Coastal Oaks Homeowners Association, Inc.
Compliance Policy and Implementation Procedures

RESOLUTIONS

WHEREAS, The Coastal Oaks Homeowners Association, Inc. is a corporation, not for profit, organized pursuant to Chapter 617 (Corporations Not for Profit), of the Florida Statutes for the purpose of managing, operating and administrating the association known as Coastal Oaks Homeowners Association, Inc.; and

WHEREAS, the governing documents requires the Board of Directors to exercise their powers and duties of the association; and

WHEREAS, a principal responsibility of the Board of Directors is to ensure that the Declaration of Covenants and Restrictions, Bylaws, and Rules and Regulations are not violated; and

WHEREAS, the Board of Directors has developed a comprehensive policy to remedy violations including detailed procedures, a list of violations, a fining schedule and notification letters; and

WHEREAS, this document and the attachments hereto satisfy the requirements of Chapter 720.305 of the Florida Statues; and

NOW, THEREFORE, BE IT RESOLVED THAT the attachments to this resolution including the Coastal Oaks Homeowners Association Inc. Compliance Policy and Implementation Procedures, Duties and Responsibilities Delegated to Community Association Manager, draft Notices, Charter of the Compliance Committee and Fining Schedule are hereby adopted by the Board of Directors of the Coastal Oaks Homeowners Association Inc.

AND FURTHER, the implementation of this policy is delegated to MAY Management Services, Inc.; specifically, to the Community Association Manager (CAM) assigned to Coastal Oaks Homeowners Association, Inc. as an Agent of the Board of Directors to act on their behalf and at their direction. This delegation may be rescinded, amended or withdrawn by the Board of Directors without notice.

*******Reflect Adoption in meeting minutes******

Compliance Policy and Implementation Procedures

When residents wish to report violations of applicable covenants, rules, architectural requirements or other violations of the governing documents, or the violation is observed directly by a member of the HOA staff, the following procedures will be followed:

1. The violation is to be reported directly to the property management company.
2. The matter will then be investigated by the property management company and/or the Architectural Review Committee.
3. The property management company or the Architectural Review Committee will verify the violation, depending upon which community documents have been violated. The property management company will then either forward a "courtesy" letter to the resident or contact the resident directly, depending on the nature of the violation.
4. If no resolution is reached, a second letter will be sent to the resident warning of potential fines and/or suspension of the right to use the common areas and facilities. All letters will advise of the specific sections of the governing documents that are being violated. Letters will be signed by the property management company, with copies to the President of the Association or Chair of the Architectural Review Committee, depending on the nature of the violation.
5. In the event that the Board shall determine that a particular violation is particularly egregious or urgent, the Board may in its responsible discretion dispense with the initial notice letters described in paragraphs 3 and 4 above, and proceed directly to a hearing before the Board of Directors to consider fines and/or suspensions.
6. If no corrective action is taken, a third letter will be sent notifying the resident of the specific time, date and location of a properly noticed Board meeting at which a hearing will be held regarding their violation, and a decision made as to whether to fine and/or suspend privileges to use the common areas of facilities. This notice will be given to the resident at least 14 days prior to such Board meeting.
7. In cases where there is a doubt as to whether a particular incident constitutes a violation of the applicable governing documents, the Board may consult with the Association's attorney prior to the hearing.
8. At the Board hearing:
    a. a presentation of all relevant facts will be allowed from both sides;
    b. facts present by the Association must demonstrate violations of applicable covenants, rules, architectural requirements, or other governing community documents.
    c. presentation of facts may be made by anyone with knowledge of the alleged violation(s);
    d. comments from the membership in attendance will not be allowed during the hearing;
    e. the Board shall base its decision solely on the evidence presented at the hearing;
    f. Board decisions shall be made by a majority vote.
9. If a fine or suspension is levied by the Board, the resident will then be advised in writing that they have an opportunity for an appeal hearing before the Association's Compliance Committee, per Section 720.305, Florida Statues, on not less than 14 days' notice.
10. After such appeal hearing, the Compliance Committee will determine whether to confirm or reject the fine and/or suspension levied by the Board. If the Compliance Committee by a majority vote does not approve a proposed fine or suspension, it may not be imposed.
11. If a fine and/or suspension is confirmed by the Compliance Committee, the Board will provide written notice of such to the resident by mail or hand delivery, or if applicable, to any tenant, licensee, or invitee.
12. Suspension of rights to use common areas or facilities and/or voting rights for failure to pay monetary obligations due to the Association that are more than 90 days delinquent will still be imposed by the Board. However, the 14-day notice requirement (see #5 above) and the requirement for an opportunity for a hearing before the Compliance Committee (see #8 above) do not apply to such suspensions. All such suspensions will be approved at a properly noticed Board meeting, and upon approval, the Board will provide written notice of any such suspensions. All such suspensions will be approved at a properly noticed Board meeting, and upon approval, the Board will provide written notice of any such suspensions to the resident by mail or hand delivery, or if applicable, to any tenant, licensee, or invitee.
13. The Compliance Committee will be appointed by the Board and will be comprised of at least three members of the Association who are not officers, directors, or employees of the Association, or the

spouse, parent, child, brother or sister of an officer, director, or employee of the Association.

Additional Information about the Violation Process

A reoccurring violation is one where the original violation, (for example parking on the street overnight), is resolved but the same violation is repeated. When a violation is reoccurring, the CAM may treat the second offense as step 2 in the violation process and issue letter #2.

The Compliance Violation process protects every property owner's investment in the Coastal Oaks community by upholding the restrictions in the governing documents. Compliance with the governing documents is achieved primarily by voluntary cooperation. Violations of the governing documents will be handled in a fair and reasonable manner through the violation process established by Coastal Oaks covenants.

The Board of Directors is responsible for appointing an Independent Compliance Committee (hearing panel) established by Florida Statute 720.305 and the Coastal Oaks Covenants. The panel will determine if fines and/or suspension assessed by the Board of Directors should be imposed, rejected.

The Management Company and CAM, as the agent of the Coastal Oaks Board of Directors, are responsible for implementing all delegated aspects of the compliance procedures to achieve compliance.

Fines, Suspension of Privileges and Remedies of Violations Established by the Board

In accordance with the Florida Statutes, fines can be established at $100.00 per violation and $100.00 per day for a continuing violation up to a maximum of $1,000.00. If the fines reach $1,000 maximum, a lien may be placed against the property. Additionally, per section 720.305 Florida Statutes the Association may initiate further "actions of law or in equity."

Suspension of Privileges

Violations can also result in a loss of use privilege of the common area/amenities. Voting rights can be suspended during the imposed suspension of privileges. No suspension may prevent an owner from having access to this property.

All suspensions must be approved at properly noticed Board meetings, and upon approval, the Board of Directors must provide written notice of any fine or suspension to the owner by mail or hand delivery. Suspensions of rights to use common areas or facilities and/or voting rights for failure to pay monetary obligations due to the Association that are more than 90 days' delinquent are not subject to the compliance procedures discussed above.

Remedies for Violations Not Cured:

Should certain violations not be corrected by the owner, Article VIII Section 6(b) of the Coastal Oaks Covenants, allows for the Board to authorize a contractor, hired by the association to correct such violations. The expense of this effort will be charged to the owners' account.

Duties & Responsibilities Delegated by the Board to the Community Association Manager

The Coastal Oaks Board of Directors hereby delegates the following Compliance duties and responsibilities to the Management Company and Community Association Manager (CAM) with authority to act as the Board's agent in these matters:

1. Conduct periodic onsite community inspections using reasonable, professional industry standards when assessing violations.
2. Investigate violations/concerns reported by owners.
3. Respond to owner inquiries concerning violations.
4. Keep detailed records on each violation.
5. Mail notices to violators for violations as detailed in Covenants and the Board's Compliance Policy and Implementation Procedure.
6. Work with the owners to minimize the violations issued and assist in the timely resolution of any that are issued.
7. Any potential violation not specifically addressed by the governing documents or requiring legal interpretation shall be referred to the Board for clarification and instruction before enforcement action is initiated by the Management Company.
8. Schedule Compliance Committee hearings as needed.
9. Mail letter providing Compliance Committee hearing information to each violator at least 14 days before the hearing date.
10. Prepare and provide information on each "case" to the Compliance Committee seven days in advance of hearing.
11. Prepare minutes of the Compliance Committee hearing including date, members present and decisions made for each case.
12. Implement Compliance Committee decisions:
    a. Mailing a letter to the violator within 7 days of the Compliance Committee's meeting with decision.
    b. Informing the Accounting Unit to apply the applicable fine to the member's account.
13. Provide the Board of Directors with a monthly report detailing outstanding violations, remedied violations, and status of fines assessed and suspensions imposed by the Board and confirmed by the Compliance Committee.
14. Recommend changes to the Compliance Policy and Implementation Procedures to the Board as appropriate.

The Coastal Oaks Board of Directors shall retain the right to amend the duties and responsibilities delegated to the Community Association Manager.

Coastal Oaks Homeowners' Association
600 Bluewater Drive
Ponte Vedra, FL 32081

Courtesy Notice of Violation – Letter #1

Date

Owner(s) name Street Address City, State, Zip

Re: ***Property Street Address***

Dear ***Owner(s) name***:

At the direction of the Coastal Oaks Board of Directors, one of my responsibilities as Community Association Manager is to monitor the community to ensure that it is in accordance with our governing documents and the Rules and Regulations. It has been noted that you are in violation of the provision described here and referenced below:

[Insert factual description and applicable provision of C&R's, Rules, etc.]

By this letter we are requesting that you correct this violation as soon as practical. To facilitate the correction and avoid any further violation notices, please contact me in writing at CStubbs@MAYresort.com so we can discuss your solution to this condition and the resolution timeframe.

Unless you contact me, and we agree on a resolution timeframe, a second violation letter will be sent in 14 days of the date of this letter.

When this violation has been corrected, please notify me, in writing so another inspection may be performed to clear the record.

Thank you for your cooperation in resolving this matter.

Sincerely,

Christine Stubbs
Community Association Manager
904-217-7970

[Community Report Name] ACTION TO RESOLVE VIOLATION

[Owner's Name]
[Property Street Address]
[Property City, State, Zip]

[CCR, Title]
[CCR Detailed Description]
[CCR Record Image]

Plan for Resolution:

_____

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Proposed Completion Date: _____

_____ _____

Owner Signature Date

Coastal Oaks Homeowners' Association
600 Bluewater Drive
Ponte Vedra, FL 32081

Notice of Intent to Fine – Letter #2

Date

Owner(s) name Street Address City, State, Zip

Re: ***Property Street Address***

Dear ***Owner(s) names***:

On ***Date of letter #1,*** we sent you a letter requesting resolution of the following violation:

[Insert factual description and applicable provision of C&R's, Rules, etc.]

As the violation cited above has not been corrected, by this letter we are requesting that you correct this item by_____, 202_. **(Must be at least 14 days from date of the letter)** When the violation has been corrected, please notify me, in writing (e-mail is acceptable) so another inspection may be performed to clear the record.

If this violation has not been corrected by_____, 202_, the Board of Directors will assess a fine and/or a suspension of privileges at a duly noticed and open meeting. If a fine and/or a suspension of privileges is imposed, a hearing will be scheduled with the Compliance Committee where you may contest the fine and/or suspension. The Board has authority to impose a fine of up to $100 per violation or $100 per day for a continuing violation, up to a maximum of $1,000.

Please contact me in writing or by email at CStubbs@MAYresort.com if you have questions, comments or are unable to resolve this matter within the prescribed time period. I will be happy to answer any questions you may have.

Thank you for your cooperation in resolving this matter.

Sincerely,

Christine Stubbs
Community Association Manager
904-217-7970

[Community Report Name] ACTION TO RESOLVE VIOLATION

[Owner's Name]
[Property Street Address]
[Property City, State, Zip]

[CCR, Title]
[CCR Detailed Description]
[CCR Record Image]

Plan for Resolution:

_____

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Proposed Completion Date: _____

_____ _____

Owner Signature Date

Coastal Oaks Homeowners' Association
600 Bluewater Drive
Ponte Vedra, FL 32081

Notice of Fine and Hearing – Letter #3
Regular Mail and Hand Delivered – return receipt requested

Date

Owner(s) name Owner(s) street address Owner(s) City, State, Zip

Re: ***Property Street Address***

Dear ***Owner(s) name***:

On ***date of letter #1,*** we sent you a letter requesting resolution of the violation of the Coastal Oaks provisions listed below. On ***date of second letter,*** we sent you a Notice of Intent to Fine. As the violation has not been resolved, you are hereby notified that at a meeting held on _____, 202_ the Board assessed a fine and or suspension as follows:

[Describe specific fine or suspension imposed]

The fine is $____ per violation or $____ per day for a continuing violation to a maximum of $1,000. ***(Specify the fine and include the suspension as applicable).*** A hearing before the Compliance Committee to consider and appeal this fine (suspension) has been scheduled for _____, 202_. If you are not available to attend this hearing you may request it be rescheduled by contacting me in writing. If you do not attend the Compliance Committee hearing, and the Committee reaches a decision to uphold the fine/suspension imposed by the Board, the fine/suspension shall take affect five days after their meeting.

Please contact me in writing or by email at CStubbs@MAYresort.com if you have questions, comments or need any assistance with this process.

Sincerely,

Christine Stubbs
Community Association Manager
904-217-7970

Coastal Oaks Homeowners' Association, Inc.
Compliance Committee Charter

PURPOSE:
The Compliance Committee is established by the Coastal Oaks Board of Directors under the specific guidelines outlined in Title XL, Chapter 720 of the Florida Statutes section 720.305, the Coastal Oaks Amended and Restated Declaration of Covenants and Restrictions (Covenants) Article 14 Section 4(B), and the By-Laws as amended from time to time. The purpose of the Compliance Committee is to either reject or confirm the fine levied by the Board of Directors.

ORGANIZATION:
The Compliance Committee also known as the Enforcement Committee is a permanent standing committee and will be comprised of not less than three members, appointed by the Board of Directors, who are not officers, directors or employees of the Association, nor the spouse, parent, child, brother or sister of an officer, director or employee. The Committee operates independently of the Board of Directors during the hearing process and shall act impartially when reviewing violations. Committee members will be appointed by the Board of Directors and the Committee Chairperson shall be elected by the appointed members. A minimum of three committee members will be required at each scheduled hearing. Any member having a conflict of interest shall recuse themselves from serving on the hearing panel.

HEARINGS:
The CAM will notify The Compliance Committee that a violation has reached the hearing stage and the owner has requested a hearing. The CAM will provide notification of the hearing to the Compliance Committee and homeowner 14 days in advance of the Hearing in accordance with Florida Statute 720.305 and Covenants Article 14 Section 4(B). The CAM will also provide the committee members all pertinent information files 7 days prior to the hearing. Decisions shall be made by a majority vote of the Committee members serving as the hearing panel to: either reject or confirm the fine levied by the Board of Directors. Information provided to the committee/panel regarding violations is confidential.

RESPONSIBILITIES AND DUTIES:
1. Conduct the hearing in an impartial and unbiased manner and reach a majority decision.
2. The Committee/Panel does not express opinions or determine violations.
3. Ensure hearing minutes are taken and provided to the CAM at the conclusion of each hearing providing the date, members in attendance, owners name, property address and decision of the case.
4. Compliance Committee members should not have any discussions regarding the violation with the homeowner who is requesting a hearing other than at the actual hearing.
5. Other duties as assigned by the Board of Directors.

Established Fines for Non-Compliance

ARCHITECTURAL STANDARDS

$25 per day fine
Holiday decorations not removed timely in accordance with Architectural Standards Unauthorized 2nd satellite dish installed
Window air conditioner(s) installed
Temporary structures (i.e., trailer, tent, shack, barn, shed, or outbuilding, etc.) Exterior lighting not in accordance with the Architectural Standards
Trampolines
Unauthorized Playsets/basketball hoops
Window treatments without white or off-white lining exposed to public

$100 per day fine
Owner has not received ARC approval on external modifications. Architectural modifications done without ARC application Unauthorized garage conversions

COMMON AREAS

$50 per incident fine
Swimming in the lakes
Fishing in community retention ponds
Smoking anywhere in Common Areas (i.e., Clubhouse, pool, pool deck, lanais, fitness center) Pets in gated pool area
Using any Common Area for activities not intended for the area

LANDSCAPING

$50 per day fine
Structural/decorative elements not in accordance with Architectural Standards
Unauthorized tree removal
Unauthorized grass plantings
Unkempt lawn or flower beds
Trees & bushes have dead branches
Ground satellite dish not screened by landscaping
Trash/recycle receptacles, HVAC units, pool equipment, generators, portable BBQs, hoses, not screened from public view with landscaping

PETS & ANIMALS

$25 per incident
Not properly disposing of pet waste
Dogs not on leash
No animals, wildlife, livestock, poultry of any kind, other than domesticated household birds and fish, housedogs and domesticated house cats

VEHICLES & RV's

$25 per day/per incident fine
Overnight parking on streets
Parking on street when driveway is unoccupied
Parking a vehicle "For Sale" in common areas
Garage door left open when not in use
Prohibited vehicles-types (Boat & RV, etc.) kept at unit overnight
Repairs and/or maintenance of vehicle(s) not confined to garage
Vehicle(s) parked in driveway without a current license tag
Commercial vehicles within public view (Printing on doors/hood not covered)
Driving on the sidewalks with motorized vehicle (golf carts, electric vehicles, scooters, etc.) Golf carts and similar low speed motorized vehicles not registered with the Association

MISCELLANEOUS

$50 a day/per incident fine
Unauthorized signs
Noncompliant flags & flag poles
Sports equipment not removed from sight each day
Copy of the lease not given to the Association prior to the lease start date Driveway and/or sidewalk not free of weeds and/or stains Trash or recycle receptacles not removed from curbside by the end of the day of pickup Home exterior not free of stains
Unauthorized garage sales
Use of illegal fireworks
Unaccompanied guests using HOA facilities
Unaccompanied/unsupervised children (under 16) using pool or fitness center

$100 per day fine
Commercial business conducted on premises