

# THE SANCTUARY COMMUNITY ASSOCIATION RECORDS REQUEST POLICY AND PROCEDURES

## BACKGROUND

Nexus Community Management is the custodial guardian of the Official Records of The Sanctuary Community Association. Members are entitled via F.S. 720.303(5) to the inspection and copying of the records. The Association is entitled via F.S. 720.303(5).c to create reasonable rules relating to the inspection process. These rules are defined below:

## RECORDS REQUEST POLICY

1. Each Parcel Owner may request an inspection of the association's official records for up to one 8-hour business day per month. If the Owner does not utilize the full 8 hours, any time remaining shall not transfer to another day.
2. All requests for record inspections shall use The Sanctuary Records Request Form, and must be sent via certified mail return receipt requested, to:  
c/o Nexus Community Management  
1809 E. Broadway, St. Suite 408  
Oviedo, FL 32765
3. The inspections of records will be held via **appointment only** (which may include lunch or other reasonable breaks), set by the Licensed Community Association Manager at :  
800 Sanctuary Drive  
Oviedo, FL 32766
4. The request must be sufficiently detailed to allow the association to retrieve the records requested. Catch-all phrases like "all" or "since the beginning of time" do not allow the association to comply within the statutory 10-day time period to produce the documents. Therefore, official records of the association of which review is sought must be described with sufficient particularity, including the specific description, type or category of record or records being requested, and the applicable time frame. For instance, "the association's *current* liability insurance policy," is an appropriately framed request. Conversely, notices requesting review of "all official records" of the association or similarly stated requests can not be honored without the provision of more sufficient detail, both as to the description, type or category of record or records being requested and the applicable time frame.
5. The association may charge up to 25 cents per page for copies made on the association's photocopier (if provided). If the records requested to be copied exceed 25 pages in length, the association may have copies made by an outside vendor or association management company personnel and may charge the actual cost of copying, including any personnel fees and charges at an hourly rate not to exceed \$20 per hour for vendor or employee time to cover administrative costs to the vendor or association.
6. Payment for any fees shall be remitted via check made out to: *The Sanctuary Community Association*, and must be remitted at the beginning of the inspection appointment. For requests requiring upfront personnel and/or copying fees in order to comply with the request and based on the judgment of the association or its management, payment for those fees must be remitted at the beginning of the inspection period. Cash or electronic payment methods are not accepted.
7. Inspection of the original records of the Association shall occur only under the direct supervision of the LCAM, and these original records shall not be left outside of the immediate custody of the LCAM.

Records Request Form  
The Sanctuary Community Association



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*Resident/Owner Name*

*Account Number*

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*Owner Address, City, State, Zip*

*Request Date*

Please list a detailed and specific records request:

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*Thanks! By signing below, you acknowledge the terms of the Records Request policy. You will be contacted by phone with an appointment time, location, and fee obligation (if any). Unpaid obligations relating to this request will be reduced to the ledger of the requesting Member as an individual assessment. Please have ready a check for the administrative fees outlined in the Records Request Policy.*

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*(Owner Signature)*

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*(Date)*

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*(Printed Name)*

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*(Daytime Telephone)*

Please return Certified Mail, Return Receipt Requested to:  
Nexus Community Management, LLC  
1809 E. Broadway St., Suite 408  
Oviedo, FL 32765