

Lantana Procedures

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Title: Communications

Purpose: The intent of this procedure is to define Lantana Association communications for both Unit Owners and Board of Directors.

Procedure:

1) Unit Owners & Board Meetings: Unit owners have the right to attend all board meetings (except where the association's attorney is providing advice on pending or potential litigation or there are discussions on personnel matters) and the right to comment on all agenda items. They can also ask questions during, but not prior to, the "open forum" portion of the monthly board meeting.

2) Communication to Unit Owners

Responding to Unit Owners' Emails: Unit owners have the right to email the CAM and Board with questions or comments. There are no provisions in the Condominium Act that regulate or require a method of communications between community association members and the board of directors. Per Florida Statute 718.112(2) (a), the management company and/or Board of Directors are only obligated to respond within 30 days to inquiries that are received via certified mail. If a legal opinion is requested, the board shall, within 60 days after the receipt of the inquiry, respond in writing to the inquiry. The Association hopes the use of this statute is never needed. However, the law allows a condominium association, through its board of directors, to adopt reasonable rules and regulations regarding the frequency and manner of responding to unit owner inquiries. As an example, the board can adopt a rule providing that the association is only obligated to respond to one written inquiry per unit in any given thirty day time period.

The Association's position is that all respectful and meaningful questions are answered by the CAM as time allows. At such point the board considers email volume excessive

or the nature of the questions are deemed unproductive, the board will impose restrictions on the number of questions allowed per unit.

Lantana’s general communication approach to unit owners is outlined in the table below.

Item	Description	Due Date	Responsibility	Communication
Owner Updates - routine	Board Meeting results, project status & general communication	One week after board meeting	CAM	Posted in lobbies and emailed to owners
Owner Updates – urgent	Urgent announcements needing instant communication	As needed	CAM	At least one of the following: lobby posting, emailed to owners, automated phone system
Contractual Documents	Current / past vendor and subcontractor contracts	72 hours after contract is signed by both parties	Management Company	Website
Financial Documents	Limited set of monthly financial reports	15 th of the following month	Management Company	Website
Insurance Documents	Current / past insurance documents	72 hours after receiving final document from insurance carrier	Management Company	Website
Association Documents	Current / past association documents	As needed	Management Company	Website
Lantana Procedures	Various operating procedures	Within 72 hours of board approval	Management Company	Website

Meetings Monthly Board Meeting & Agenda	Generally held on the third Monday of every month	Meeting notice & agenda 48 hours prior to meeting	Secretary, but can delegate to mgmt company	Posted in building lobbies & emailed to owners
Board Meeting Minutes	Management Company keeps for seven years	72 hours after approval	Management Company	Website & emailed to owners
Budget Meeting	Sets budget and COA monthly homeowners fee for the following year	Meeting notice, agenda and budget 14 days prior to meeting	Secretary, but can delegate to mgmt company	Mailed and posted in building lobbies
Annual Meeting	Elect Board of Directors and other general business.	See "communication" column to the right	Secretary, but can delegate to mgmt company	1 st notice mailed 60 days prior to mtg. 2 nd notice & agenda mailed 14 days prior to mtg. Agenda posted in lobbies 48 hours prior to mtg.
Special Assessments or Changes to Rules Concerning Unit Use Meeting	Discuss and vote on special assessments and change of use rules	14 days prior	Secretary, but can delegate to mgmt company	Mailed and posted in building lobbies
Fines or Suspended Use Meeting	Grievance committee holds hearing on Board of Directors proposed fines or suspended use	14 days prior	Secretary, but can delegate to mgmt company	Owner notified via certified mail

2) Communication for the Board of Directors

General Note: Florida Statute does not allow board members to discuss Association business when a quorum is present. In the case of Lantana, this is four Board members (4/7). It is important not to give the impression that condo business is or could be discussed when four or more members are together. For example, a golf foursome of board members could lead others to believe that Association business is being discussed without unit owners or other board members being able to listen, ask questions and provide feedback.

Communication by Email is appropriate, allowed and encouraged for the sharing of ideas, perspectives and opinions. Voting by email is allowed for emergencies only, when quick decisions are required. In this case, the vote is formally held and ratified at the next board meeting. For purposes of this procedure, email is meant to represent any electronic communication (i.e. texting and instant messenger).

Communication by Phone is appropriate, as there are no issues and/or restrictions for one board member to conduct a phone conversation with another. However, prudent judgement should be used to determine if all board members should be privy to the communication.

Communication in Person is appropriate, as there are no issues and/or restrictions for board members to hold conversations with each other, as long as a quorum is not present, as stated in the “general note” above. However, prudent judgement should be used to determine if all board members should be privy to the communication.

Other

Monthly Management Company Reports are issued by the CAM and may contain sensitive information that is not meant for general distribution among unit owners. They are included in the monthly board meeting packet and placed on the private portion of the website. These are issued no later than twenty-four hours before the board meeting and addresses four areas:

- a. Financial
- b. Administrative
- c. Project Update and Status
- d. Bids and Proposals

Board Meetings are generally held the third Monday of every week. Changes to this schedule should be minimized and are communicated in advance by the Secretary, unless delegated to the management company. The Management Company distributes the board meeting packets to the Board at least 72 hours prior to the board meeting.

Lantana Website (private, for board members only)

Item	Description	Due Date	Responsibility	Communication
Weekly Management Report	Brief project status updates	End of the day each Friday	Management Company	Emails to board members and website
Monthly Management Report	Updates on financial, administrative, project, bids & proposals	24 hours prior to board meeting	Management Company	Website and include in the monthly board meeting packet
Financial Documents	Full set of monthly financial reports	15 th of the following month	Management Company	Website