



CLOVER KEY, Inc.

Community Association Management

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***Please review the contents
of this welcome packet in its
entirety, as there are owner-
actions required***

Dear ROTCA Owners,

In advance of January 1, 2024, we at Clover Key, Inc. are pleased and honored to introduce ourselves as the new management company selected by your Board of Directors to assist in the management and financial oversight of your condominium association!

From Clover Key, you can expect to receive services such as the collection of unit owners' monthly assessments, assembly and production of monthly financial reports, presence at association meetings, preparation of meeting minutes, and assistance in developing future budgets and reserve analyses. We also assist in overseeing the common elements of your property and obtain competitive bids for services, repairs, and maintenance of these common elements. We will also ensure that all residents and guests adhere to the Association's rules (often referred to as covenant enforcement) and that all individual units comply and uphold the standards set forth by the Association's governing documents. These services are all provided within the parameters of Florida Statute 718.

Clover Key utilizes AppFolio (a management software/app) to enhance communication, record-keeping, and interaction with owners. The platform streamlines all payments, community calendars, maintenance requests, and shared documents.

We encourage all homeowners to submit any maintenance requests for common areas the association is responsible for by logging into your AppFolio portal and filling out a detailed maintenance request, including photo/video evidence (if applicable). There, you will be able to track the status and progress of work orders. AppFolio also offers a similar process to submit an Architectural Review request to the Board.

AppFolio is a great place to keep your contact information up to date with management to ensure we handle your requests efficiently and have proper emergency contact information on file.

Coming soon to enhance access to association documents and information, Clover Key offers a community webpage for your property. At www.cloverkeyservices.com your association will have its own page where you can review details and amenities of the property, as well as download any association documents (insurance, meeting minutes, rules & regulations, etc.), forms, and financial information.

We want to make owning a home at Royal Oaks Townhouse Condominium Association as pleasant and trouble-free as possible. Please do not hesitate to call if you have any issues or concerns. Putting those concerns in writing will ensure the request is discussed among your Board of Directors. At Clover Key, we like to utilize electronic delivery to our advantage. On the Owner Profile form, we ask for your electronic delivery consent to allow us to reduce printing and postage costs for your association. Notices of Board meetings will always be posted in advance on-site, and required association documents will be mailed to you unless it is noted that you have opted for electronic delivery.

#1 OWNER ACTION REQUIRED: Please return the enclosed owner Profile Form and Voter Certificate to management at your earliest convenience and indicate how you intend to make your monthly dues payments. These can be provided to us in the mail or scanned and sent via email to the contact information in the header of this letter. Any current credits or balances on owner accounts will be transferred to our new system.

#2 OWNER ACTION REQUIRED TO ACTIVATE PORTAL: On January 1, 2024, management will send an email notice to owners requesting you to activate your homeowner portal. Please use the following steps to activate your portal.

1. Management E-Mail subject line will say: *Royal Oaks Townhouse Condo Association-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.

Skip steps 4-7 if you do not wish to make payments through Appfolio. A separate document with additional payment options will be provided to you

4. Once logged into your homeowner portal you will see your balance due and select one of the two options below.
 - “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.
 - “Setup Autopay” – is used to schedule automatic payments. Management recommends owners to setup autopay in order not to miss a payment.
5. To schedule **automatic** payments, select “Pay via eCheck”, enter fixed amount for your dues, date payment for the 1st of the month (for the month payment is due), then enter in your routing number and account number, and submit. AppFolio does implement a \$2.49 transaction fee per eCheck payment.
 - 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.
 - To double check if you setup your payment correctly, on the Home page, the box that says “Your current balance” will state that “You have a scheduled payment of \$(your entered amount) that will occur on (future date).”
 - To make edits to your payment method, click on the Payment tab, in the box that says “Scheduled Payments” click on “edit” to change the amount, date, and banking information.
 - **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.
 - Add emergency contact information.
 - Update Contact Preferences.

For more information on other ways to pay your dues, please refer to the enclosed letter titled “Payment Options for Homeowners”.

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

Best Regards,



Jennifer Vo, President