



December 2, 2024

Dear Ocean Villas at St. Augustine Beach Owners,

We are happy to have been selected by your Board of Directors to provide your association with our Community Association Management services beginning January 1, 2025.

I would like to start by introducing our management team:

Whitney Curry Owner/Shareholder, Community Association Manager, and Licensed Realtor. I have been in the property management industry for over 10 years. We have established an experienced and professional team of 16 Community Association Managers, a staff Certified Public Accountant, 2 bookkeepers, 4 Administrative Assistants, maintenance and housekeeping staff, as well as 4 licensed Sales Associates. Whitney@CoastalRealtyFL.com

Melissa Ferris Settoon is a Community Association Manager. She will be your assigned Property Manager and your main contact. She will conduct regular property inspections, work with vendors, oversee maintenance of common grounds, enforce neighborhood codes, work with the Board of Directors and be responsible for correspondence with owners. Melissa@CoastalRealtyFL.com

Lynda Sanders – Certified Public Accountant. Lynda is our staff CPA and she handles the monthly and year-end financial reporting, estoppel certificates, coordinating reviews and audits with outside CPA's as well as receivables and payables. Lynda@CoastalRealtyFL.com

Coastal Realty & Property Management, Inc is transitioning to a partnership with CINC Systems, LLC to provide your community's online payment processing and web services to replace the current software AppFolio. We think you will see a positive impact from this partnership, and we look forward to continuing to provide you with the highest level of service.

Our transition to CINC will take effect on January 1, 2025. The transition period will occur for 2 weeks prior to this date through the end of the month of "GO LIVE". Please note that during the transition period, you may experience a delay in some processes. Late fees will not be assessed for the month of January 2025.

For your convenience, Coastal Realty in conjunction with CINC Systems, LLC will provide the following methods of payment:

You have 5 options to pay your assessments:

1. Mailing your payment to our main office – payable to Ocean Villas, 3942 A1A South, St. Augustine, FL 32080.
2. Online payments through the Owner's Portal – you will be able to make online payments and set up automatic recurring payments using either e-check or credit cards through our new

3942 A1A South • St. Augustine, Florida 32080

Phone: (904) 471-6606 • Fax: (904) 471-2866

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homeowner portal. There will be a convenience fee for e-checks and credit card payments. Information on the site and how to set up your portal will be sent closer to our GO LIVE date.

3. ACH – you will have the option to set up reoccurring ACH from your checking or savings account. There is no fee associated with this payment method. Please contact your manager for the required form to be completed for our office to set this up for you.

4. Auto-pay through your bank account – also known as bill pay - if you use this method of payment currently, you need to change your payment setup to include the new mailing address (above) for payments. Your property address will be the account number for reference. If you already have bill pay set up, you will just need to update the mailing address and possibly account number with your bank.

5. Deliver your payment to our main office at the above address. There is a black drop-box outside of the “HOA” door where you can leave payments outside of our regular office hours.

Our main office hours are Monday through Friday 9:00 a.m. - 5:00 p.m. and Saturday & Sunday 9:00 a.m. – 6:00 p.m. Saturday & Sunday hours are for emergencies only, otherwise you can leave a message or email Melissa for Monday morning. Please call (904) 471-6606 with questions or concerns. Melissa is at extension 140. We also have an after-hours answering service that you can reach at the same number.

It is our goal at Coastal Realty to represent your community and provide the services needed to run an efficient and effective Association. We are looking forward to working with you and your Board of Directors.

Sincerely,

Whitney Curry
Owner/Shareholder/CAM
Whitney@CoastalRealtyFL.com