

1. Purpose

To establish clear, consistent, and respectful communication between the Association Board, property management, unit owners and residents. It aims to:

- Promote efficiency and respect in all communications.
- Protect the privacy and time of volunteer Board members.
- Prevent misunderstandings or conflicts arising from informal or unauthorized communications.
- Ensure proper documentation and handling of Association-related matters.

2. Approved Communication Channels (Owners to ESCA)

These Communication channels allow for proper tracking, response, and inclusion in ESCA records.

1. Email: eastfieldslopes@gmail.com (preferred method for non-urgent matters)
2. Phone: 813-675-7679 (preferred hours: Mon-Fri, 9 AM-5 PM), unless urgent
3. Mail: 805 E. Bloomingdale Ave, Ste 772, Brandon, FL 33511

2.A. Communication Etiquette Standards (applies to all communication)

- Be clear, concise and include relevant details, (e.g. dates, and documentation.
- Remain respectful, professional, and constructive.
- Avoid abuse, harassing, threatening, or disrespectful language or demeanor.
- Refrain from personal attacks, insults, or inflammatory remarks.
- Do not send repetitive communications on the same issue after a response has been provided.
- Do not contact Board members directly via personal phone, email, text, social media, or in person regarding Association business outside of ESCA events. This ensures fairness, consistency, and proper documentation.

3. Additional Guidelines

- Anonymous communication may not receive a response.
- Repeated communication on the same issue or Repeated failure to adhere to this policy could be considered harassment
- Confidentiality: The Board will treat confidential communications with discretion, but certain matters may require discussion with property management, legal counsel, or other relevant parties. Avoid including sensitive personal information unless necessary.

4. Enforcement Failure to comply with this policy may result in:

- Non-response to communication.
- Written Warnings
- Fines, as permitted by the Association's Governing Documents and Florida Law.
- Referral to the Association's legal counsel or appropriate authorities.
- Additional actions as outlined in the Association's enforcement policies.

5. Response Procedures

The Board, property management, or a designated representative will respond within 10 business days or less, depending on the complexity of the matter. Additional time may be required for issues needing investigation, legal review, or Board deliberation.

6. Emergency Communications

For emergencies like threats to life, safety, or property, immediately contact emergency services (911).

7. Communication Channels (ESCA to owners/residents)

1. Community Website/Portal: Posting Documents, Meeting Notices
2. Pool Building Bulletin Board: Notices
3. Postal Mail: When required
4. Alerts: May be distributed via email, text (if opted-in) or occasionally, door to door resident posting.
5. Meetings: Annual Meeting and Board Meetings are open to owners as outlined in the bylaws.

7.A. Social Media and Informal Communication:

- Community social media groups are not official communication and are provided as a courtesy.
- Board members and residents are expected to refrain from posting confidential or defamatory content online.

Eastfield Slopes Condominium Association, Inc.

Delinquent Fee Collection Policy

1. Payment is due on the 1st of each month. If not paid by the 10th day, the statutory 30 Day Notice of Late Assessment will be sent to the homeowner by management or the association via regular mail to the property and mailing address of record. The Association may charge interest at the maximum rate allowed by law (currently 18%).
2. If payment is still not made within 30 days of the Notice of Late Assessment, the account will be referred to the attorney to send a Notice of Intent to Lien letter to the owner of record. The Notice of Intent to Lien shall grant the owner 45 days to pay all amounts due, including assessments that will come due during that time. The letter shall be sent by both first class and certified mail, return receipt requested to the property address and mailing address of record.
3. The attorney will automatically file a Claim of Lien on the property upon expiration of the statutory Notice of Intent to Lien. A Notice of Intent to Foreclose letter shall be sent to the Owner of record by both first class and certified mail, return-receipt requested. All attorney's fees and costs will be the responsibility of the property owner.
4. If still no response or payment is received after 45 days from the Notice of Intent to Foreclose, the attorney may review and recommend the Board of Directors authorize proceeding with foreclosure. Should factors exist that would not make a foreclosure beneficial to the association, the attorney will not request to proceed.
5. Payments will be applied per statute. First to any interest accrued, then to any costs and reasonable attorney fees incurred in collection, and then to the delinquent assessment. The payment will be applied to the oldest assessment, whether it be a special assessment or regular common expense.
6. In accordance with Florida Statute 718.116(11), if a property is occupied by a tenant and the Unit Owner is delinquent, the attorney may make a written demand that the tenant pay their future rent payments to their office, until the delinquent balance is brought current.
7. The collection of the lien is now the responsibility of the collection attorney, and all homeowners inquiring about their account or payment shall be directed to the attorney for handling. All payments must be made directly to the attorney. No further correspondence should be sent by the Association's managing agent or Board.

This collection policy is effective on 10/29/2025

