

# CLOVER KEY MANAGEMENT COMPANY

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## About Clover Key, Services, Contact Information

Clover Key, Inc has been retained by your Board of Directors to assist in the management and financial oversight of your condominium. Our services include the collection of assessments, monthly financial reports, our presence at Association meetings and the preparation of minutes of those meetings. We also oversee the condition of the “common elements” of your property and obtain bids for maintenance, repair, or replacement when necessary. We ensure that all owners and their guests adhere to the rules of the Association (called covenant enforcement) and that the sections of their homes that affect others are maintained to the standards proposed in your governing documents. All of this is done within the parameters set forth in Florida Statute 718.

In regard to maintenance and repairs, this means that “common area” problems (pools, sprinklers, retention ponds, landscaping, clubhouse, building exteriors, elevators, alarms, etc.) are referred to us for solutions. If items in your “limited common areas” such as doors, screens, windows, or patios need attention, we will ask that you repair or replace anything you are responsible for maintaining.

If you have a change of address, will be selling or renting your unit, have financial questions or need copies of documents, please contact us for assistance. If you receive the voice-mail message, please leave a detailed request and we will return your call promptly. For after-hours emergencies, please call 321-501-1523. Please leave a detailed message or text your questions, and the manager or maintenance personnel will be paged. Usually, late-night emergencies revolve around water, elevators, or alarms. We have contractors who will come out whenever called, but if a problem is found to be the owner’s responsibility, the bill will have to be paid at the time of service by the owner.

We try to be very communicative with all owners about issues and updates at Banana Bay. 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](mailto:office@cloverkeyservices.com) with your name, unit number and phone number, along with your off-site address if you do not live here. 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.

The Board, as well as management, will periodically email updates about maintenance or upcoming social gatherings in the clubhouse.

We also offer a page on our website for each of our properties. Go to [www.cloverkeyservices.com](http://www.cloverkeyservices.com) and click on the photo of the Banana Bay. 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 of. If you have ideas for other items or links to add to your page, please let us know. We want to increase your sense of community and will help in any way possible.

The monthly fees are \$470.00 per unit. Sunrise Bank is the custodian of Association funds, and they have a "lockbox" service to accept your mail in coupon with the check payment and provide proof to management of your account being credited. To any owners preferring a coupon book should contact Jennifer Vo by e-mail at [office@cloverkeyservices.com](mailto:office@cloverkeyservices.com) in order to order a coupon book, cost is \$10.00.

## **AppFolio Property Management Software: Payments, Work Orders**

Clover Key uses a management software called AppFolio which will handle all work orders and online payments. The following pages are informational sheets for you to review at your leisure prior to activation of your individualized homepage (portal). Owners must provide management with an e-mail to activate the homepage (portal). Owners will receive notification when the portal is ready to activate. Help will be provided to those requesting it.

- A step-by-step tutorial will be provided along with a 2-minute tutorial video.
- If you would like, you can review the following video prior to setting up your account:  
<https://www.appfolio.com/help/owner>
- If you would like to view features, you can review the following features at:  
<https://www.appfolio.com/help/owner-portal>