

PEBBLE BEACH VILLAS CONDOMINIUM ASSOCIATION, INC.

5100 North Highway A1A
Vero Beach, FL 32963

4.2021 POLICY/PROCEDURE: PBV COMMUNICATIONS POLICIES AND PROCEDURES

I. INTRODUCTION:

Effective communication is essential to achieving a congenial and efficient condominium lifestyle. Some communications are simple and straight forward, others require more attention and effort, and some are of substantial significance requiring extensive effort and timely response. As a full reference guide, this document lays out procedures, processes, and key information to help PBV Unit owners in communicating with the Association Board of Directors and the EM Property Manager to address any and all matters requiring attention.

Each Communication should be specific enough to identify the subject/issue and the request. Each response must be timely. If additional time is required, an estimated completion date should be provided.

Three “principal” players involved in most PBV communications:

- Unit owners (and occupants);
- Condominium Association’s Board of Directors (BOD), both individually and collectively;
- Our Management Company Elliott Merrill’s Property Manager (PM) functions as a designated agent for the board of directors and manages Pebble Beach Villas property, finances, and plays a central role in many communications.

II. GETTING INFORMATION TO OWNERS: Owners are urged to use the many available resources to find information already available and thus eliminate the need for further inquiry.

1. PBV Website (<http://www.pbvillas.org/>) provides the following:
 - PBV Board of Directors
 - Fiscal Year Budget
 - Financial Reports- monthly
 - Notifications regarding events, services
 - Forms
 - PBV Rules and Regulations
 - PBV control documents
 - PBV Policies and Procedures
 - Board of Directors Meeting Minutes
 - PBV Memories
2. Building Bulletin Boards:
 - On stairwell at each end of every building (except H building).
 - Postings include board meeting agendas, annual meeting agendas, service outages and other notices.
3. Clubhouse and H building Bulletin Boards:
 - Inside Board – Renters information posted.
 - Outside Board – Right Side is reserved for Board postings. Left Side is for community postings, including rental and For Sale postings.

4. PBV Board Meetings: Held several times per year with due notice to all owners. All owners, renters, and guests are welcome to attend. Owners are permitted during designated times to participate at the meetings.
5. PBV Annual Owners Meeting: Held each January, with comprehensive review of the previous year's results and plans for the upcoming year. Owners are permitted and encouraged to raise questions and concerns at these meetings.

III. COMMUNICATING WITH THE PROPERTY MANAGER: Resolving owners' questions, concerns and maintenance requests.

1. Communication to and from the Property Manager/EM is the primary source for answering question and concerns. Communicating with the Property manager should be an owner's first step in expressing questions or concerns.
2. Our Property Manager is currently Mike Gallagher mikeg@elliottmerrill.com and his assistant is Paolo Alvarado paolaa@elliottmerrill.com. Emails and phone calls are welcomed. They can be also be contacted by phone at Elliott Merrill's office: (772) 569-9853.
3. The Property Manager will respond to all communications and shall engage the Board of Directors, as necessary, to address and resolve questions or issues. These communications may be by phone, email, or paper mail.
4. Unless owners have requested email notification by completing the PBV authorization form, all official notices and notifications from Elliot Merrill are sent to owners by US POSTAL MAIL.
5. Examples of unit owner communications:
 - Suggestions/Recommendations
 - Complaints
 - Common Area maintenance needs (maintenance forms are available in the clubhouse for deposit in the EM request box).
 - Non-emergency security matters
 - Information Requests
 - Web Site feedback
 - Lease Forms
 - Rental Forms
 - Sales Forms
 - Guests Forms
 - Request for Addition to Board of Directors Agenda Items
 - Notification to Board for change of Unit access Keys (required by By-Laws).
 - Request for Reservation of Clubhouse

IV. EMERGENCY COMMUNICATIONS AND SITUATIONS: EMERGENCY AND IMMINENT SECURITY MATTERS REQUIRING IMMEDIATE ATTENTION SHOULD NOT FOLLOW THE STANDARD PROCEDURES DEFINED HEREIN. CALL 911, POLICE, FIRE DEPARTMENT, OR AMBULANCE FOR IMMEDIATE RESPONSE AND ATTENTION. SEEK HELP/SUPPORT FROM NEIGHBORS AS NECESSARY. WHEN ABLE, CONTACT A BOARD MEMBER.

WHEN IT IS NECESSARY TO ACCESS A UNIT IN CASE OF A DANGEROUS SITUATION OR WHEN DAMAGE IS OCCURRING, UNIT OWNERS MUST ALLOW ENTRY BY AN AUTHORIZED PBV REPRESENTATIVE. WHEN POSSIBLE, NOTICE OF REQUIRED ENTRY WILL BE PROVIDED WITH AT LEAST 24 HOURS NOTICE.

V. PBV BOARD/ELLIOTT MERRILL COMMUNICATION—TO/FROM UNIT OWNERS:

1. Notices of meetings – Annual meeting, board meeting, budget meeting, special meeting
2. PBV Notifications – Storm notices, service disruptions due to vendor work, or special circumstances such as the Covid19 circumstances.
3. Web Site Postings – on a regular and timely basis
4. Annual Audited Financial Report
5. BOD Board Meeting Minutes
6. Board approved Annual Budget
7. Notice of Annual Dues assessment
8. Notice of any Special Assessments
9. Board approval of Lease
10. Board approval or Rental agreement
11. Board approval of Sale of Unit application
12. Issuance of documents, including Directory, Rules and Regulations
13. Parking Passes
14. PBV Published Standards
15. Issuance of amendments to control documents
16. Issuance of updated Annual Owner's directory.

VI. INTERACTIVE ACTION BETWEEN UNIT OWNERS AND THE PBV BOARD/ELLIOTT MERRILL:

1. Notices to Owners of Violations
2. Notices of approval or non-approval for lease, rental, or sale
3. Notice of Violation hearing
4. Notice of Fine Assessment
5. Notice of suspension of privileges
6. Notice for need to access unit
7. Notice for Unit inspection
8. Request for update on contact information
9. Notification – as a result of an emergency
10. Notification of Dues in arrears
11. Notice of BOD Receipt of complaint against Unit Owner
12. Notice of Damage to a neighbor's Unit caused by notified Owner
13. Request for mortgagee contact information
14. Request for updated voting certificates.

END