



Clover Key, Inc.
Jennifer Vo
Community Association Manager
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 www.cloverkeyservices.com

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Dear Condominium Owner,

Clover Key, Inc. has been retained by your Board of Directors to assist in the management and financial oversight of your condominium association.

Our role in your community includes:

- 1) Management presence at Association meetings
- 2) Preparation of minutes of those meetings
- 3) The collection of unit owner monthly assessments
- 4) Monthly financial reports
- 5) Assisting in the development of the future budgets and reserve analyses
- 6) Oversight of the “common elements” which includes exterior lighting, sprinklers, landscaping, pools, parking areas, balcony and patio structures and plumbing inside the walls
- 7) Obtaining bids for needed repairs
- 8) Enforcement of the rules of the Association (called covenant enforcement)

Note: Any part of your home that affects others must be maintained to the standards proposed in your governing documents. All of this is done within the parameters set forth in Florida Statute 718, the Condominium Statute.

As of January 1, 2021 the monthly maintenance fee is \$610 and is due on the first of each month. This fee pays for water, sewer, cable, maintenance expenses and partial reserve funding towards future large repairs. You should have paid for the next month in your closing statement. Please see the full page about payment in your owner packet of information.

If you desire a coupon book so you can mail a handwritten check in, the Association charges each new owner \$10 for the book. You can then use labels in that coupon book to mail your check directly to Sunrise Bank. Payments made by check must accompany the payment coupon for processing; therefore, bill pay is not an option.

In order to enhance communication between owners and our management company, we use a very user friendly, all-in-one, management software called AppFolio. There you will find minutes of Association meetings, rules and regulations, wind mitigation forms for your insurance agent, helpful forms and other items your Board approves. Please contact management to provide your e-mail address or mobile number in order to setup your online homepage (portal).

In regard to maintenance and repairs, this means that “common area” problems are referred to us for solutions. Common areas are areas or items such as pools, sprinklers, retention ponds, landscaping, lawns, clubhouse, building exteriors, roofs, elevators, alarms, etc.) WE also assist in the repair or maintenance of items in your “limited common areas” such as doors, screens, or windows need attention, please submit a “Maintenance Request” from your website AppFolio Homepage (portal), <http://cloverkey.appfolio.com/connect>. Please be

detailed in your submission and include photos.

We try to be pro-active in informing all owners about issues and updates in the community. In order to do that well, we would REALLY APPRECIATE your email address! We assure you that we do not sell or forward your email address to anyone. All communications will be by “blind copy” so that no one will see your address. We ask that you email us at office@cloverkeyservices.com with your name, unit number and phone number, along with your off-site address if you do not live here. If you have a tenant, their name and email would be appreciated also, in case we have maintenance work that affects them. Without this information, you may not receive important information in a timely manner.

Again, these e-mail addresses are kept confidential and are not given out to anyone. They only help your association save money on postage and paper, whenever legally able to do so.

Please complete and return the enclosed Owner Profile sheet along with a key to your unit if we do not have a current one. The Association keeps a key to each unit and only management and the Board have access. No one will ever enter your unit alone and we will not enter unless it is an emergency or for well-noticed maintenance work. We will always try to contact you first, but having the key on site relieves you of the responsibility to be here to meet contractors and helps the Association maintain the buildings properly.

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 access, we appreciate that information as well, 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 Bayside Condominium Association is 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 that the request 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 boards. Annual Meeting and Budget Meeting notices will be mailed to all owners well in advance of the meetings.

We also offer a community webpage on our website for each of our properties. Go to www.cloverkeyservices.com and click on the photo of your condominium association. The information on the webpage is the same as the information provided by using your AppFolio homeowner (portal).

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

Sincerely,

The Staff of Clover Key, Inc.

office@cloverkeyservices.com

Community Association Manager

Jennifer Vo

CAM 50768

Administrative Assistant

Barbara Connor

Robert Griggs

Mary Ann D.