

Timber Cove Homeowners Association, Inc.  
c/o Kingdom Management 12620-3 Beach Blvd #301 Jacksonville, FL 32246

Records Request Process – Timber Cove HOA

Step 1: Submission of Records Request

1. **Written Request:** All requests for records must be submitted in writing. Requests can be sent via email, certified mail, or delivered in person to the Association's designated address.
2. **Form of Request:** The request should specify the documents being sought. The request should include:
  - Name and contact information of the requesting party.
  - Description of the records requested.

Step 2: Acknowledgement of Request

1. **Initial Acknowledgement:** Within 10 business days of receiving the request, the Association will send a written acknowledgement to the requester, confirming receipt of the request and providing an estimated timeline for fulfilling the request.

Step 3: Review and Preparation

1. **Review:** The Association's management will review the request to determine the availability of the records requested.
2. **Cost Estimation:** Costs may include copying fees and postage (if applicable). The requester will be informed of these costs in advance.
3. **Redaction:** Any records containing sensitive or confidential information will be reviewed and redacted in accordance with Florida Statute 720.303(5). This includes but is not limited to:
  - Personnel records
  - Medical records
  - Social security numbers
  - Other personal identifiers

Step 4: Response to the Request

1. **Provision of the Records:** The Association must make the records available for inspection or copying within 10 business days after receipt of the written request. If the records cannot be produced within 10 business days, the Association will notify the requester in writing, explaining the cause of the delay and providing a new estimated date of availability, which shall not exceed an additional 15 business days.
2. **Inspection:** If the requester chooses to inspect the records in person, the Association will arrange a mutually convenient time for the inspection. Inspections will be conducted

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during regular business hours at the Association's office or another designated location.

3. **Copies:** If copies are requested, the Association will provide them in person or via mail. If the requester prefers digital copies, they are able to bring a thumb drive.

Step 5: Payment and Delivery

1. **Payment:** Any applicable fees must be paid before the records are provided. Payment can be made by check or cash as specified by the Association.
2. **Delivery:** Upon receipt of payment, the Association will promptly deliver the requested records.

Step 6: Record Keeping

1. **Documentation:** The Association will maintain a log of all records requests received, including the date of the request, the name of the requester, the description of the records requested, the date of acknowledgement, the date of provision, and any costs charged.
2. **Retention:** The log and copies of correspondence related to records requests will be retained in accordance with the Association's records retention policy.

Step 7: Dispute Resolution

1. **Disputes:** Any disputes or issues arising from records requests will be addressed by the Association's Board of Directors. If the requester believes their request has been improperly denied or delayed, they may seek resolution through mediation or other legal means as provided by Florida Statute 720.

**Important Considerations**

1. **Confidentiality:** The Association is committed to protecting the privacy of its members and will ensure all records requested are handled in a manner that safeguards confidential information.
2. **Compliance:** The Association will comply with all relevant provision of Florida Statute 720, ensuring that records are made available in a timely and transparent manner.

A handwritten signature in black ink, appearing to read "K. King", written in a cursive style.

7/25/24