



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

OAKS OF COUNTRY CLUB
CONDOMINIUM
ASSOCIATION, Inc.
1600 Woodland Drive #1000
Rockledge, FL 32955



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

January 1, 2024

Dear Owners,

To enhance communication between owners and management company, Clover Key utilizes Appfolio platform. Owners can view the community calendar, submit maintenance request with video and photos, and view downloadable shared documents.

OWNER ACTION REQUIRED: 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: *Oaks of Country Club 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.

OWNER ACTION REQUIRED: Please return the attached 2024 Owner Profile Form & Voter Certificate Form to management as soon as possible. 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 appreciate that information as well, for emergency use by management and Board members only.

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.cloverkeyservices.com and click on the photo of your association, where you will find a link to your current community website.

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.

Both our goal and the goal of your Board of Directors is to make owning a home at the Oaks Country Club 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 that 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. 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,
Jennifer Vo

Jennifer Vo, President of Clover Key
CAM#50678