



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

The Association of
PELICAN POINT, Inc.
2465-2469 S Washington Ave.
Titusville, FL 32780



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

January 1, 2023

Dear Owners,

Starting on November 1, 2022, Clover Key, Inc. was 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.

To enhance communication between owners and management company, Clover Key utilizes AppFolio Property Management software to streamline all payments, community calendar, maintenance requests, and downloadable shared documents.

#1 OWNER ACTION REQUIRED: Please return the Owner Profile Form and the How to Pay Form to management at your earliest convenience.

#2 OWNER ACTION REQUIRED TO ACTIVATE PORTAL: When your warranty deed is received, typically within 2 weeks of closing, management will send an email notification requesting you to activate your homeowner portal. Please use the following steps to activate your portal. As of January 2023, association dues are \$390.00 per month.

1. Management E-Mail subject line will say: *The Association of Pelican Point, 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 may see your balance due and select one of the two options below.
 - a. “Pay Now” – is used for manual payments, for example if an owner does not want to setup automatic payment and prefers to log-in every month to schedule payments.
 - b. “Setup Autopay” – is used to schedule automatic payments. Management recommends owners to setup autopay in order to not miss a payment.
5. To schedule **FREE** payments, select “Pay via eCheck”, then enter in your 9-digit routing number and account number, and continue. Then enter payment preferences.
 - a. Picking Full Balance will allow your payments to automatically adjust if the dues amount changes, and it will automatically compensate for any credits applied to your account. If you

enter a fixed amount, further action will be required on your part to update your scheduled payment if the monthly dues are adjusted.

- b. Owners may elect to “Pay via Credit Card” – the credit card fee is 3% additional and debit card transactions have a \$9.99 flat fee per transaction.
6. To check if you setup your payment, on the Home page, the box that says “Your current balance” will state that “You have a scheduled payment of [amount entered] that will occur on [your chosen date].”
7. To edit your payment, click on the Payment tab, in the box that says “Scheduled Payments” click on “edit” in order to edit the amount, date, or banking information.
8. **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 and we can walk you through the process over the phone. For owners who do not use a computer, tablets, or smartphone, please contact management and we can go over options with you.

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

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 walkways, sprinklers, landscaping, lawns, lighting, etc. Please submit a maintenance request by logging into your portal and submitting a detailed maintenance request with photos and video when possible. OR you can contact management directly at the contact information above.

For architectural request 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, and 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 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 Pelican Point 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 are happy to be your management team and we look forward to meeting you soon!

Sincerely,

Clover Key Team Members

Jennifer Vo

Jennifer Vo
President, CAM#50768

Lindsey Wilson

Lindsey Wilson
Manager, CAM#57168

Beatriz Allen

Beatriz Allen
Bookkeeper