

Records Request & Certified Written Inquiry Policy for Grande Reserve at the Strand Condominium Association

Purpose

The purpose of this policy is to establish clear guidelines for the inspection and copying of the official records of the condominium association and the frequency and manner of responding to certified owner inquiries, as required by Chapter 718, Florida Statutes ("The Condominium Act"). This policy is intended to ensure transparency, promote responsible governance, and safeguard the rights of association members while balancing the association's obligation to protect sensitive and confidential information.

Scope

This policy applies to all members of the association, the board of directors, the association's management, and any authorized agents or representatives. It governs access to, inspection of, and copying of all official records maintained by the association in any format, whether physical or electronic.

Definition of Official Records

According to Section 718.111(12) of the Florida Statutes, as the same may be amended from time to time, the association is required to maintain certain official records, which include but are not limited to:

- A copy of the plans, permits, warranties, and other items provided by the developer maintained permanently;
- A copy of the recorded Declaration and Bylaws, a certified copy of the Articles and any amendments maintained permanently;
- Minute books of meetings of unit owners, board of directors, and association maintained permanently;
- A current roster of all unit owners and their mailing addresses, unit identifications, voting certifications, and, if known, telephone numbers, and - mailing addresses of all those consenting to electronic notices or sharing of their personal information;
- Current Insurance policies;
- Current copy of any management agreement, lease, or other contract to which the association is a party or under which the association or the unit owners have an obligation or responsibility;
- Bills of sale or transfer for all property owned by the association;

- Accounting records for the association and separate accounting records for each condominium operated by the association;
- Accurate, itemized, and detailed records of all receipts and expenditures;
- All invoices, transaction receipts, or deposit slips that substantiate any receipt or expenditure of funds by the association;
- A current account and a monthly, bimonthly, or quarterly statement of the account for each unit designating the name of the unit owner, the due date and amount of each assessment, the amount paid on the account, and the balance due;
- All audits, reviews, accounting statements, structural integrity reserve studies, and financial reports of the association or condominium. Structural integrity reserve studies must be maintained for at least 15 years after the study is completed;
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- Any contracts for work to be performed;
- All bids for materials, equipment, or services must be maintained for one year after receipt of the bid;
- Ballots, sign-in sheets, voting proxies, and all other papers and electronic records related to the voting by unit owners for at least one year;
- All rental records if the association is acting as agent for the rental of condominium units;
- A copy of the current question and answer sheet;
- All affirmative acknowledgments made pursuant to s. 718.121(4)(c);
- A copy of all building permits;
- A copy of all satisfactorily completed board member educational certificates;
- Current rules and regulations maintained permanently;
- All other written records related to the operation of the association.

Member Rights to Records

Every unit owner or their authorized representative has the right to inspect and copy the official records of the association at all reasonable times. This includes the right to make or obtain copies at a reasonable expense, as detailed below. These rights extend only to records required to be maintained under the Condominium Act and do not include privileged or confidential information.

Procedure for Requesting Records

- An inspection of records may be requested by the owner one time every thirty (30) days and will be limited to a maximum of eight hours of inspection time within the thirty day period

- Requests for inspection or copying of records must be made in writing and delivered to the association's management office by certified mail at the address listed in the form below. The request should specify the particular records desired, including the pertinent dates or time periods for the records being inspected. The request must be sufficiently detailed to allow the Association to retrieve the records requested. Inspection or copying shall be limited to shoe records specifically requested in advance on the form attached hereto.
- Any communications sent by email to the property manager or the Board of Directors are not deemed to be received by the Association. Communications sent by email or U.S. Mail to the individual homes of directors or officers are not deemed received by the Association.
- Requests must also include the requester's address and telephone number where the unit owner may be contacted. An email address is also recommended.
- The Association will make the official records requested available to the unit owner and/or authorized representative within ten (10) working days of receiving a written request that complies with this Policy, as required by Section 718.111(12)(c), Florida Statutes.
- In the event that the official records are lost, destroyed, or otherwise unavailable, the Association will make a good faith efforts to obtain and recover those records as is reasonably possible. If the requested records are posted on an association's website, or are available for download through an application on a mobile device, the association may fulfill its obligations under this paragraph by directing to the website or the application all persons authorized to request access.

Inspection Process

- The association will make the records available for inspection at Advanced Property Management Services located at 1035 Collier Center Way, Unit 7, Naples, FL 34110, during regular business hours (typically Monday through Friday, 9 a.m. to 4 p.m.), unless otherwise agreed upon by the requester and association.
- Records shall be provided in the format maintained by the association. If the records are maintained electronically, access may be provided electronically or by printed copy, at the discretion of the requester and the association's capabilities.
- The official records will be maintained in an organized manner to facilitate inspection of the records by a unit owner.

- The Association will also simultaneously provide the unit owner with a checklist of all records made available for inspection and copying. The checklist will also identify any of the official records that were not made available.
- The requester may inspect and review the records onsite. If copies are desired, arrangements should be made with management staff. No owner may mark, write upon, alter or remove any portion of the official records. Any violation of this provision may result in a suspension of that owner's right to inspect the official records. The association may impose additional reasonable restrictions to protect the integrity and organization of the records.
- Official Records will not be researched. For example, a request to "provide the utility bills for the five most expensive months during the past seven years" would not be acceptable. A request to "provide access to all utility bills for the past seven years" would be acceptable.
- Neither the Association, nor its agent will be required to interpret any document found within the official records and need not answer questions from a unit owner during the course of the inspection of the official records.
- There may be a witness present during the inspection. In the event that the conduct of a unit owner during the inspection of the official records becomes disruptive or otherwise inappropriate for the location of the inspection, the inspection may be terminated at the discretion of the Association, or its agent.
- Owners are permitted to use a portable device, including a smartphone, tablet, portable scanner, or any other technology capable of scanning or taking photographs, to make an electronic copy of the official records in lieu of the association's providing the member or his or her authorized representative with a copy of such records. The association may not charge a member or his or her authorized representative for the use of a portable device.

Fees for Copying Records

- The association may charge the actual cost of copying, not to exceed 25 cents per page for standard, single-sided copies, as provided by law.
- If the records are maintained electronically, the association may charge the actual cost of duplication, including the cost of media (USB, CD, etc.) if requested.
- If the time required to fulfill the request exceeds 30 minutes, or if the volume of records requested is significant, the association may charge for staff time at an hourly rate of \$65.00, provided that the requester is notified in advance of such charges.

Exemptions and Confidentiality

Certain records are exempt from inspection and copying under Chapter 718 and other Florida laws, including but not limited to:

- Personnel records of association or management company employees, including disciplinary, payroll, and health, and insurance records;
- Medical records of unit owners;
- Records protected by attorney-client privilege or related to ongoing litigation;
- Information obtained in connection with the approval of the lease, sale, or transfer of a unit (other than the actual lease/sale/transfer agreement);
- Social security numbers, driver license numbers, credit card numbers, email addresses, telephone numbers, emergency contact information, or any other personal identifying information of unit owners, except as required for the association's official roster;
- Any electronic security measures that are used by the association to safeguard data, including passwords;
- Any information designated by law or court order as confidential.

Denial of Access

If the association denies a request for inspection or copying of records, the association must notify the requester in writing, specifying the legal basis for denial. Such notice shall be provided within ten (10) working days of receipt of the request.

Record Retention Periods

The association must retain official records in accordance with legal requirements:

- All official records must be maintained for at least seven (7) years, except as otherwise provided by law;
- Bids, ballots, sign-in sheets, voting proxies, and other voting-related materials must be maintained for at least one (1) year from the date of the election, vote, or meeting;
- Other retention periods may apply to specific types of documents as prescribed by state law or association rules.

Electronic Records and Online Access

If the association maintains official records electronically and has a website, it must comply with the online posting requirements of Section 718.111(12)(g), Florida Statutes, including making certain documents accessible to unit owners via the website. The

association is also responsible for protecting the security and privacy of electronic records.

Written Inquiries

Any Member wishing to file a written inquiry shall submit a written request to the Association's management office via certified mail at the address listed below. Acceptable methods of transmission shall be by certified mail in accordance with § 718.112(2)(a)2., Florida Statutes. Each unit owner shall be limited to one written inquiry per unit in any 30-day period. In such a case, any additional inquiry or inquiries will be responded to in the subsequent 30-day period, or periods, as applicable.

Amendments to Policy

This policy may be amended from time to time to reflect changes in applicable law, association practices, or technology. Notice of any proposed amendments will be provided to unit owners in accordance with the association's governing documents and Florida law.

Questions and Contact Information

If you have questions about this records request policy or wish to submit a request, please contact Brandi Rutz, Community Association Manager, Advanced Property Management Services at camsupport6@apmsfl.com.

Conclusion

Grande Reserve at the Strand Condominium Association is committed to transparency, accountability, and compliance with the Florida Condominium Act. This records request policy is designed to facilitate member access to official records while ensuring the responsible handling and protection of confidential information.

OFFICIAL RECORD REQUEST FORM

Name _____

Address _____

Association _____

Phone # _____

Authorized agent, if any _____

Address _____

Phone # _____

Specific official record and or records to be inspected _____

Requested date and time for the subject
inspection _____

The foregoing request shall be addressed to:

Grande Reserve at the Strand Condominium Association, Inc.
c/o Advanced Property Management
1035 Collier Center Way #7
Naples, FL 34110
Attn: Official records custodian