please review the contact information, and make any necessary changes.
 - a. Add emergency contact information
 - b. Update Contact Preferences

If you need any assistance, please contact management at 321-735-7624.

To further enhance communication between owners and our management company, we also offer a community webpage for each of our properties. Go to www.CloverKeyServices.com and click on the photo of your association, where you will find Board approved information.

In regard to maintenance and repairs, “common area” problems are referred to us for solutions. Common areas are areas or items such as walkways, sprinklers, landscaping, lawns, lighting, etc. Please submit a maintenance request by logging into your homeowner portal and submit a detailed request with photos or video when possible.

For architectural requests to the Board, please log into your homeowner portal and submit a detailed request along with uploading the Architectural Form and the needed documents, ie. including photos, certificate of insurance from the contractor, contractor license.

We ask that you keep us informed of any change in resident status, mailing address, or phone number changes. If you have e-mail or cell phone numbers for easier contact, we also appreciate that information for emergency use by management and Board members only.

Both our goal and the goal of your Board of Directors is to make owning a home at Club Haciendas Condominium Association an uncomplicated and pleasant experience. Please do not hesitate to call if you have any issues or concerns. Putting those concerns in writing will ensure the request will be discussed at a Board meeting. We post notice of the Board meetings at least 48 hours in advance of the meeting on the bulletin board at pool cabana. Annual Meeting and Budget Meeting notices will be mailed to all owners well in advance of the meetings.

We request all concerns, suggestions, and feedback to come to management first and management will inform the Board.

We are happy to be your management team and we look forward to meeting you soon!

Sincerely,

Clover Key, Inc. Team

Jennifer Vo

Jennifer Vo
Manager, CAM#50678

Lindsey Wilson

Lindsey Wilson
Manager, CAM#57168