Owner Communication Protocol

Purpose

To ensure efficient, consistent, and documented handling of all association matters, all official communications regarding community operations, maintenance, accounting, enforcement, and legal topics must follow the structured pathway outlined below.

Primary Contact: Property Management Company

All homeowner inquiries, service requests, questions, and concerns must be directed to the **Property Management Company**, not to individual Board of Directors members.

- **Routing Inquiries:** Management serves as the central hub for records, maintenance dispatch, and administrative processing.
- **Board Oversight:** Management tracks all incoming requests and routes operational or policy issues to the entire Board of Directors for decision-making during official meetings.

Board members act as a policy-making body as a whole; individual board members do not manage daily operations or issue directives outside of board meetings.

Communication Channels

Please direct all correspondence to the management team using the following methods:

- **Owner Portal:** Vantaca *(Recommended for faster tracking and real-time updates)*
- **Email:** teammember5@sunstatemanagement.com or gina@sunstatemanagement.com
- **Phone:** 941-870-4920 ext. 208
- **Mailing Address:** PO Box 18809, Sarasota, FL 34276

Restrictions on Direct Contact with Association Legal Counsel

- **No Direct Contact:** Homeowners are strictly prohibited from directly contacting the Association's legal counsel via phone, email, mail, or in person.
- **Role of Legal Counsel:** The Association's attorney represents the Homeowners Association as a corporate entity through the Board of Directors. The attorney does not represent individual owners and cannot provide legal advice to residents.
- **Incurred Costs:** Any unauthorized attempt by an owner to communicate directly with Association legal counsel will not be addressed by the attorney. Any legal fees or administrative billing costs resulting from unauthorized owner contact attempts will be billed back to the homeowner's assessment account.
- **Legal Representation:** If an owner retains private legal representation regarding a dispute or matter with the Association, the owner's attorney must direct all correspondence to the Association's Property Management Company or designated legal counsel in writing.

Exceptions & Emergency Procedures

- **Open Forum at Board Meetings:** Owners are always invited to speak on agenda items during designated Owner Comment periods at scheduled Board meetings.