

## HARBOR OAKS PLACE, INC.

### RULES AND REGULATIONS REGARDING COMMUNICATIONS, RECORDS REQUESTS, WRITTEN INQUIRIES, OWNER PARTICIPATION AT MEETINGS, RECORDING MEETINGS, AND SOCIAL MEDIA

#### I. GENERAL ASSOCIATION COMMUNICATIONS

- A. Management Contact. The Board has retained the services of a management agent to facilitate the day-to-day operations of the corporation. Communications to the Association should first be addressed to the Association's designated management agent. The management agent will review the communication and either resolve the matter or refer the matter to the Board's attention. Mutual respect between the owners and Board for each other's time and interest is essential for the efficient and effective operation of the Association. Every effort should be made to direct communication through the management agent and not directly between the owners and Board members, via email or telephone, regarding Association matters.
- B. Owner Contact. Communications must be from a record Owner, or the Owner's authorized representative, as designated in writing by the Owner. Communications from non-Owners or non-designated representatives of the Owner will be responded to in the Board's discretion.
- C. Written Communication. The mailing address for all written Association communications, unless a different address is designated for assessment payment or other specific matters, is as follows:

Board of Directors  
Harbor Oaks Place, Inc.  
c/o Ameri-Tech Community Management  
Attn: Tim Hendrix, Property Manager  
24701 US Highway 19 North, Suite 102  
Clearwater, FL 33763

- D. Emails. The designated management agent may, at his or her discretion, respond to written email communications, sent to the following email address:

[THendrix@ameritechmail.com](mailto:THendrix@ameritechmail.com)

- E. Time for Response. Mail and Email communication is preferred. Not all communications require a response. However, to the extent the Association, in the discretion of the Board, determines that a response is appropriate, all reasonable efforts will be made to respond promptly. Understand that the timing of a response to your communication, should a response be appropriate, depends on a number of factors, including the content of your communication and whether it is of a nature that may be responded to quickly by the manager alone, or whether further Board input is required. If further Board input is required, please understand that Board members are volunteers, and therefore a substantive response may take time to obtain. If the managing agent, upon receipt of communication, determines that a response requires further Board input, the matter may be placed on the agenda to be taken up by the Board at the next

scheduled Board meeting. All written inquiries (questions sent via certified mail) will be responded to within the time frames provided by Florida Statute.

- F. Respect and Professionalism. All communication to the Association, including the Board of Directors and Property Management team, must be respectful, with no offensive or foul language, name calling, derogatory remarks, threatening or otherwise abusive or harassing language. Communications should be made as concise as possible, out of respect for the time of Association agents and volunteers. Constructive criticism or complaints may be submitted and are welcome by the Association, but must be presented with a content, tone and length that is respectful, courteous and professional and otherwise complies with these rules and regulations.
- G. Frequency. Communications should be made only as frequently as necessary. Repeated communications intended, in the Board's opinion, to serve only as a tool for harassment, will not be answered.
- H. Vendors. Owners may not contact any Association vendor without the written approval of the Board of Directors or Property Manager. Association vendors take direction from the Board of Directors and Property Manager. Owner interference with a vendor's performance or with the relationship between the vendor and Association shall result in immediate legal action to protect the Association's advantageous relationship with such vendor. Owners will be held financially responsible for any damage, increased costs or interruption in service caused by their actions.

## II. RECORDS REQUESTS

- A. Method of Records Requests. An owner desiring to inspect the Association's official records pursuant to Section 718.111(12) Florida Statutes must submit a written request to the Board of Directors, via the Association property manager at the following address:

Board of Directors  
Harbor Oaks Place, Inc.  
c/o Ameri-Tech Community Management  
Attn: Tim Hendrix, Property Manager  
24701 US Highway 19 North, Suite 102  
Clearwater, FL 33763

Written requests delivered to the above address after normal business hours shall be deemed "received" by the Association on the following business day. Requests for inspection of records received by email, or other method of delivery, or requests submitted to individual directors or officers of the Association as opposed to the address above will NOT be accepted by the Association.

- B. Identification of Records: The request shall identify all records sought to be inspected, specifying pertinent dates and time periods being requested, so that the applicable records may be retrieved if possible. However, the Association shall be under no obligation to retrieve any records requested and may, in the alternative, require the owner to inspect the official records as they are kept in the ordinary course of business.

- C. Authorized Representative. If an owner wishes for the records to be inspected by their authorized representative, the request submitted to the Association must specifically state the name of such representative and identify them as the owner's representative for this purpose.
- D. Assembling of Records or Data. The Association is not required to organize or assemble records in any particular manner for an inspection, or otherwise create records or compile data to facilitate a records inspection.
- E. Records Not to be Inspected. Owners shall not have the right to inspect or copy those records which are declared by the Florida Condominium Act to be non-accessible to owners, including, but not limited to, the following:
- i. Attorney-Client privileged records;
  - ii. Information obtained in connection with the approval of a sale, lease or other transfer of a parcel;
  - iii. Personnel records;
  - iv. Medical records of parcel owners; and
  - v. Certain personal identifying information as provided by Statute.
- F. Scheduling. Records shall be made available for inspection by the Association on or before the tenth working day following the actual receipt by the Association of the written request for inspection, unless otherwise agreed to by the Association and the owner. The Association shall notify the owner in writing that the records are available and shall propose an available date and time for inspection within ten (10) business days of receipt of the request. If the proposed date and time are not available to the owner, the parties shall attempt to coordinate a mutually convenient time and date, which may be later than the original 10 business day period.
- G. Hours. An owner may inspect the official records during regular business hours.
- H. Limitation on Number of Requests. No owner may submit more than two (2) requests for records inspection or copying of records per calendar month, which may not ask for the same records if same are specified in the request.
- I. Handling of Records. Removal, alteration, or destruction of Association records by the inspecting owner or their authorized representative is prohibited. The person inspecting records shall not take files apart or otherwise move or relocate any document or page of the official records without consent from the Association.
- J. Conduct. All persons inspecting or requesting copies of records shall conduct themselves in a businesslike manner and shall not interfere with the operation of the Association or property management firm during the inspection. Persons inspecting records shall not expect or be entitled to question any Association representative who may be present during such inspection as to the content of the records or otherwise.
- K. Supervision. The Association may assign one staff person to supervise the inspection, which person shall not be obligated or required to assist the inspecting party in any way. The inspecting parties shall not be entitled to any confidentiality, privacy or closed doors discussions or meetings during the inspection.

- L. Copies. If an owner desires to obtain a paper copy of any records, the owner shall clearly mark or otherwise identify the exact page(s) or document(s) to be copied during the inspection. The Association shall not be obligated to copy portions of records. The requested copies will thereafter be made within a reasonable time and notify the owner when the copies are available. The owner shall pay twenty-five cents (\$.25) per page for 8 ½ x 11” size copies, payable by check or money order at the time the request for copies is made. The Association shall not be obligated to undertake the photocopying of any records until payment is received by the Association. The Association reserves the right to not accept personal checks from any owner who has previously submitted a check to the Association for any charge which has been returned due to insufficient funds. The Association may, in its discretion, but shall not be obligated to, mail the copies to the owner at the owner’s request, provided that the postage is prepaid.
- M. Electronic Copies. An owner may, at such inspection, utilize a portable device, such as a smartphone, tablet, portable scanner, or other technology capable of scanning or taking photographs, to make an electronic copy of such records at no charge to the owner.

### III. OWNER PARTICIPATION AT BOARD MEETINGS

- A. Owners shall have the right to participate in all meetings of the Board with reference to items contained on the agenda for the meeting, subject to the following restrictions:
- i. The chairperson of the meeting shall limit each owner’s participation to a total of three (3) minutes per agenda item. An owner may choose to speak for less than three (3) minutes on any particular agenda item, but may not reserve any of such three (3) minute time period to speak again on such item or to add to the time allotted for a different agenda item. The Board of Directors, in its discretion, may vote at such meeting to extend the time allotted to the owner.
  - ii. The chairperson of the meeting will call upon the owner to speak after the Board has completed its initial discussion regarding the agenda item. At such time, the owner wishing to speak shall state their full name and address, and thereafter begin their remarks.
  - iii. The Board shall not be obligated to respond to owner inquiries or questioning during a Board meeting.
  - iv. Owners shall not be entitled to speak or comment upon items not contained on the agenda for that meeting.
- B. Conduct/Removal. An owner must act respectfully and in a business-like and professional manner, abstaining from shouting, yelling, profanity, name-calling, or otherwise threatening or disruptive behavior. In the event an owner violates this restriction, or those rules above regarding the conduct of members at Board meetings, the Board of Directors shall provide such owner a warning and ask the behavior to cease. If, despite such warning, the owner continues such disruptive behavior, or again violates the restrictions above regarding conduct at Board meetings, the Board shall have the right to require that the owner leave the meeting so that the business of the meeting can continue.

#### **IV. OWNER RIGHT TO TAPE RECORD OR VIDEOTAPE MEETINGS**

- A. An owner shall have the right to tape record or videotape a Board or members' meeting provided such owner announces such intent before the start of the meeting.
- B. The only audio or video equipment and devices which owners are authorized to utilize at such meeting is equipment which does not produce distracting sound or light emissions.
- C. Audio/Video equipment shall be assembled and placed in position in advance of the commencement of the meeting.
- D. Anyone videotaping or recording a meeting shall not be permitted to move about the meeting room in order to facilitate the recording.
- E. Audio and/or video recordings of meetings shall not be posted on public forums.

#### **V. WEBSITE AND SOCIAL MEDIA**

- A. The Association shall at all times maintain a website or application as required by law. The member portal provided by the Property Management Firm may be used to satisfy this requirement and in lieu of a website or application directly owned and operated by the Association.
- B. The Board of Directors may decide to utilize other forms of communication with the membership, including e-blasts, newsletters, texts, fliers, postcards or social media pages.
- C. Any use of the Association website or any other forms of communication utilized and promulgated by the Association shall be strictly governed by the Board of Directors, through an action approved at a duly noticed Board meeting, or pursuant to a policy or resolution approved at such a meeting, by a majority of the Board of Directors present and voting at such meeting(s).
- D. The Association may at times maintain the email addresses of Association members and tenants. Such email addresses may be used only for official Association purposes, and only as approved by the Board of Directors in the manner set forth above in Paragraph (C). No person or Board Member shall use, or attempt to use, any email address in possession of the Association for any personal or purported Association use without advanced approval from the Board of Directors.
- E. Any unauthorized use, or attempted use, of the Association's website or other forms of communication, or member/tenant email addresses, shall result in immediate legal action to protect the interests of the Association and the membership.
- F. The Board of Directors acknowledges that owners may create their own social media pages to facilitate ease of communication with other members of the Association. Such pages must be private (not open to the public) and limited only to current Members of the Association, as such term is defined in the Association's governing documents. All Members of the Association must accept that their actions may directly or indirectly affect the well-being of their fellow Members and residents of the property. Such private social media pages must contain a clear disclaimer, at the top of the page, containing the following language: "This is an unofficial page that is not owned, operated or sanctioned by the Association. Any comments made on this page are the opinion or belief of the moderator(s) of the page, or the person making the comment if such person is identifiable." The Association shall be authorized to bring legal action on behalf of any officer, director,

committee member or member of the property management team against any person who engages in legal defamation, harassment, cyber stalking/bullying, infliction of emotional distress, tortious interference with a business relationship or any other legally actionable tort whether online or in any other forum.

Approved by Board on this 12<sup>th</sup> day of Sept, 2024.

Signed:  Title: President

Print Name: David Koenenwetter