

ELITE RESORTS AT CITRUS VALLEY CONDOMINIUM ASSOCIATION, INC.

NEW OWNER PROCESS POLICY

(Version3)

Approved by Board of Directors 01/27/2021

1. PURPOSE. The purpose of the New Owner Process Policy is to establish procedures that will facilitate an ability for new owners of lots within the resort to gain near term access to their lots and to the common facilities.

2. BACKGROUND. The current process for owners to be provided access to the resort depends on receipt of the formal documentation. For various reasons, delays routinely occur between the time of closing on a property and receipt of the official documents by the association's management company. As a result, new owners may experience delays in gaining access to the resort or to common elements.

3. PROCESS IN. The following procedures are established to minimize these delays and to provide new owners with association related information and documentation in a "one-stop" process that reduces multiple visits to the office.

a. The association management will accept a copy of the HUD Settlement Statement provided by the new owner as sufficient evidence to enter the owner name(s) into the databases and files as official owners. This will provide access, benefits, and privileges common to all owners, including access to the portal for other than financial data..

b. When presented with the closing documents, the front desk will perform the following steps. Where possible, these actions should be done during the first owner visit to the clubhouse.

- * Provide the owner with a Welcome Letter, Association Documents Packet, and a copy of the Community Rules and Policies.
- * Enter the owner(s) into the gate call directory.
- * Issue RFID stickers (provided owner has vehicle information).
- * Issue Access Cards for entry to Facilities (Clubhouse and Pool).
- * Provide owner with URL to mycitrusvalley.com website and explain how to gain access.
- * Obtain e-mail address and input to the bulk distribution list.
- * Place copies of all paperwork in the Lot/Address file for the unit.
- * Provide a voter authorization certificate with instructions. (if required)
- * Issue Golf Cart Sticker (if applicable)
- * Initiate action to activate new owner account to the portal

c. If the new owner intends to rent the unit, provide a copy of the rental application and guidelines, and explain the process with an emphasis on owner and renter responsibilities.

4. PROCESS OUT. The closing documents presented will also include the name of the previous owner(s). To ensure accountability and timely update of records and files, the previous owner(s) names and accesses associated with that address should be immediately deleted or inactivated. This will require a check of all files and databases – gate call box, RFID's, Access Cards, ERCV website, owner

lists, etc. - to ensure all names (co-owners, family, guests, etc) associated with that address are deleted or inactivated.

Approved by Board of Directors on _____