

Submission statement: HOA and subsidiaries have a frustrating process that is not transparent. This submission will include history for record of attempt to obtain approval. Submission and information where HOA and subsidiaries have obfuscated processes will be reported and recorded on a public facing website <http://wild-lies.com>

This website is dedicated to support the community and assisting residence with actual communication of HOA processes if they are ever determined

- Remediation: Frustration exists whereas residents cannot accomplish actions (theoretically) supported by the HOA. Instead of clarity there is evidence that processes suffer obfuscation and poor communications between HOA (or committees and subsidiaries) and the residents who pay for this HOA and the HOA services
- Discovery: Author of the website will map the processes as they are discovered to better serve the community with actual process documentation. This specific attempt is what the author terms a “basic normalcy.” The specific “Basic” in this use case is where a homeowner would attempt to build a shed in the back yard, but the HOA (or committees and subsidiaries) prefer to train the HOA residents through this “continual deny and resubmit process.”
- Efficiency of Task: Ensure other residents have a place to learn rather than attempt the arduous task (the author has attempted) to resolve a basic consideration.
- seems to be the acceptable path by HOA and subsidiaries

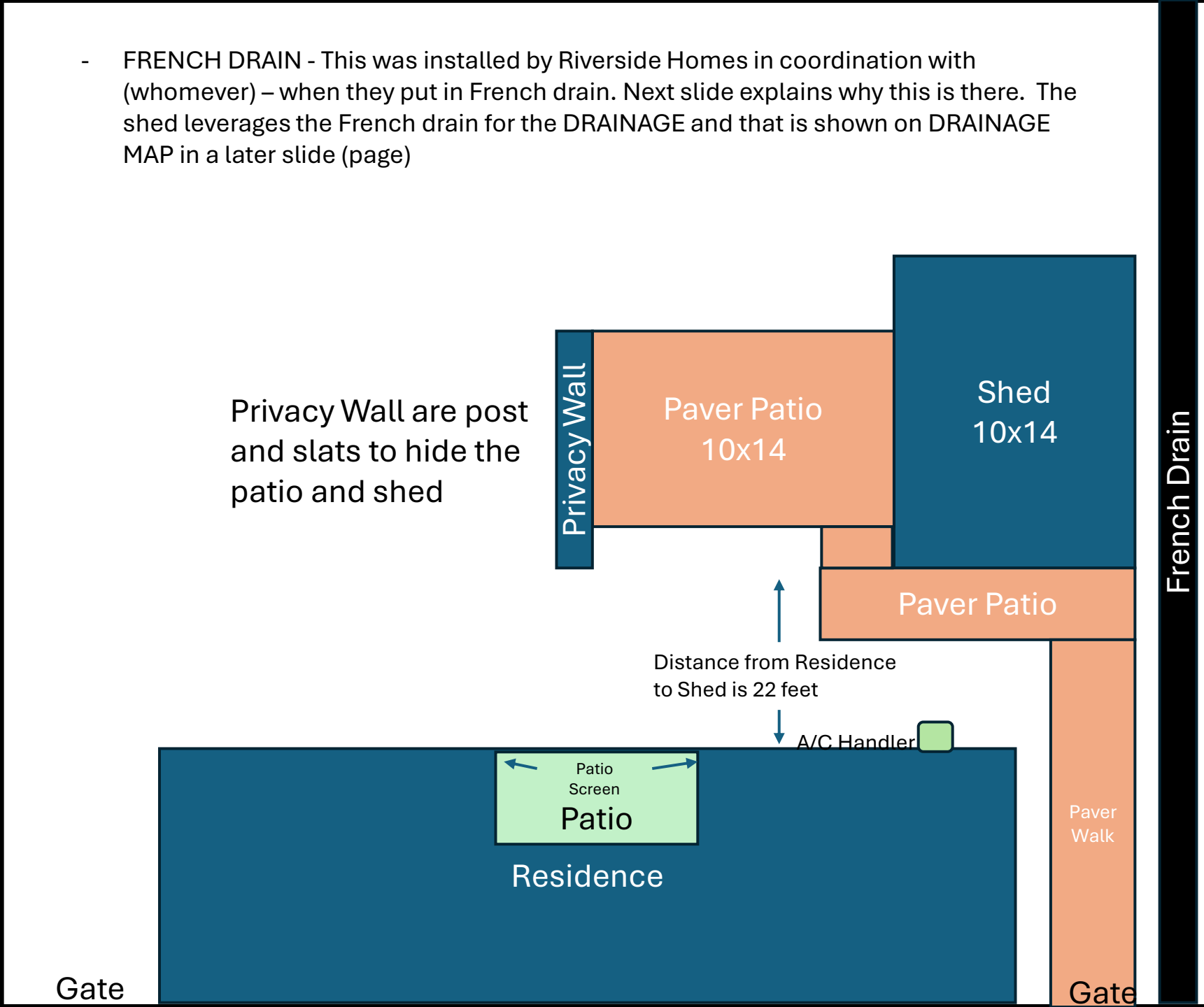
Communication history is saved at the end of this power point document. It is assumed that this will require iterative updates based on the history of HOA continual “submit DRC, Deny DRC and provide why, Resubmit DRC” entertainment that HOA (or committees and subsidiaries) engage in with HOA residents. Author assumes this game is to create possible outcomes or conditions such as:

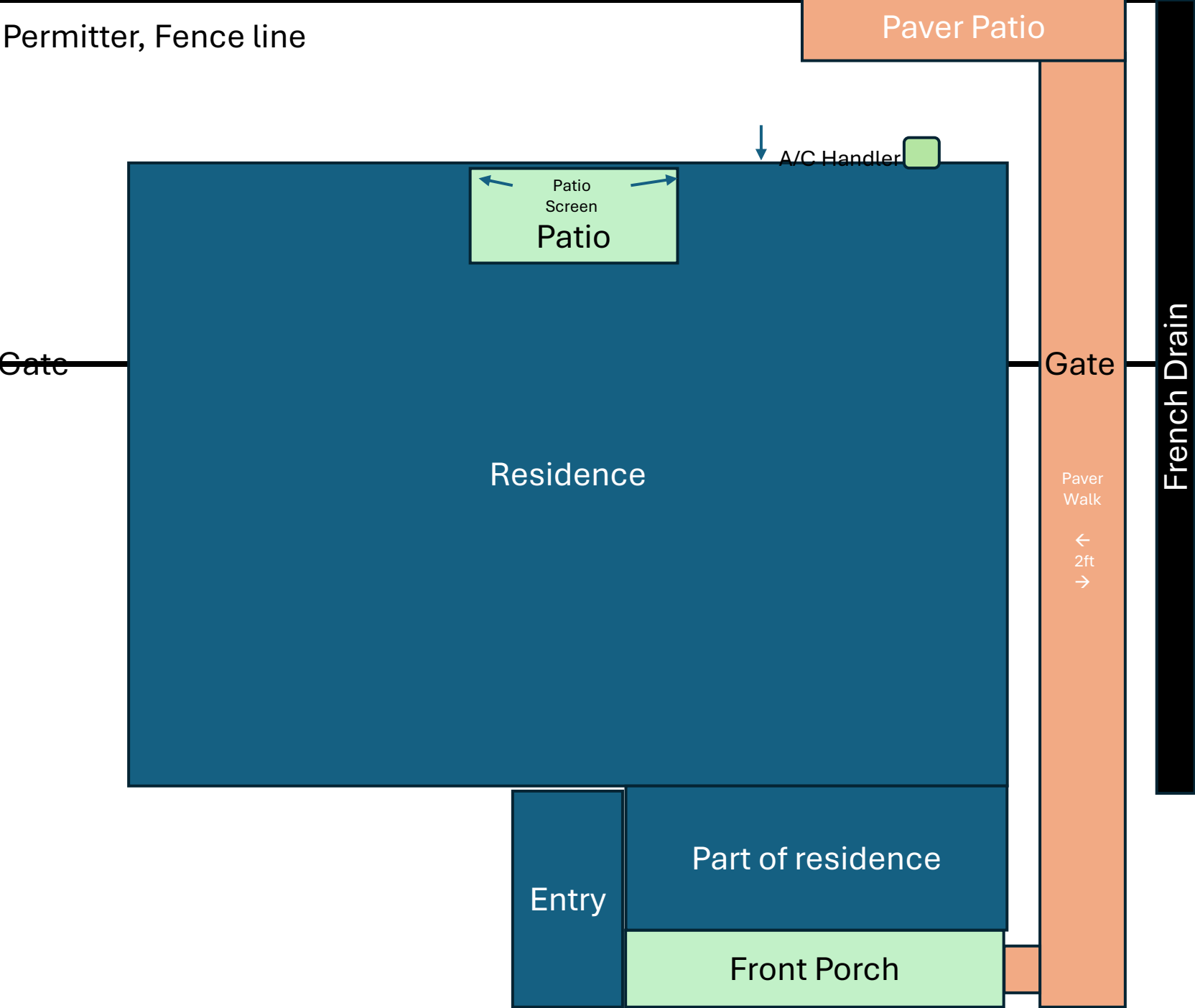
- Be punished for daring to press the HOA to do better or explain the process (transparency)
- Be placed in a position to learn the process iteratively as the HOA (or committees and subsidiaries) discovers or creates a process
- Because it is fun to frustrate someone and not communicate effectively -- the HOA and HOA subsidiaries answer to no one.

The reason this is positioned here is because the yard slopes severely and that is shown later in the slide deck (page) where the slope begins at around 31 foot from the residence and drops to a 33 degree drop/slope where you can't build the shed. This is as far back as this can go

Permitter,
Fence line

- FRENCH DRAIN - This was installed by Riverside Homes in coordination with (whomever) – when they put in French drain. Next slide explains why this is there. The shed leverages the French drain for the DRAINAGE and that is shown on DRAINAGE MAP in a later slide (page)





Front of the 2-foot walk goes up the side of the house – ties into the front porch with pavers (same color as driveway).

Back of the 2-foot walk ties into the (shed patio) so it looks natural

Resident has gutters down both sides of the house. This Paver path sider – the gutters were tied into the French drain

The paver walk is exposed maybe 6 inches and that drainage runs off to the French drain

- French Drain**
- This was installed by Riverside Homes in coordination with (whomever) when they put in French drain
 - You cannot walk between these house as it is complete MARSH

...And if you are disabled like the resident, you have slip and fall concerns. **Resident need requirement:**

- No one asked or seems to care but here it goes: My knees are shot, three surgeries to date. After I got rattled when my armored vehicle was BLOWN UP in IRAQ – spinal damage does not help with balance. I can navigate it but as I get older – trying to do this tap dance over marsh land is not an easy task. The walkway is to have a dry path

Plan provided signed by HOA-Resident-Masked – Home Owner

Data Masked - Signature

Added on 3/01/2025 in response to HOA questions

- Complete drawings with full dimensions (height, width, depth), including window sizes and their dimensions.
- 2. A site plan showing the shed, hardscaping, and any other improvements, with measurements from the house and property lines.
- 3. A material palette for the shed's siding, roof, and trim, along with details on the windows.
- 4. A color palette for all improvements, including the shed body, trim, roof, and pavers.
- 5. Evidence of a Nassau County building/zoning permit, if required. - **NONE REQUIRED per Florida Building code section 102.2.5** - <https://www.nassaucountyfl.com/DocumentCenter/View/3488/Tab-K-Ordinance-re-Permitting-and-Code-Requiremen?bidId=>
 - **Shed is under the 250 sq foot**
- 6. If outdoor lighting is proposed, please provide the fixture type and location. - **NONE PLANNED**
- 7. If landscaping is proposed, please provide a landscape plan with plant sizes, species, and locations. - **NONE PLANNED**
- 8. A grading and drainage plan detailing how stormwater will be managed on the site, particularly runoff from the shed roof and walkways.
 - **Shed uses existing draining by directing the water to the rear and gutter to the slope that exists**
 - **Gutter /draining over a Developer installed French drain system (at rear wall of shed) due to the excessive moisture between the two properties – this shed location takes advantage of this location with gutters to move water to the natural (and current) draining paths. Water traverses a 5-foot section of ground (direction from gutter exit) to leverage the French drain path.**
 - **Pavers allow for normal seepage as exiting grounds, flow of water across pavers not changing any drainage direction of path**
 - **Shed base is on level ground for 5 foot before a significant slope/break that is about 40 degrees (for 12 Ft)**
 - **Illustration provided later in this slide deck to assist with context to these statements**

Added on 4/20/2025 in response to HOA deny reasons

- DRC – 1C2-163—340 HOA-Resident-Masked Drive—Shed Project

After careful review, the application is denied. This decision is based on the following factors:

- **Location and Drainage:** The proposed location of the shed raises concerns regarding potential drainage impact on adjacent properties due to the increased impervious surface area. The Residential Design Guidelines regarding Ancillary Structures states that “Structures should not negatively affect neighboring lots.”
- **Compliance with Residential Design Guidelines:** The Residential Design Guidelines stipulate that ancillary structures should be situated at the “rear of the property and effectively screened from public view” and neighboring homes. The current location does not align with this guideline.
- **Property Line Setback:** There is a lack of clarity regarding the shed's precise location relative to the side property line. The initial application indicated a 3.5-foot setback, which does not meet the required minimum of 5 feet. While the subsequent application indicates a revised 5-foot setback, it remains unclear whether the structure was relocated or if the initial measurement was inaccurate.
- **Privacy Wall:** The proposed height of the privacy wall is 8 feet; however, the Residential Design Guidelines for Fences and Walls specify that privacy fences/walls are not to exceed 6 feet. Additionally, the Yard Features portion of the Residential Design Guidelines state that yard features, such as sheds, should be properly screened with landscaping
- should you choose to submit a revised application, it must at a minimum include the following:
 - A site plan depicting the proposed shed situated at the rear of the property out of public view, with a minimum setback of 5 feet from the property line; and
 - A drainage plan to address the impact of the increased impervious surface area.

Added on 4/20/2025 in response to HOA deny reasons

Response: Deny Reason #1

- DRC – 1C2-163—340 HOA-Resident-Masked Drive—Shed Project

After careful review, the application is denied. This decision is based on the following factors:

- **Location and Drainage:** The proposed location of the shed raises concerns regarding potential drainage impact on adjacent properties due to the increased impervious surface area. The Residential Design Guidelines regarding Ancillary Structures states that “Structures should not negatively affect neighboring lots.”

Within the original package – there were answers to these concerns – based on this current package / submission I will try to guide the evaluator where these answers exists

- Current Slide 19 and 20 : Shows original flow of water and how the shed would cause any redirect
- Current slide 23 and 24: Drainage map: This reflects the following features
 - French drain: this is directly behind this shed - leveraged
 - Guttering: that guttering on rear of shed directs any water collected to the rear of the property and over this French drain
- Unfortunate reality: per verbal discussion with HOA management and employee – we had built the baseline structure (4 walls and a roof) which was in position from Mid January until April 18, 2025. As the HOA visit may be considered a “misspoken” set of guidance -- we built this shed until we were directed to take it down as per the second deny from DRC (this could be the third deny, it is not clear to me). I’ve asked but the answers are obfuscated on every questions. So, anyway, the unfortunate reality is – we built the stupid thing and if there were any rain or water concerns – they were actually tested/validated as no impact to the neighbor at that time. This is also without the structure having gutters. Neighbor liked it so much; he asked the guy helping me what it would take for him to build a shed like mine. As this is a very “interpretable” guidance statement for deny – I can get a letter from my neighbor if the HOA wants to go that far on this concern.
- If drainage map explanation are insufficient – that was directly asked of the HOA management company by email to clarify that so I can get whatever is acceptable for submission

Added on 4/20/2025 in response to HOA deny reasons

Response: Deny Reason #2

- DRC – 1C2-163—340 HOA-Resident-Masked Drive—Shed Project

After careful review, the application is denied. This decision is based on the following factors:

Compliance with Residential Design Guidelines: The Residential Design Guidelines stipulate that ancillary structures should be situated at the “rear of the property and effectively screened from public view” and neighboring homes. The current location does not align with this guideline.

Within the original package – there were answers to these concerns – based on this current package / submission I will try to guide the evaluator where these answers exists

- Shown on Slides 21 and 22 – SLOPE concerns
- Unfortunate reality: because there is a 33 degree drop off slope, the furthest to the rear of the property a shed could go is the current target location. Otherwise, there would be requirements to build a cement block retaining wall that would be unsightly to create a level space. Additionally, the shed was target to this side of the yard to handle any drainage concerns due to the French drain existing on that side of the yard.

Added on 4/20/2025 in response to HOA deny reasons

Response: Deny Reason #3

- DRC – 1C2-163—340 HOA-Resident-Masked Drive—Shed Project

After careful review, the application is denied. This decision is based on the following factors:

- **Property Line Setback:** There is a lack of clarity regarding the shed's precise location relative to the side property line. The initial application indicated a 3.5-foot setback, which does not meet the required minimum of 5 feet. While the subsequent application indicates a revised 5-foot setback, it remains unclear whether the structure was relocated or if the initial measurement was inaccurate.

Within the original package – there were answers to these concerns – based on this current package / submission I will try to guide the evaluator where these answers exist

- This package was updated and sent with a statement by email to the HOA-Management-Employee that its submission was updated to be compliant with Easement. I am uncertain what else to do other than state I noticed during the exemption to permit that the easement was 5 foot and intended to have the shed at 5.5 ft.
- Communications: I am not sure what to do with this “confusion” concern **“Slight adjustments on the package for the measurements from property edge (5”BRL required) ...”**
 - I am frustrated this is even in the deny of previous attempt because a simple communication (call, email) could have solved this one
 - EMAIL Copied here: **March 12, 2025: HOA Resident to HOA-Management-Company-Employee**
 - **From:** MASKED-Resident@outlook.com>
 - **Sent:** Wednesday, March 12, 2025 8:24 PM
 - **To:** MASKED HOA Management Employee@ccmcnet.com>;
 - **Subject:** RE: MASKED-Community-Name DRC Application- Shed and Patio Project
 - **MASKED HOA Management Employee**
 - Slight adjustments on the package for the measurements from property edge (5”BRL required) and one comment in the response questions (when reading it over) was a big confusing – so I updated that to have more clarity (slide 5 bullet changed)
 - - Shed base is on level ground for 5 foot before a significant slope/break that is about 40 degrees (for 12 Ft)
 -
 - We will get the permit this week and forward that as soon as we have what is required

Added on 4/20/2025 in response to HOA deny reasons

Response: Deny Reason #4

- DRC – 1C2-163—340 HOA-Resident-Masked Drive—Shed Project

After careful review, the application is denied. This decision is based on the following factors:

Privacy Wall: The proposed height of the privacy wall is 8 feet; however, the Residential Design Guidelines for Fences and Walls specify that privacy fences/walls are not to exceed 6 feet. Additionally, the Yard Features portion of the Residential Design Guidelines state that yard features, such as sheds, should be properly screened with landscaping

- Not sure what to do with this: This is a no brainer- fine, It will be 6 foot in height. I will update the plan with that number
- Alternatively, HOA-Management-Employee recommend maybe the use hedges instead.

Someone tell me what can go here, and I will do that. The intent of this is to not have this area be “visible” to the neighbor or anyone down the street and that can be solved in 3 minutes on a phone call. I am not an expert on all the rules that this HOA put in place so somebody take a couple minutes and throw me a lifeline or something?

3. A material palette for the shed's siding, roof, and trim, along with details on the windows.

In accordance with the sales order and build / design of the primary residence with matching colors

Item	Color / Palette
Body	SW 6253 Olympus White
Foundation Edges	SW 6253 Olympus White
Guttering	White
Doors	7076 Cyberspace
Pavers	Tremron Glacier
Trim	7071 Online
Privacy Wall	Wood Stain Natural
Windows	White in color
Roof	Dual Black Cambridge

Item	Material Type
Body	2x4 wood, Plyboard, Hardy Board to match design of primary residence
Foundation Edges	Wood Strips to match design of primary residence
Guttering	Aluminum to match design of primary residence
Doors	2x4, Plyboard constructed (custom) to match design of primary residence
Pavers	Tremron Glacier to match design of primary residence
Trim	Wooden Trim Strips to match design of primary residence
Privacy Wall	Wood Stain Natural
Windows	Plastic (PVC) to match design of primary residence
Roof	Plyboard, Shingles to match design of primary residence

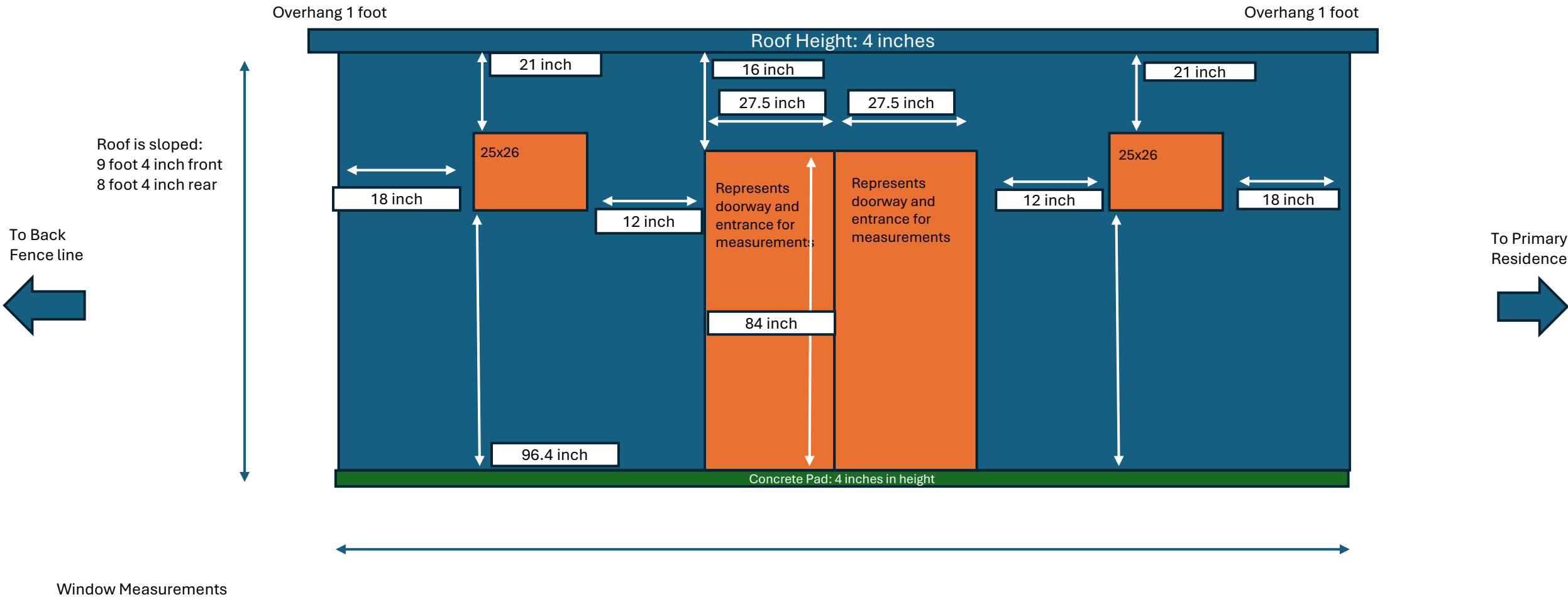
EXTERIOR PAINT		
	PACKAGE#	6
BODY - LAP SIDING	SW	SW 6253 OLYMPUS WHITE
BODY - BOARD & BATTEN	SW	n/a
BODY - SHAKE	SW	n/a
BODY - FOUNDATION EDGE	SW	same as primary body color unless otherwise specified by community ARB
TRIM - BOARDS, COLUMNS, BRACKETS, CORBELS, BANDS, WOOD RAILINGS, SECONDARY DOORS	SW	7071 ONLINE
if applicable, fiber cement soffits and wood or fibercement porch ceilings will be painted the primary trim color		
TRIM - GABLE VENTS	SW	n/a
TRIM - SHUTTERS	SW	n/a
ENTRY DOOR	SW	7076 CYBERSPACE
SIDELIGHT(S)	SW	7076 CYBERSPACE
GARAGE DOOR	SW	7076 CYBERSPACE
SHINGLES	(CHOOSE ONE)	OWENS CORNING OAKRIDGE ONYX BLACK OR IKO CAMBRIDGE DUAL BLACK
		OWENS CORNING OAKRIDGE ESTATE GRAY OR IKO CAMBRIDGE HARVARD SLATE
		OWENS CORNING OAKRIDGE DUAL WOOD OR IKO CAMBRIDGE WEATHERED WOOD
EAVE DRIP		Black
METAL ROOF		if applicable, mill finish unpainted galvalume is standard color unless paint upgrade is purchased and color is specified here
GUTTER COLOR		if applicable, gutter color will match vinyl soffit color or approximate painted soffit color
VINYL SOFFIT & PORCH CEILINGS		

SHINGLES	(CHOOSE ONE)	OWENS CORNING OAKRIDGE ONYX BLACK OR IKO CAMBRIDGE DUAL BLACK
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		OWENS CORNING OAKRIDGE DUAL WOOD OR IKO CAMBRIDGE WEATHERED WOOD
EAVE DRIP		Black
METAL ROOF		if applicable, mill finish unpainted galvalume is standard color unless paint upgrade is purchased and color is specified here
GUTTER COLOR		if applicable, gutter color will match vinyl soffit color or approximate painted soffit color
VINYL SOFFIT & PORCH CEILINGS		
SOFFIT - VINYL (per community)		BY KAYCAN OR EQUIVALENT
CEILING - VINYL (per community)		BY KAYCAN OR EQUIVALENT
PAVERS		
PAVERS	Tremron Glacier	

see contract for locations if applicable

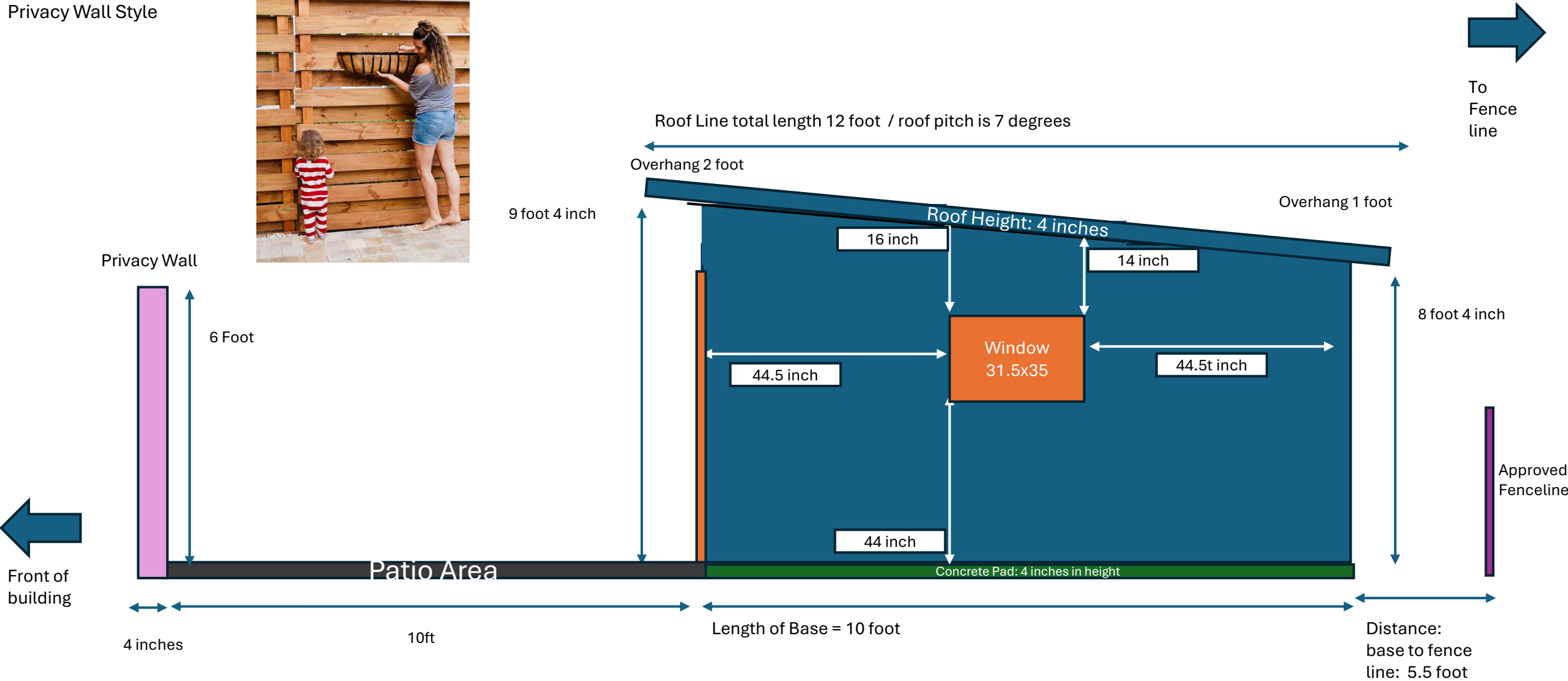
Front View

- 1. Complete drawings with full dimensions (height, width, depth), including window sizes and their dimensions.
 - 2. A site plan showing the shed, hardscaping, and any other improvements, with measurements from the house and property lines.
- Lines representative and not to scale / diagram provided for visual perspective
- Scale represented by measurements

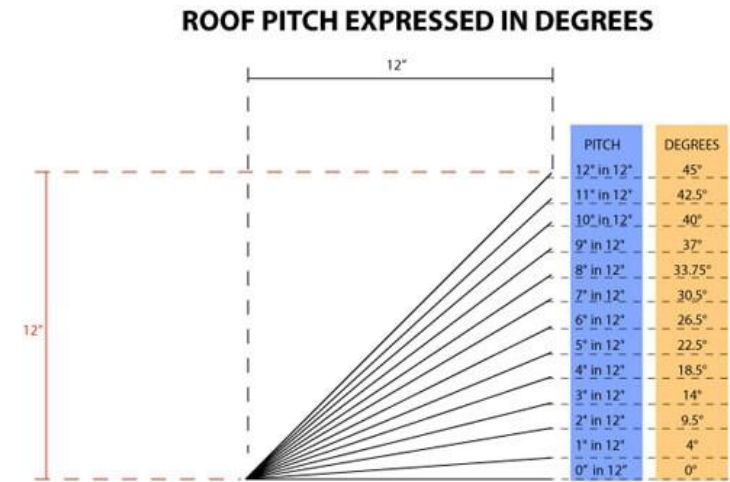


Side wall: Proximal to Primary Residence

Example Photo of Privacy Wall Style



Side wall: Distal from
Primary Residence

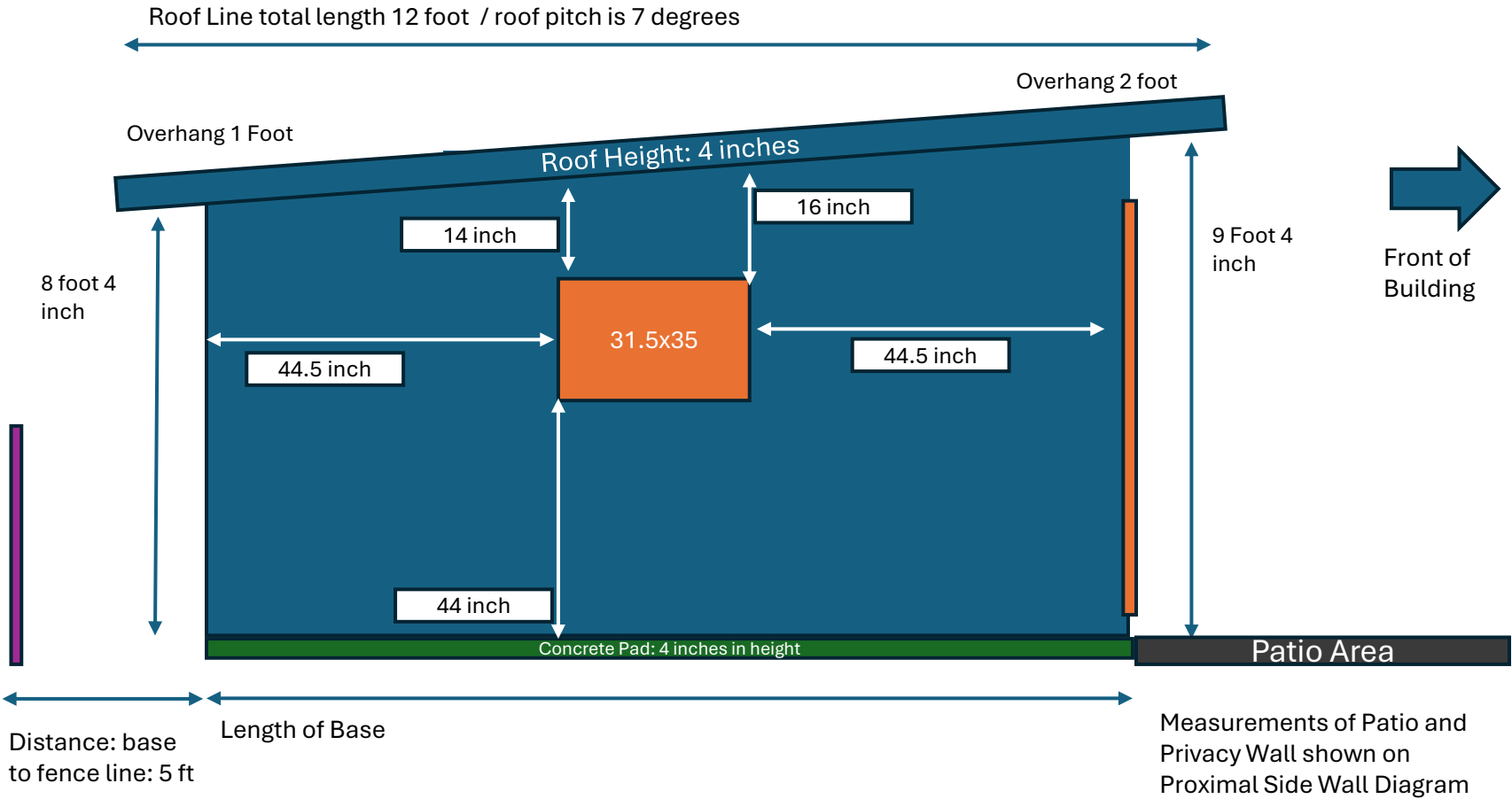


←
To Fence
line

1. Complete drawings with full dimensions (height, width, depth), including window sizes and their dimensions.
2. A site plan showing the shed, hardscaping, and any other improvements, with measurements from the house and property lines.

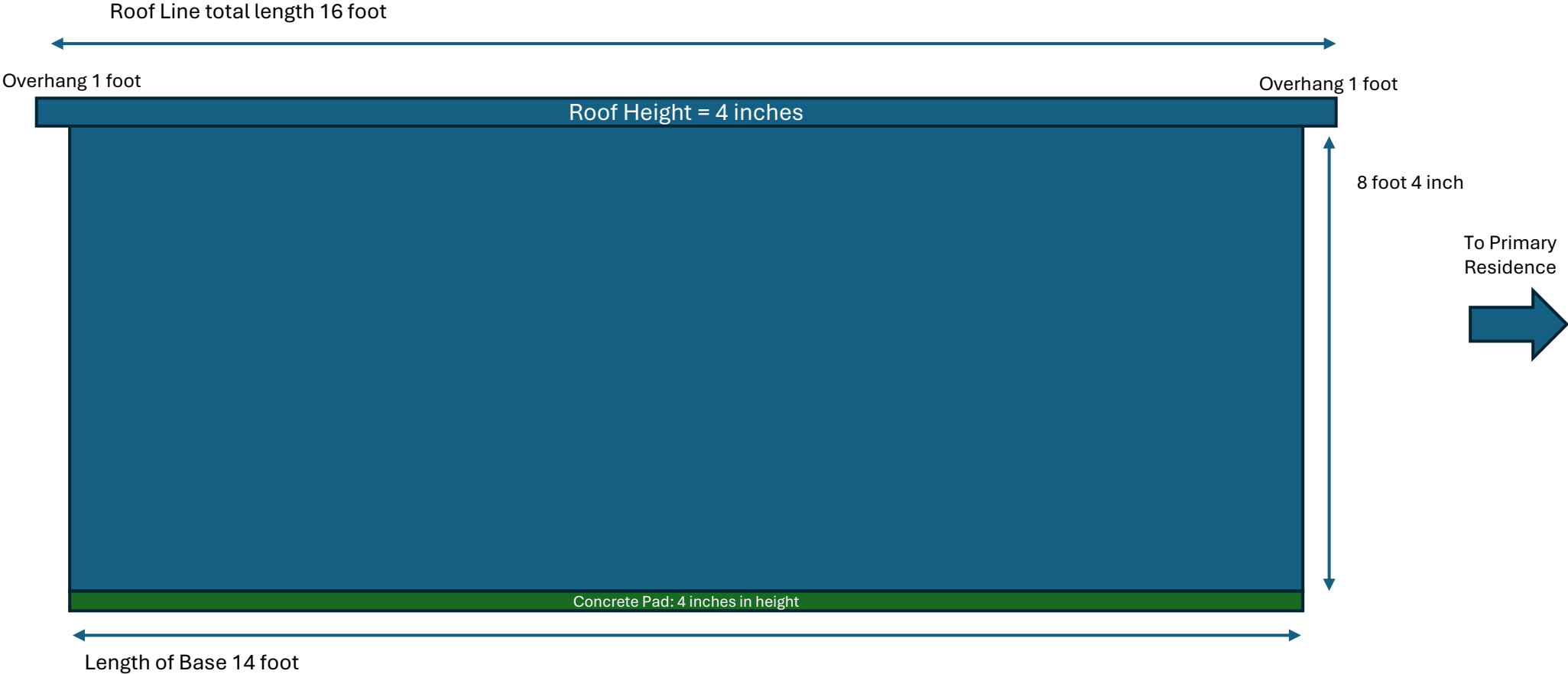
- Lines representative and not to scale / diagram provided for visual perspective
- Scale represented by measurements

Approved
Fenceline



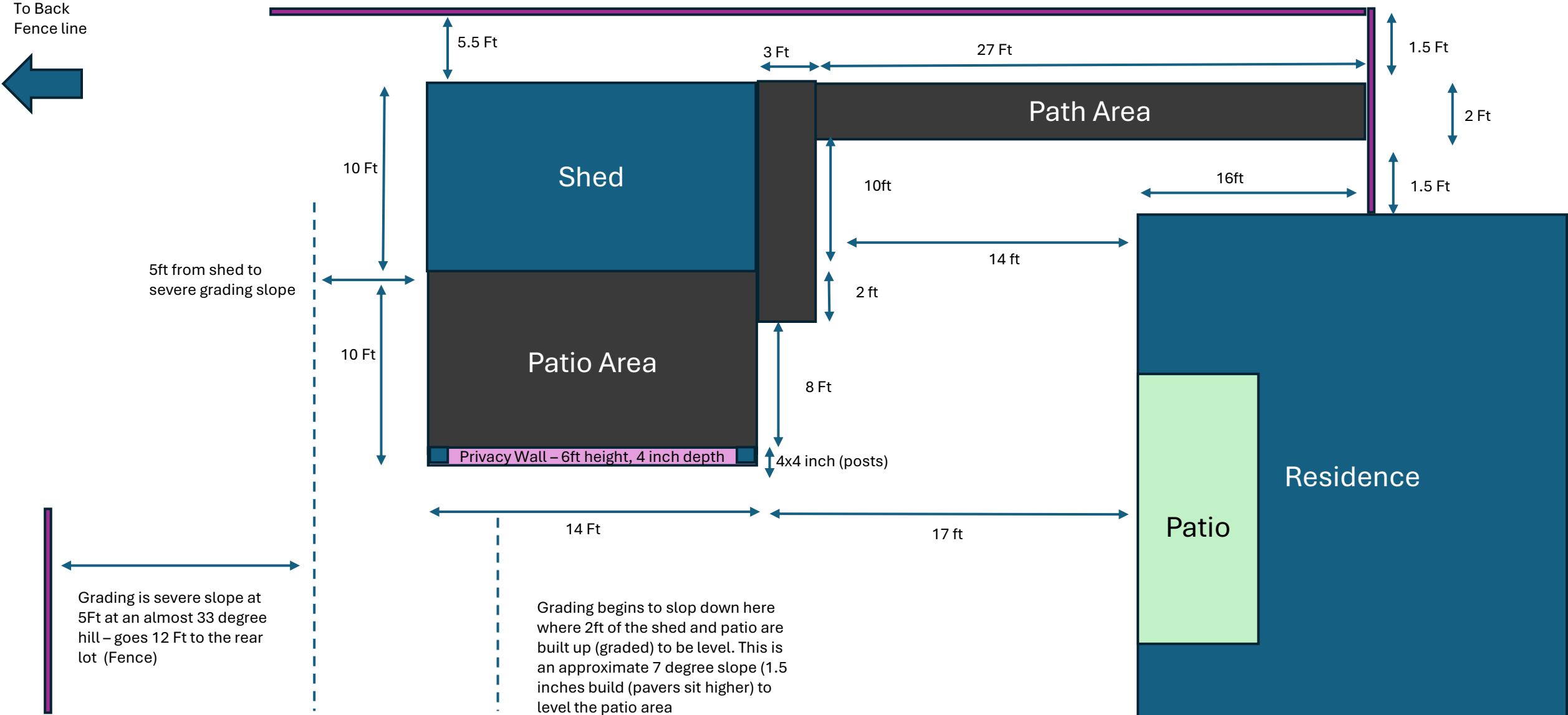
Rear View

- 1. Complete drawings with full dimensions (height, width, depth), including window sizes and their dimensions.
 - 2. A site plan showing the shed, hardscaping, and any other improvements, with measurements from the house and property lines.
 - 3. A material palette for the shed's siding, roof, and trim, along with details on the windows.
- Lines representative and not to scale / diagram provided for visual perspective
- Scale represented by measurements



Top View Building: Paver Patio Pad

- 1. Complete drawings with full dimensions (height, width, depth), including window sizes and their dimensions.
 - 2. A site plan showing the shed, hardscaping, and any other improvements, with measurements from the house and property lines.
 - 3. A material palette for the shed's siding, roof, and trim, along with details on the windows.
- Lines representative and not to scale / diagram provided for visual perspective
- Scale represented by measurements



Permitter, Fence line

Between these two points
is severe decline/grading at
33 degree slope over 12 FT
distance

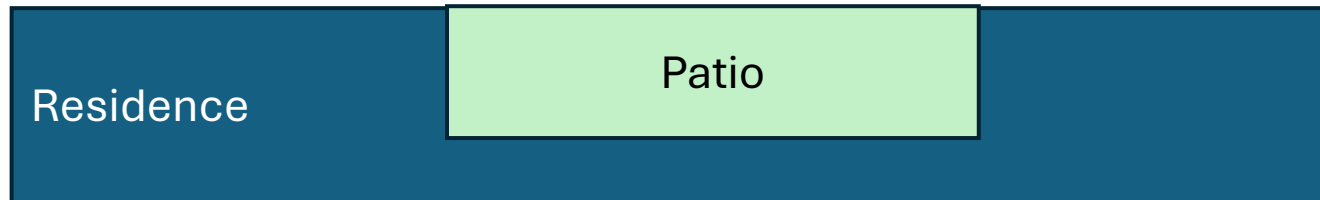
Mild slop at 7 degree – 5FT

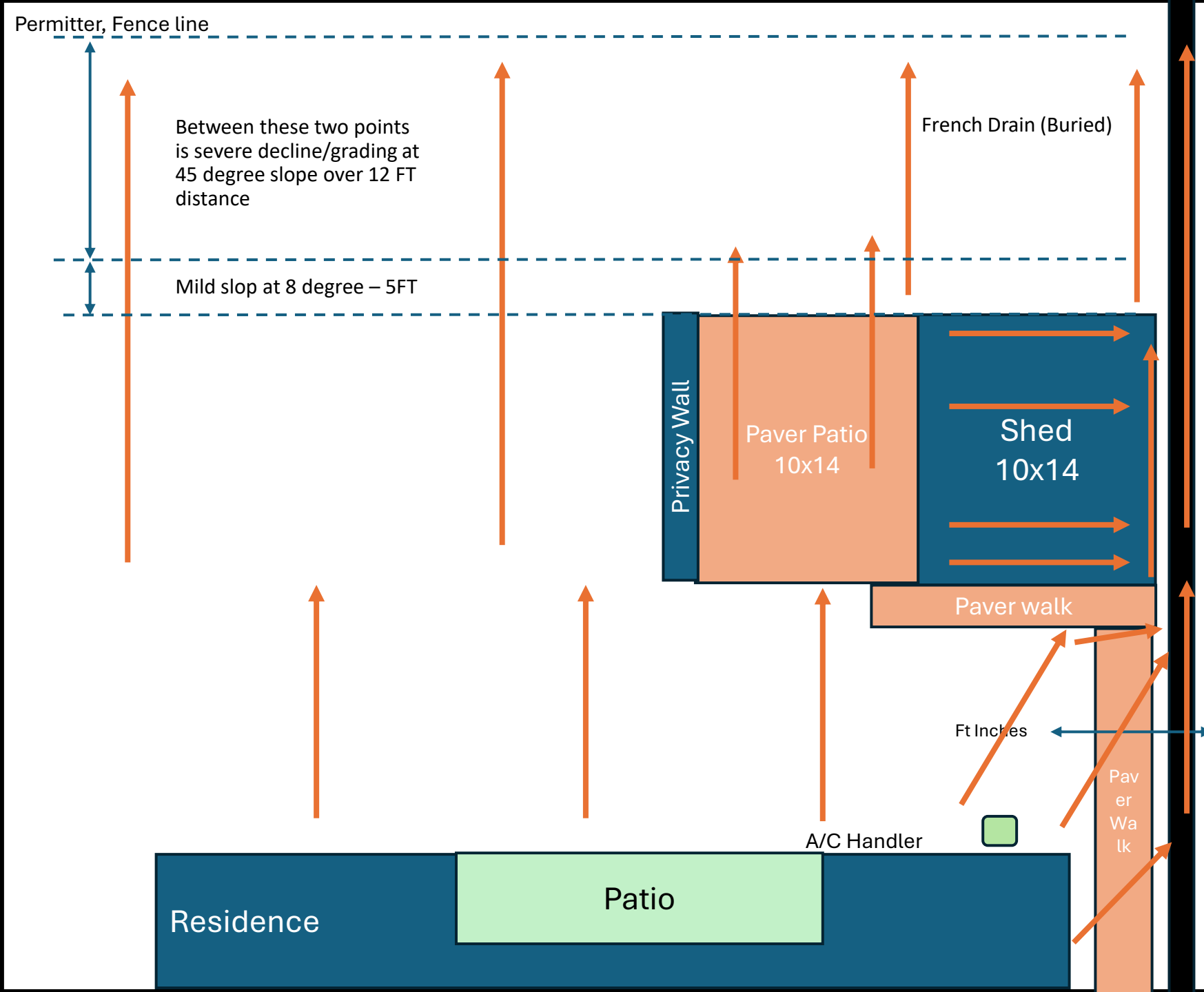
French
Drain
(Buried)

8. A grading and drainage plan detailing how
stormwater will be managed on the site,
particularly runoff from the shed roof and
walkways.

CURRENT STATE Top View Landscape

Orange Arrows show current draining direction





8. A grading and drainage plan detailing how stormwater will be managed on the site, particularly runoff from the shed roof and walkways.

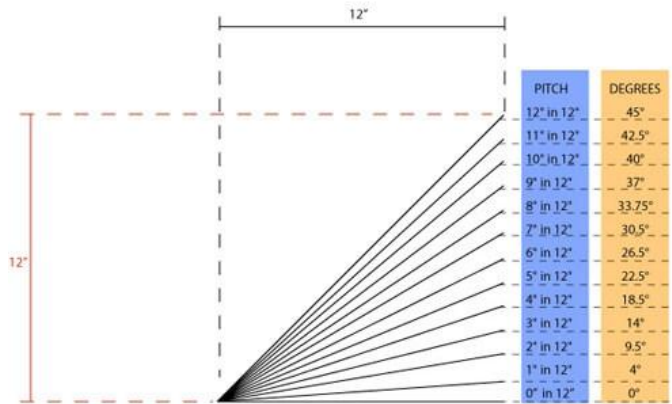
FUTURE STATE Top View Landscape

- Shed has guttering to direct water to the designed ground slope (next slide: Future State Side View) which is the current direction of drainage from the flat existing landscape prior to the slope down
- Pavers are porous to allow drainage like existing ground (not cement)
- Runoff water is directed into the rock buried French drain installed by the Builder January 2025
- Paver Walk is 2 feet in width centered with 1.5 foot of original landscape on each side

Orange Arrows show draining direction

Permitter, Fence line

ROOF PITCH EXPRESSED IN DEGREES

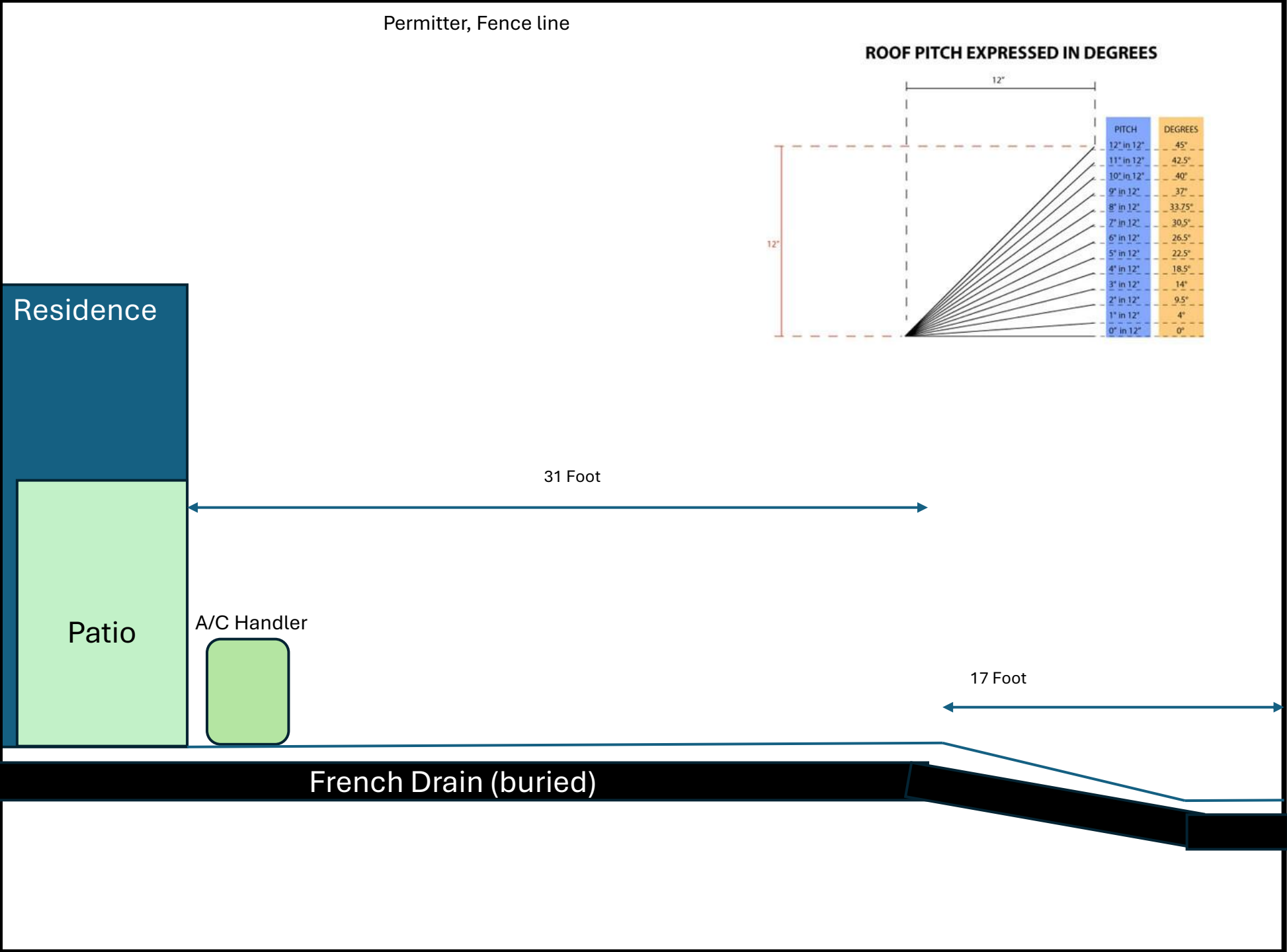


8. A grading and drainage plan detailing how stormwater will be managed on the site, particularly runoff from the shed roof and walkways.

CURRENT STATE
Side View Landscape

Grade Break shown later for Lot MASKED Map

Grading for shown slope begins for 5 feet at a 7-degree slope and then drops off for 12 feet of a 33-degree slope



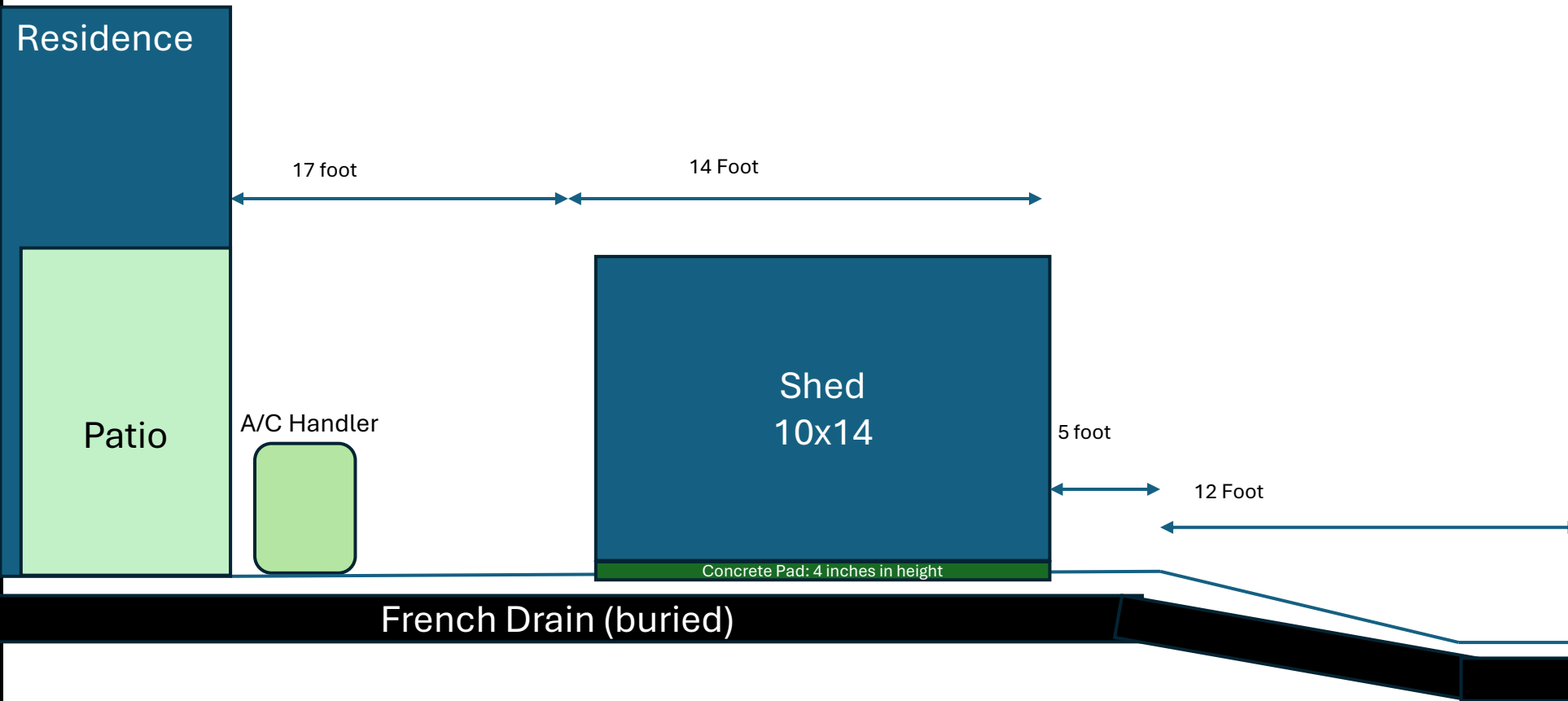
Permitter, Fence line

8. A grading and drainage plan detailing how stormwater will be managed on the site, particularly runoff from the shed roof and walkways.

FUTURE STATE Side View Landscape

Grade Break shown later for Lot Masked Map

Grading for shown slope begins for 5 feet at a 7-degree slope and then drops off for 12 feet of a 33-degree slope



- Shed has guttering to direct water to the slope which is the current direction of drainage from the flat section of landscape
- Pavers are porous to allow drainage with existing ground (not cement)
- Runoff water is directed into the rock buried French drain

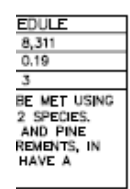
SLASH PINE
PLACE

PER
↓

LINE OF [REDACTED] DRIVE AS BEING N72°11'48"E.
 4 ARE BASED ON NAVD 1988.
 5 FLOOD ZONE "X" AS DEPICTED ON THE FLOOD INSURANCE RATE MAP
 6 ANEL NUMBER 0165A, DATED, DECEMBER 17, 2010. THE FLOOD ZONES
 7 OFF THE STATE PLANE, F.I.M. MAPS AND ARE FOR REFERENCE ONLY. THE
 8 ON THIS SITE PLANS ARE VALID ONLY FOR DATES UP TO AND INCLUDING
 9 AY HAVE BEEN SUBSEQUENT REVISIONS AFTER THIS DATE THAT WILL
 10 ; SHOULD BE MADE TO THE COMMUNITY'S FLOOD PLANE MANAGEMENT
 11 JKRS.
 12 IF BASED ON NAVD 1988.



SLASH PINE
PLACE
CL. INT.



LINE OF SAWGRASS DRIVE AS BEING N72°11'48"E.
 N ARE BASED ON NAVD 1988.
 N FLOOD ZONE "X" AS DEPICTED ON THE FLOOD INSURANCE RATE MAP
 ANEL NUMBER 0195F, DATED, DECEMBER 17, 2010, THE FLOOD ZONES
 OFF OF THE F.E.M.A. F.I.R.M. MAPS AND ARE FOR REFERENCE ONLY, THE
 ON THIS SITE PLAN ARE VALID ONLY FOR DATES UP TO AND INCLUDING
 Y HAVE BEEN MADE TO THE COMMUNITY'S FLOOD PLANE MANAGEMENT
 PRKS.

Color Designates Shed Legend Item

Grading for shown slope is between 30 and 35 degree represented in a different illustration

Roof is a 7-degree slope from front of shed to rear of shed. Design of this roof shown in other illustrations provided

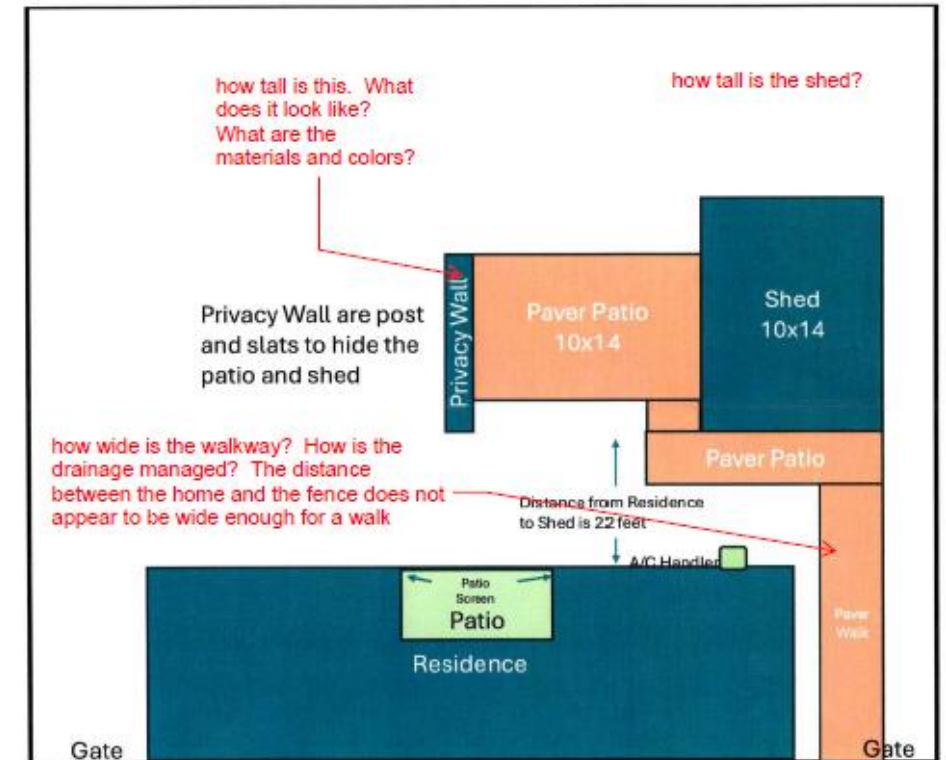
Historical discussion this topic

- Capture of all communications
- All comms will be posted on <http://wild-lies.com> for public awareness with data masked information

History of events

- **December 9, 2024:** Approximate visit by **MASKED HOA manager and employee** to advise on a “trashcan run” approved solution whereas the adjacent neighbor had “concerns” to address. Concerns included
 - Encroachment: identified as true – resident correcting
 - Directions that the resident “move the gate to opposite side of the yard” – resident declined – this gate was in an approved solution and the adjacent neighbor does not have any requirement this gate cannot be in this location
 - Direction that the resident “not walk or touch the neighbor's grass” – resident will abide
 - Identified in discussion that the resident desired a shed and was informed “we are not concerned with the backyard in as much that it cannot be seen from the street, but if you have questions on this you can submit a Design Review Committee (DRC) applications”
- **January 29, 2025:** Submission of the DRC application to the **MASKED HOA management company employee** in response to **MASKED HOA management company employee email** stating “We wanted to reach out because we noticed you are building what appears to be a shed or storage of some sort in the backyard. Because this can be seen from a common area/road, please submit a DRC application for approval prior to completing construction. Also, please attach a Lot Survey and any additional, helpful information such as color, style, etc. I have also attached the design guidelines outlining ancillary structures (Page 2: D-9). ”
- **February 11, 2029:** **MASKED Resident** inquired on the DRC response
- **February 13, 2025:** **MASKED HOA management company employee** responded they would follow up
- **February 20, 2023:** **MASKED HOA management company employee** email: “Attached is the drawing of your project that was included in your application. The Town Architect has added some additional questions. Please respond to these and email them back to me so I can forward them to the Town Architect.”
 - Jonesgr “how tall is the shed?”
 - Jonesgr “how tall is this. What does it look like? What are the material and colors? (reference – this is from a PDF with arrow pointing at privacy wall
 - Jonesgr “how wide is the walkway? How is the drainage managed? The distance between the home and the fence does not appear to be wide enough for a walk” (reference: this is pointing at a paver walk on the side of the home/unit)

Permitter,
Fence line



History of events (continued)

- **February 20, 2023: Resident response by email:**

Extracted the questions in the diagram

Series of questions: Pointing at privacy wall

- Q: How tall is this?
- Q: What does this look like?
- Q: What are the materials and colors?

How tall is the shed?

Series of question for walk path

- How wide is the walkway?
- How is drainage managed?
- The distance between the home and the fence does not appear to be wide enough for a walk?

Answers:

Series of questions: Pointing at privacy wall

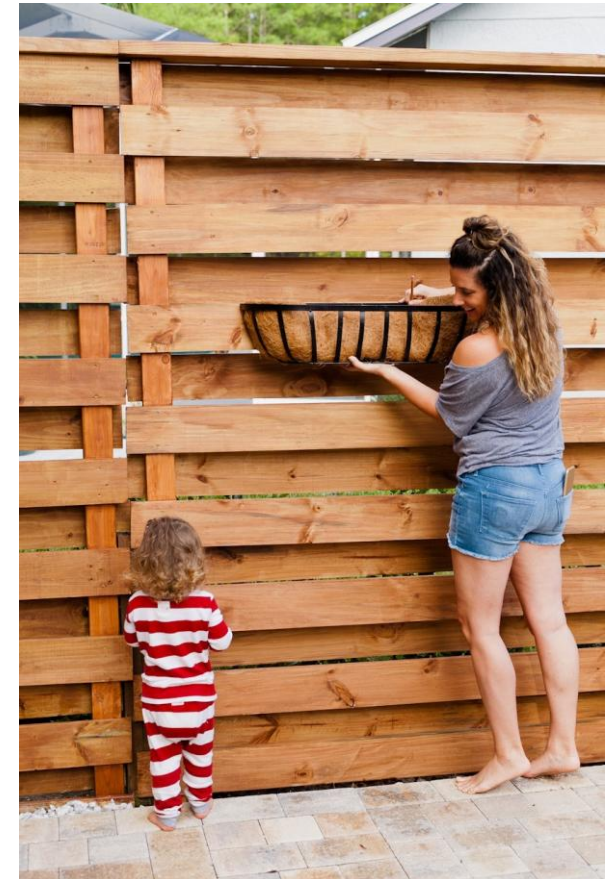
- Q: How tall is this? Privacy wall is 8 feet
- Q: What does this look like? Attached a picture that is similar to the design – alternating slats
- Q: What are the materials and colors? Colors will be wood stain – or whatever HOA advises. I can make it same color as primary residence (gray) similar to the house hardy board colors if desired. Did not finalize color and thought wood stain would be acceptable
 - o Intent: as the shed and paver section faces the side street, the privacy wall is to better “hide” the structure and patio to retain privacy.
 - o Secondary Intent: The privacy wall is intended to be cosmetically pleasing to the road side view and we may have some foliage (flowers) and such aligned to the slats (flower boxes). This is why we have slats. To break up the scenery with something of design (art)

How tall is the shed? 8.5 foot, doorway is standard height

Not asked but to inform: The shed matches the design of the house. Hardy board, same color scheme.

Intent: this is to match and seem like a natural extension of the primary residence

Image provided by Resident for visual example of privacy wall intended



History of events (continued)

- **February 20, 2023: Resident response by email: Continued**

Series of question for walk path

- How wide is the walkway? 3ft
- How is drainage managed? The distance between the home and the fence does not appear to be wide enough for a walk?
 - o Image provided was not to scale.
 - o From corner of house to the property line (fence) is approximately 6 feet at most narrow point; walk path goes down the center.
 - o Pavers installed to allow water to pass through the seams
 - o On the house/residence side there is an overhang with added guttering keep that section dry. (2ft) All this covered space does not receive rainfall
 - o The opposite side of the walk (neighbor side) 2ft grass area – this has a French drain
 - o Walkway is adjacent to the French drain that was installed by the builder.
 - French drain is a buried drain line starting at front of the property, straight down the property line to an opening in the rear (past the back fence) with a drain outlet
 - French drain is buried rock (1.5ft to 2ft of earth) and a French drain line ties into my home guttering to move water from the space between the two properties
 - o The planned walk is intended to improve the drainage by directing water collected in the existing grass area (neighbor side of the walk) into the French drain (buried rock)
 - o If, during setup of the walk, the French drain is uncovered, it will not be tampered with. The walk will be reduced in width to meet the intent of having water directed to the French drain (and reduce the mushy condition)
 - o I am not certain if my neighbor intends to add gutters but they may as the area is very mushy which is why the French drain was installed from front of property (house) all the way to the back fence

Not asked but to inform: Plan shown ties the paver patio to the walkway so there is a natural path without a strange break

Please let me know if this is sufficient to the provided questions.

Minimally, if there are concerns around the shed – that is my priority. I did not know that I needed approval based the recent visit by **MASKED HOA Manager / MASKED HOA Management Company Employee Name(s)** where I understood there wasn't a need for approval if not seen from the street. Did not realize the side street was also a concern of “seen from the street” and/or my one neighbor's continual concerns on all other home owners efforts to change anything in their landscaping (RE: **MASKED Mr Name and Mrs Name Neighbor Family name (with grievance)** continual complaints to the HOA). Privacy wall was added to reduce their seeming anxiety on what everyone else is doing with their property

We just wish to have a small patio and small workshop shed so we can enjoy the outdoors (sunlight) in a private and peaceful setting that also adds some design/art to the property for increased value, I have the shed on that side of the property because of the neighbor concerns (**Masked-Neighbor-Name** family) that I not even walk on their grass. If we placed this on the opposite side of our home we only have about 2ft of walking path and I don't think I can successfully meet the **Masked-Neighbor-Name** family ask to not walk on their grass based my lack of balance as a 100% disabled combat vet. 2ft walkways are equivalent to a tight rope walk for me. This is why we are trying to do a 3ft defined walkway so we can have dry path to the new gate and access our backyard. Mushy and slippery conditions (current state) are also a condition that increases risk of falling. So the path was necessary to deal with my disabilities. While the other side (shared with the **Masked-Neighbor-Family-Name** family) was dry, it was not ideal to build the structure on that side due to their high levels of seeming anxiety that I touch their grass.

Yes, I know... “you damn kids get off my yard” is echoing in this concern but trying to architect around this ask

History of events (continued)

- **February 21, 2023: Resident receives attorney demand letter**

Good Morning,

Please see the attached Demand Letter.

Attorney name masked (uncertain this can be divulged) Esq.

McCabe | Ronsman
110 Solana Road, Suite 102
Ponte Vedra Beach, Florida 32082
Phone: 904-396-0090 x270
Email: MASKED@flcalegal.com

Upcoming Education Opportunities:

HOA Board Certification – March 19, 2025, 6-8pm

Register [here](#)

Condo Board Certification – March 24, 2025, 4-8pm

Register [here](#)

*** **Subscribe to receive information on upcoming education events, important updates, and more:** <https://www.flcalegal.com/subscribe/>***

History of events (continued)

- February 21, 2023: Resident receives attorney demand letter

Demand letter screens shots

T 904.396.0090
F 904.396.0088
www.flclegal.com

McCabe | Ronsman
ATTORNEYS AT LAW

PONTE VEDRA | main office
110 Solana Road, Suite 102
Ponte Vedra Beach, Florida 32082

February 20, 2025

VIA REGULAR U.S. MAIL
AND CERTIFIED MAIL,
RETURN RECEIPT REQUESTED

To:

Data Masked

Re: **Wildlight Residential Association, Inc.**
Immediate Compliance Covenant Violation
340 Sawgrass Dr. Yulee, FL 32097

Dear Mr. :

Data Masked

This law firm represents Wildlight Residential Association, Inc. ("Association") as it relates to the above-referenced matter. Our office has been advised that violations have remained unresolved for your Property and continue to be worked on without proper approval. Specifically, you have failed to pass the necessary approval for construction of a shed from the Design Review Committee and continue to install the shed. The Association deems this to be a violation of the Community Charter for Wildlight Residential Properties ("Charter"), which states as follows:

Exhibit C. Initial Rules: Unless expressly authorized by, and then subject to such conditions as may be imposed by, the Board or the Charter, the following activities are prohibited within the Community, except to the extent undertaken by the Founder in the course of development of the Community:

(f) Constructing or modifying any thing, permanently or temporarily, on the outside portions of the Unit, whether such portion is improved or unimproved, or on or over any marsh, wetland, creek, pond, or waterway within or abutting any portion of the Community, except in strict compliance with the provisions of Chapter 5 of the Charter.

Demand is hereby made for you to immediately bring your Lot into compliance with the Declaration by ceasing construction on your property until the Design Review Committee can properly review your application. This must be done immediately after your receipt of this letter.

Immediate Compliance Covenant Violation

February 20, 2025

Page 2 of 2

If construction is not halted within five (5) days of receipt, we will proceed with legal action as well as file an injunction. Please notify this office in writing at the above address, of your intentions regarding the above violations. If the Association does not hear from you within five (5) days from your receipt of this letter, it will be assumed that you are unwilling to comply. Please note, if violations are not corrected and construction is not halted you may be responsible for attorney fees and cost for the Association to enforce the Declaration. Please note, the Association may recover the cost and seek payment for necessary maintenance they may undertake.

As of the date of this letter, the Association has incurred legal fees and costs in the amounts of \$205.00, for which the Association intends to seek reimbursement. You may remit payment in the amount of \$205.00 payable to "McCabe & Ronsman Trust Account" and mail to "110 Solana Road, Suite 102, Ponte Vedra Beach, Florida 32082" to compensate the Association for the legal fees and costs it has incurred to enforce your compliance with the governing documents. If you fail to correct the violation, further legal fees will accrue for which the Association will seek to hold you responsible. Please also further note should you continue to violate the Declaration, you may incur additional legal fees and costs should the Association be forced to enforce the governing documents.

Please be advised that if any further action is required, we may initiate legal action to enforce compliance, including a demand for pre-suit mediation. If this action is necessary, it may be commenced without further notice to you.

We look forward to resolving this without unnecessary costs and legal expenses to either you or the Association. If you are in doubt as to your duties and responsibilities, we strongly recommend you consult an attorney.

Please govern yourself accordingly.

Sincerely,
McCabe & Ronsman

Data Masked

For the Firm

History of events (continued)

- **February 21, 2023: Resident email to Attorney (data masked)**

From: MASKED-Resident@outlook.com>

Sent: Friday, February 21, 2025 12:06 PM

To: MASKED-Attorney@flcalegal.com>

Cc: MASKED- HOA Management Employee @ccmcnet.com; MASKED-HOA Manager @ccmcnet.com> >

Subject: RE: ADDRESS MASKED Drive Covenant Violation

MASKED-Attorney name

Spoke with MASKED HOA Manager (CCd)

Some kind of miscommunication or misunderstanding maybe – I will let the HOA determine what they want to communicate for your efforts and actions based on your warning order sent to me.

From multiple emails and conversations, we did not realize that any “STOP” requirement were given. I directed any work stop to stop and informed the Contractor to “button up” the work, clean up the area today and I will wait for whatever this approval process duration takes to take whatever the appropriate next steps are.

Button up is defined as: ensure no safety concerns exist with whatever exists in this effort. I don’t need lose materials blowing into some other property, person, etc..

For HOA (MASKED HOA Manager)

This expectation was not clearly understood. I am uncertain how/why but it is not the willful negligence of this community member. I am also disappointed this was not clearly stated and the only written statement I can find (other than verbal discussion where this was not clearly stated) is this from email sent 1/29/25.

“We wanted to reach out because we noticed you are building what appears to be a shed or storage of some sort in the backyard. Because this can be seen from a common area/road, please submit a DRC application for approval prior to completing construction”

It was our assumption that engaging in the process was sufficient as long as the structure was not “complete” – and maybe the understanding of the word “complete” as a misunderstanding on our part. Statements such as “you must stop any future construction” --- I think there would have been sincere clarity on that sentence/statement. I cannot find any other direction/directive written or by verbal interview of my wife (who has been communicating with the HOA staff) with anything as clear as my example. I will state that during your site visit regarding the trashcan runs I asked (I believe HOA EMPLOYEE NAME MASKED) “what do I need to do for building this shed” and the answer was “nothing unless seen from the street” pointing to the front of our house. I did not realize the side street over 120 feet away was also considered “the street”

Maybe that doesn’t matter to the HOA; culpability that things are not clearly understood prior to engaging attorneys. I will get more involved in the HOA now and possible submit candidate for the HOA Board of Directors in March (due by Feb 28th, 2025)

Thanks

MASKED Resident Name(s)

History of events (continued)

- February 21, 2023: Phone call: Resident to HOA Manager – 11:26
 - Discussion: Resident expressed confusion – where was this expectation
 - HOA Manager summary response – I have seen the documents that have been sent to you
 - Resident: I have no document with what this letter from an attorney states
 - HOA Manager summary response – I have seen the documents that have been sent to you
 - Resident: We have talked with (MASKED: HOA Employee) multiple times and this never came up
 - HOA Manager summary response – I have seen the documents that have been sent to you
 - Resident: my (spouse name) has talked with (HOA Management company employee) – did this come up in any conversation?
 - HOA Manager summary response – I have seen the documents that have been sent to you
 - Resident: What of this attorney
 - HOA Manager summary response – I will let them know you are complying and I will copy you on the email

- February 21, 2023: Resident email to HOA Manager (data masked)

From: MASKED-Resident@outlook.com>

Sent: Friday, February 21, 2025 12:56 PM

To: MASKED-HOA Manager @ccmcnet.com

Cc: MASKED-Resident@outlook.com>; MASKED- HOA Management Employee @ccmcnet.com;

Subject: RE: ADDRESS MASKED Drive Covenant Violation

MASKED HOA Manager

Can you please provide any HOA process or instructions when I have dispute with the HOA on enforcement charges where the dispute is allowed review and oversight if those charges are rightful?

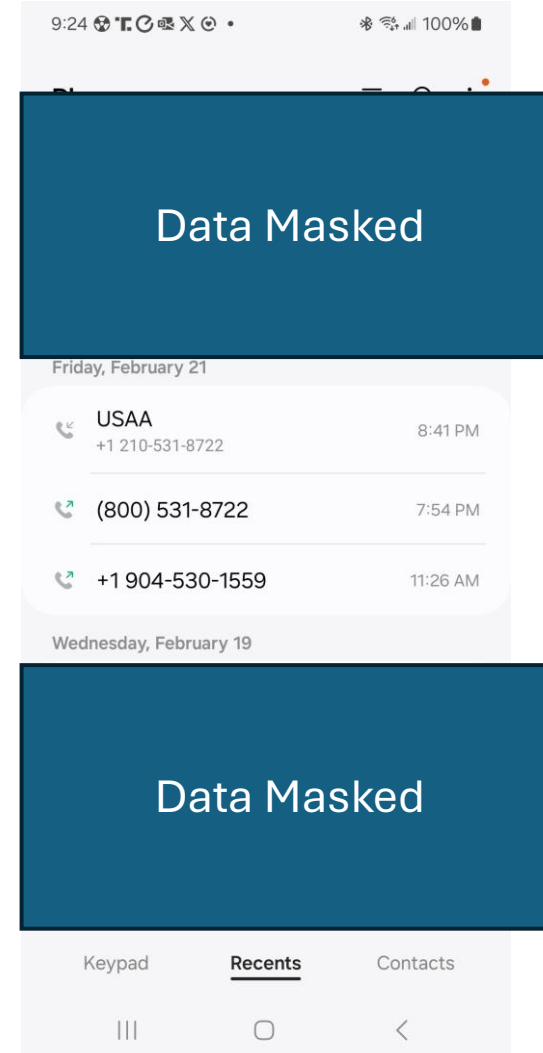
As I do not feel (or have evidence) on the clarity of “STOP” versus “complete” that drove the HOA to escalate this enforcement direction incurring associated legal charges. I need to understand what due process exists

Clearly stating: I wish to dispute that I am being charged additional enforcement fees where I attest that HOA has culpability where it is not clear within its’ enforcement process and expectations. Subsequently the HOA arrived at a decision I am not complying and then engaged to pursue legal action and associated fees that were unnecessary.

If there is no existing HOA process, I am assuming that I need an Attorney and the legal process by the State or governing county to evaluate and make judgement on my concern. With attempt to handle this at the lowest level and cost, wish see what any existing HOA process is for dispute and review

Thanks

MASKED Resident name



History of events (continued)

- **February 21, 2023: Resident email to Attorney – follow up (Data Masked) – Resident sent because the HOA Manager did not provide (based on his statement) any copy the Attorney was notified of compliance**

From: MASKED-Resident@outlook.com>

Sent: Friday, February 21, 2025 5:52 PM

To: MASKED-Resident@outlook.com> ; ' MASKED-Attorney @flcalegal.com>

Cc: MASKED HOA Management Employee@ccmcnet.com>; MASKED HOA Manager @ccmcnet.com>

Subject: MASKED Address - Drive Covenant Violation

Masked Attorney Name

Per my discussion (held at call placed today 11:26 EST), MASKED-HOA Manager stated he would communicate with the attorney office and I would be copied and I have not seen that correspondence. Post my email to your office I sent a follow up email message direct to MASKED-HOA Manager with no response. (sent at 12:56 EST today)

I am reporting so you are office is aware work has STOPPED

I am also reporting that I requested any HOA dispute process to the claimed charges for noncompliance. I am uncertain on any due process within HOA enforcement actions and realize you represent their interests. I am not paying any funds at this time until I understand agreed to (HOA) due process for dispute. If there are no processes and this charge is still levied; I will secure legal representation and have them reach out to the HOA and your office to properly handle this concern.

Resident Name(s) MASKED

MASKED ADDRESS Drive, Yulee FL 32097

C: MASKED NUMBER

Resident first name Masked C: MASKED NUMBER

It is best to coordinate Resident name, I work from home and (gender masked) can get my attention to any necessary communications

MASKED-Resident Name

History of events (continued)

- **February 23, 2025- Email sent by Resident to HOA Manager, HOA Management Employee and Attorney**

From: MASKED-Resident@outlook.com>

Sent: Sunday, February 23, 2025 1:44 PM

To: MASKED-Resident@outlook.com> ; MASKED-Attorney @flcalegal.com>

Cc: MASKED HOA Management Employee@ccmcnet.com>; MASKED HOA Manager @ccmcnet.com>

Subject: MASKED Address - Drive Covenant Violation

MASKED HOA Manager (et all)

Update: I found the letter directing to STOP today in my mailbox dated 2/13/25, post marked the 14th, possible delivered on 2/15/25. As I travel for work and have not checked my physical mail box – I am uncertain the exact date this letter was delivered.top

Timeline of events and communications: please for any due process considerations within the HOA. If there is no due process, then I will have to walk this timeline and other evidence in a higher level authority (court actions) which I am trying to avoid.

January, 29 2025: HOA representative (MASKED HOA Management Employee) emails us at MASKED-Resident-Email stating the HOA has seen the shed and that we need to “submit the DRC application” for “approval prior completing construction”

- Same date: Resident immediately submits information with statement where confusion existed based on a verbal discussion/inquiry

February 7 - 10, 2025: we were not home and were in MASKED-different-City-FL

February 11, 2025: MASKED-Resident Name, email, requests status of the DRC with response from MASKED HOA Management Employee “I'll follow up with the DRC and let you know what they say.”

February 11 to 13: MASKED HOA Management Employee physically came to our residence to review an earlier concern with the trashcan run installation. There was no discussion of any letter or STOP guidance provided – uncertain the date of this visit but it was between these three days with our assumption it was February 12th. Was not recording this as a significant concern (from the HOA)

February 13, 2025: responded to inquiry (MASKED-Resident Name and MASKED HOA Management Employee) by email “Hi MASKED-Resident Name, I'll follow up with the DRC and let you know what they say.”

- February 13, 2025: HOA prepares a letter for compliance

February 14, 2025: MASKED-Resident Name emailed “We are very hopeful there are not concerns. There is an additional privacy wall from the busiest street – which I think, is the trigger the shed can be seen”

- February 14, 2025: HOA has time stamp on letter for compliance – this letter has the words “STOP” in the document

- HOA-Resident-Masked phone call to office – left message

February 15, 2025: Assumed first delivery date of the HOA letter

February 15-17, 21025: we were not home and were in MASKED-different-City-FL

February 18, 2025: MASKED-Resident Name phone call to office – left message

February 20, 2025: MASKED-Resident Name contacted HOA MASKED HOA Management Employee twice by phone inquiring on status between 2/14/25 and this date checking on status of DRC and HOA guidance

History of events (continued)

- **February 23, 2025- Email sent by Resident to HOA Manager, HOA Management Employee and Attorney – continuation of email)**

February 21, 2025: Attorneys for HOA emailed by **MASKED-Resident-Email** with Demand Letter

- **Masked-Resident-name** contacts HOA speaks with **Masked-HOA-Manager** confused on this action – assured HOA will contact attorneys office and position argument that we (**MASKED-Resident-Names**) were informed
 - o At this point, we were not informed of any demand or courtesy letter... It NEVER came up by anyone with multiple opportunities such as email to which we have been continually responsive or discussions held
- **MASKED-Resident-Name** contacts Attorneys to provide statements required on STOP
- **MASKED-Resident-Name** follows up due to not seeing the communications and explained by **Masked-HOA-Manager** so the Attorney are aware. Includes request for any existing HOA Due Process whereas the resident (**MASKED-Resident-Names**) do not feel the HOA met it's obligations to communicate and affirm that the residents understand any compliance concerns/directives

I have serious concerns that the HOA communication process are lacking with multiple opportunities to not escalate. Sending a letter, having no confirmation that we were aware of that letter, having multiple communication touchpoints (emails, phone calls) and never mentioning this letter is a failure on the HOA followed by a decision to escalate (unnecessarily) legal representatives. Comically, your Attorney office seems to be better. They emailed me and I responded same day. I don't know why the HOA failed for over 7 days to communicate it's concerns in a manner that affirmed our understanding but that was the HOA decision and approach.

I feel we did the right thing engaging in the DRC process and communicating continually with the HOA staff but am now being blindsided by the approach taken by the HOA. I wish to resolve this, but if the HOA does not deescalate this direction, I have no choice but to match. I am assuming this will incur additional fees on both parties which is another unnecessary direction and decision by the HOA. Everyone who reads this please understand this. I am a Military Officer. I do not "break rules" and I am built with integrity. This effort is a blindside hit to us and I will not pay extra when I feel that an opposing party built the conditions and made the decision to be at this stage of the "concern". So yes, I would rather fight this at thousands of dollars to stand on principle. We would not be here if you had better communications and processes to manage this community. While this is a small sum, it is the principle of argument that the HOA failed to confirm that we understood any condition of non-compliance prior to escalation of engaging attorney offices. Had the HOA informed me and confirmed I understood, I would have complied prior to the escalation and fiscal costs incurred.

Three things

1. I am waiting for any due process from the HOA on this matter
2. I have put my application together to join the HOA Board of Directors and will send that in separate correspondence within intent to aide in correction of these mismanaged processes. I am hopeful I can contribute to the improvement of HOA services (pro bono) by providing my expert judgement and skills around the root causation of this problem. Literally correct these mismanaged conditions on a daily basis for fortune 500 customers.
3. I will remit payment based on the board application requirements with expectations those funds are possibly returned after due process is completed

I am in process of downloading the entire library of HOA documents there in disarray. They are difficult understand if you can find the rules and guidance. I will begin my journey in being an expert in all things performed by this HOA

Thank You

MASKED-Resident-Name, (MASKED-Rank) USAF (ret)

History of events (continued)

- **February 23, 2025: Follow up Resident email to HOA Manager, HOA Management Employee, HOA Attorney – correction of mistyped or stated**

From: MASKED-Resident@outlook.com>

Sent: Sunday, February 23, 2025 4:02 PM

To: MASKED-Resident@outlook.com> ; MASKED-Attorney @flcalegal.com>

Cc: MASKED HOA Management Employee@ccmcnet.com>; MASKED HOA Manager @ccmcnet.com>

Subject: MASKED Address - Drive Covenant Violation

One additional correction to my previous email

I just read the HOA provided letter (from my mail box) dated February 13, 2025. The letter states “We understand that many times residence are simply unaware that a problem exists or we may have observed a very temporary situation. However, we ask for your cooperation in remedying the concern in a timely manner r contacting the office regarding the situation within the next 15 days”

It is curious that this letter (which I just opened today) gives a timeline of 15 days to remedy the concern and contact the office but the attorney letter is send at +7 days from this letter. Someone able to educate me on what your expectations and enforcement process are? I am very confused on how to comply with the current process and communications.

- I did contact the office (shown in the timeline) – never clear this letter existed or “stop” stated
- I did initiate the process for DRC when notified by email. I did not stop, agreed. However, I assumed engaging in the DRC process was required and initiated that process based on the communications that was occurring from Jan 29 to Feb 20, 2025.
- I did not stop construction because it was smaller efforts that do no “complete” the project – maybe my poor judgement to understand your intent with the communications provided. I don’t read intent, I read definitions and what I received I did not understand we were failing to meet your intent until the demand letter was sent and effectively communicated the definition of your intent (stop construction)

v/r

MASKED-Resident-Name

History of events (continued)

- **February 23, 2025: Email sent by Resident to HOA Manager, HOA Management Employee and Attorney – confirmation of governance/guidance – these were hand typed as the documents reviewed are images and cannot be searched nor copied and pasted as reference**

From: MASKED-Resident@outlook.com>
Sent: Sunday, February 23, 2025 6:46 PM
To: MASKED-Resident@outlook.com>; MASKED-Attorney @flcalegal.com>
Cc: MASKED HOA Management Employee@ccmcnet.com>; MASKED HOA Manager @ccmcnet.com>
Subject: MASKED Address - Drive Covenant Violation

HOA staff, maybe I found it – I am studying all these “Governing Documents”
Deed Enforcement policy approved 6.20.18 (attached)

Strange thing is the first paragraph leading with

“The Association may, but shall not be obligated to, use the procedures set forth herein for the purposes of enforcing the terms of the Declaration... “ later “The Associate shall not be required to exhaust the remedies provided in the is policy prior to initiating legal proceeding so or pursuing other remedies to enforce the Governing Documents.”

Is this translated to mean in layman's terms – we have a process but we may deviate and not follow this process? We will do as we wish regardless of the announced timelines and process laid out? Does this mean the Board is not consulted prior to engaging legal proceedings and Attorney action?

From the document

Initial Letter- Written correspondence (1st letter) will be sent regular mail and email (if on file) to the homeowner and tenant (if applicable) of a violation requesting compliance. The following schedule of correction dates will be used for the 1st Letter. (below examples are representative and do not constitute a complete list.)

- 5 days – trash cans, boats & recreational vehicles, routine lawn maintenance (mow, edge, rim, etc.), play equipment, misc. items stored on side of home.
- 15 days – Architectural violations (work already completed without an application), lawn maintenance (treat turf weeks, replace dead plants, mulch, etc), pressure washing.
- 30 days – sod replacement, paint house and major repairs.

If compliance is not obtained per the above schedule, proceed to the 2nd letter. If home appears vacant, proceed to abatement letter.

2nd Letter – Written correspondence will be sent regular mail and email (if on file) to the homeowner and tenant (if applicable) of a violation requesting compliance. The 2nd letter will indicate that if compliance is not obtained within a specified time period, then the matter will be referred to the Board and subject to a fine and/or referred to the Associate’s attorney.

Abatement Letter – sent certified and regular email (in lieu of 2nd Letter) Written correspondence will be sent via certified, regular mail and email (if on file) to the homeowner and tenant (if applicable) of a violation requesting compliance immediately upon receipt, or the Association may enter on the to the property and perform the necessary work. Owner will be billed for whatever service is required

3rd Warning Letter – Written correspondence will be sent via certified and regular mail to the homeowner and tenant (if applicable) with the following:

- The Nature of the alleged violation
- The proposed sanction to be imposed, i.e. (refer to complete list in Chapter 8.2.(a) of the Community Charter)
- Board will have the authority to levy a fine up to \$100.00 per day, per violation
- Suspend the right to use Common Area facilities, Association sponsored events and/or recreation events (other than as required to provide vehicular and pedestrian access and utilities to the Unit which they own or occupy).

Charter “Recorded Amended Charter & A&R Bylaws c 09 27 21.pdf”

I am reading the Amended Charter and it states “The board of its delegate shall server the alleged violator (and , if the alleged violator is not an Owner also the Owner of the Unit of which the alleged violator is an occupant, licensee or invitee), with written notice (as) describing the nature of the alleged violation, (b) describing the proposed sanction to be imposed, (c) stating that the alleged violator shall have 14 days to present a written request for a hearing before the Covenants Committee appointed pursuant to Article 5; and (d0 stating that he proposed sanction maybe imposed as contained in the notice unless a hearing is request within 14 days of notice.”

- February 23, 2025: Email sent by Resident to HOA Manager, HOA Management Employee and Attorney – confirmation of governance/guidance (continued)

9 [RECORDED Amendment to Charter BK2594 PG1416 c 10 06 22.pdf](#) – does not mention anything on enforcement so I am setting that aside

[Community-Name-Masked Residential Charter - CCRs-ByLaws-AOI.pdf](#)

- Has a chapter 8 on enforcement that is similar to the document “Deed Enforcement policy approved”
 - Should be enough to ask a few questions
 - Which document is the superior document? The bylaw or the specific deed enforcement policy? Normally there is a mater document like Charter that builds Bylaws that builds processes – correct? So the Process “Deed enforcement...” is the governing document that articulates to the audience (residents/tenant/stakeholder) how enforcement will be pursued?
 - Is the Deed Enforcement document the outline of the correct enforcement process?
 - If so, the initial letter (February 13, 2025) allots 15 days for my condition/concern, correct? Which would be February 28, 2025 at best from letter date
 - If so, the legal process engaged is in violation of the agreed to document and enforcement process, correct?
 - Important note on these understandings: I have not received the 1st letter by email as per this document’s process
 - oI have not had a second letter prior to engaging the attorney office as per this document
 - If the Deed Enforcement language allows to deviate from the outlined process, can the HOA go direct to Attorney actions without the Board consent. Can the HOA do this action without any confirmation the “violator” is informed with specificity on the violation, the expectations and timelines?
 - Policy and governance in these documents give reference to under documents. Reader cannot find or validate they know they are reading the correct referenced document as it is continually written with inference. Is the HOA obfuscating the tenants and reader and then levying an enforcement action that is undefined?
 - Policy and guidance in the DEED ENFORCE document is vague where it references loop hole language of such as “(below examples are representative and do not constitute a complete list.)” which is not understood language. This specific and cited example does not allow for the reader (customer/tenant) to understand all possible conditions, limits of those conditions, costs or enforcement expectations of the conditions when stating “does not constitute a complete list”. Where is the complete list?
- I will hunt around to see if I can tape these considerations together to better understand what the enforcement process is. I am very confused on how to understand this process. I requested answer to this enforcement process to [HOA-Manager-Masked](#) (manager) and did not receive any reply, confirmation that was received or an answer. From a general rights perspective, I am hopeful that I am not being held to a timeline when I have requested clear guidance, clear expectations. Everything around this situation and use case is just a complete blindside and I am not sure that my spending 8 hours of research, studying have provide me any clarity based on what I can find from the HOA.
- Perhaps I can setup a discussion to understand this governance. If I need an attorney present to do this, please let me know.
- Just a side note, the published information on the website. You have a compliance concern where three years of finance documents are not present for the Commercial side of the business or HOA responsibilities. I will check but I think by FL Law they have to be accessible. Uncertain those rules, but I will read more on what FL Law requires after I read the 100 to 120 documents I downloaded today.

Data
Masked

Commercial Association Documents

For the Wildlight Commercial Association Use Indemnification agreement, [click here.](#)

Budgets and Finances

Data
Masked

2018	Commercial Association Financial Statements
2019	Commercial Association Budget Narrative
2019	Commercial Association Budget Summary
2019	Commercial Association Light Service Area Budget Summary
2019	Commercial Association Light Service Area Budget Narrative
2020	Commercial Association Budget
2020	Commercial Association Financial Statements
2020	Commercial Association Parking Lot Service Area Budget
2024	Commercial Association Budget Narrative
2024	Commercial Association Parking Lot Service Area Budget
2025	Commercial Association Budget Narrative
2025	Commercial Association Service Area Budget

History of events (continued)

- **February 24, 2025: Email received HOA Manager to Resident**

From: MASKED HOA Manager @ccmcnet.com>
Sent: Monday, February 24, 2025 7:30:50 AM
To: MASKED-Resident@outlook.com> ; MASKED-Attorney @flcalegal.com>
Cc: MASKED HOA Management Employee@ccmcnet.com>;
Subject: MASKED-Resident-Address - Drive Covenant Violation

Good morning, MASKED-Resident-Name.

Thank you for reaching out with your inquiry. I understand the importance of having clarity on the process for resolving disputes related to enforcement charges. To ensure you receive the most accurate and comprehensive guidance, I will defer to the association attorney, who can provide you with a clear understanding of the procedures in place for reviewing and overseeing such matters. If you require any assistance in facilitating communication with the attorney or obtaining relevant documentation, please let me know. I am happy to help in any way I can.
Best regards,

- **February 24, 2025: Email from Resident sent to HOA Attorney**

From: MASKED-Resident@outlook.com> ;
Sent: Monday, February 24, 2025 7:37 AM
To: MASKED HOA Manager @ccmcnet.com> ; MASKED-Attorney @flcalegal.com>
Cc: MASKED HOA Management Employee@ccmcnet.com>;
Subject: MASKED Address - Drive Covenant Violation

MASKED-attorney-Name

Will wait to hear from you. Very confused how this got to your level without my awareness or the concern or allowance to correct before getting to this level.
Via Masked-Resident-name cell

- **February 25, 2024: HOA resident follow up email to HOA Attorney**

From: MASKED-Resident@outlook.com> ;
Sent: Tuesday, February 25, 2025 5:12 PM
To: MASKED-Resident@outlook.com; MASKED HOA Manager @ccmcnet.com> ; MASKED-Attorney @flcalegal.com>
Cc: MASKED HOA Management Employee@ccmcnet.com>;
Subject: MASKED Address - Drive Covenant Violation

MASKED-attorney-Name

Any idea when you will get back to me on this?

Masked-Resident-name

History of events (continued)

- **February 27, 2025: HOA Management Company Employee Email to HOA Resident**

From: MASKED HOA Management Employee@ccmcnet.com>;

Sent: Thursday, February 27, 2025 2:05 PM

To: MASKED-Resident@outlook.com>

Cc: MASKED HOA Manager @ccmcnet.com>

Subject: Project Update

Hi MASKED Resident Name and Resident Name,

I hope you're doing well! I just wanted to touch base with you and let you know that I followed up with the Town Architect on your project, and they let me know that they are still in the review process, but we hope to have their review comments early next week!

Have a great weekend,

MASKED HOA Management Employee, LCAM

Assistant Community Manager

MASKED Resident Area Name Residential Association

MASKED Resident Area Name Commercial Association

57 Homegrown Way Suite 303, Community-Name-Masked FI 32097

MASKED website (governance documents directions are unclear if this can be stated in public without legal concerns)

www.CCMCnet.com p: 904-530-1559

- **February 27, 2025: HOA Resident to HOA Management Company Employee Email**

From: MASKED-Resident@outlook.com>

Sent: Thursday, February 27, 2025 3:36 PM

To: MASKED HOA Management Employee@ccmcnet.com>;

Cc: MASKED HOA Manager @ccmcnet.com>

Subject: RE: Project Update

Thank you MASKED HOA Management Employee

To confirm based on HOA concerns there is no work being performed and we are still pending the due process and defined escalation process of enforcement from the HOA. HOA-Manager-Masked identified the Attorney's would provide that information and not received to date. Pending an understanding of the enforcement process and where due process exists with Attorney statements to remit administrative charges/fees. If we have the proposed fees adjudicated properly we will remit those requested fees/payments.

History of events (continued)

- **February 28, 2025: HOA Management Company Employee to HOA Resident – Deny application**

From: MASKED HOA Management Employee@ccmcnet.com>;

Sent: Friday, February 28, 2025 4:06 PM

To: MASKED-Resident@outlook.com>

Cc: MASKED HOA Manager @ccmcnet.com>

Subject: MASKED-Community-Name DRC Application- Shed and Patio Project

Hi MASKED-Resident-Names,

I hope you are doing well.

Unfortunately, your application is not approved at this time due to insufficient information. For further details on what is needed, please refer to the attached letter. We welcome your revised submission and are happy to assist you with any questions.

Have a good weekend,

MASKED HOA Management Employee, LCAM

- **February 28, 2025: HOA Management Company Employee to HOA Resident**

From: MASKED-Resident@outlook.com>

Sent: Friday, February 28, 2025 4:28 PM

To: MASKED HOA Management Employee@ccmcnet.com>;

Cc: MASKED HOA Manager @ccmcnet.com>

Subject: Re: MASKED-Community-Name DRC Application- Shed and Patio Project

I'll work on it tomorrow

You'll have it when you come in Monday

Thanks

Any idea, on a separate issue, when I get the process I've asked about? Escalating to the attorneys and enforcement? Where i have fees i wish to dispute? I don't know the process so I'm uncertain what was followed. My limited reading has me concerned this was escalated improperly without due process

Which. Okay. Mistakes happen.

Thanks

History of events (continued)

- March 1, 2025: HOA Resident to HOA Management Company Employee- attempt to resubmit

From: MASKED-Resident@outlook.com>

Sent: Saturday, March 1, 2025 12:58 PM

To: MASKED HOA Management Employee@ccmcnet.com>;

Cc: MASKED HOA Manager @ccmcnet.com>

Subject: RE: MASKED-Community-Name DRC Application- Shed and Patio Project

I am getting started on my homework but I do wish to call out that this is another process that is frustrating

I am attaching what I have from the first communications on this matter and I answered every question asked in this document.

Now I get a DENY consideration with additional questions well above and beyond the first communications

HOA-Manager-Masked

I would like to speak to someone in leadership of the Board or management. I am attempting to comply with direction, find guidance that countermands what is happening in process, continual creep of questions where I am guessing. This is not good for the community, the HOA or me specifically. I can't comply with something if I have to guess or iteratively respond.

From the most recent attachment sent now I have some VERY Specific questions never asked before. Also requiring things that require professional services like a draftsman, survey team to solve for.

I will not engage to understand what the DRC Decision processes are. I'd like to understand the specific task and asks that the DRC committee or agency has to perform to as measurable tasks in the DRC decision process so I can understand how information is not communicated clearly to the HOA membership

Thanks

MASKED-Resident

History of events (continued)

- March 1, 2025: HOA Resident to HOA Management Company Employee- attempt to resubmit

From: MASKED-Resident@outlook.com>

Sent: Saturday, March 1, 2025 12:58 PM

To: MASKED HOA Management Employee@ccmcnet.com>;

Cc: MASKED HOA Manager @ccmcnet.com>

Subject: RE: MASKED-Community-Name DRC Application- Shed and Patio Project

I am getting started on my homework but I do wish to call out that this is another process that is frustrating
I am attaching what I have from the first communications on this matter and I answered every question asked in this document.
Now I get a DENY consideration with additional questions well above and beyond the first communications

MASKED-HOA-Manager

I would like to speak to someone in leadership of the Board or management. I am attempting to comply with direction, find guidance that countermands what is happening in process, continual creep of questions where I am guessing. This is not good for the community, the HOA or me specifically. I can't comply with something if I have to guess or iteratively respond.

From the most recent attachment sent now I have some VERY Specific questions never asked before. Also requiring things that require professional services like a draftsman, survey team to solve for.

I will not engage to understand what the DRC Decision processes are. I'd like to understand the specific task and asks that the DRC committee or agency has to perform to as measurable tasks in the DRC decision process so I can understand how information is not communicated clearly to the HOA membership

Thanks

MASKED-Resident

- March 1, 2025: HOA Resident to HOA Management Company Employee- correction of previous email

From: MASKED-Resident@outlook.com>

Sent: Saturday, March 1, 2025 2:59 PM

To: MASKED-Resident@outlook.com> ; MASKED HOA Management Employee@ccmcnet.com>;

Cc: ' MASKED HOA Manager @ccmcnet.com>

Subject: RE: MASKED-Community-Name DRC Application- Shed and Patio Project

I will now engage to understand what the DRC Decision processes are.

Correction

Will send one more email with updates to answer these questions without securing professional services

If this fails, then I will need time to get professional services involved to provide the requested information MASKED-Community-Name

History of events (continued)

- March 1, 2025: HOA Resident to HOA Management Company Employee- clarification of expectations

From: MASKED-Resident@outlook.com>

Sent: Sunday, March 2, 2025 3:35 PM

To: MASKED-Resident@outlook.com> ; MASKED HOA Management Employee@ccmcnet.com>;

Cc: MASKED HOA Manager @ccmcnet.com>

Subject: RE: MASKED-Community-Name DRC Application- Shed and Patio Project

I am attaching the response to this deny letter for requested approvals.

As to this thread/email with a DENY letter due to insufficient information: I am growing in my concern the HOA lacks competence to perform the function in a satisfactory approach to work with the HOA customers (body of stakeholders). I have attempted to comply, communicate and meet with all HOA expectations and am witnessing weaknesses where the HOA does not communicate processes, does not reference or cite governances, does not respond in a timely manner prior to engaging in escalation that incur costs. When requesting information the response appears to be ignored or treated contemptibly where the HOA management will get to it when they feel like it, while in the same duration are inflicting threats and financial costs to the HOA member (that would be us in this context). I am hopeful that this is a one off condition of miscommunications but my attempts to work with the HOA are not sufficient to deescalate or communicate timely and effectively.

The specifics of my concern in the Deny letter are: there isn't transparency on the expected information and I am guessing. Attempts to answer questions were insufficient to these guesswork efforts on my behalf. The understanding on what the DRC needs to evaluate (process and specific actions or evaluation points of an application) to meet HOA expectations are communicated piecemeal directly contributing to the anxiety of the HOA member (that would be us) to meet the expectations --- again, which were not clearly communicated

- Request to understand the governance and guidance of the DRC process, DRC employed members (or pro bono), areas of consideration by checklist of summary of the items required for review
- Request to understand the governance and guidance of the DRC process for the HOA member in transparency of the process, expected submission information with sufficient level of approval (e.g. permits now requested which is additional documentation that could have been requested in the first communications, but was not. This is only one example. There are drainage maps, survey and civil engineering tasks plausibly in this request for information but I really don't know because it has never been made clear to us what we needed to submit)
- Explanation that we had verbal discussion stating that, in regards to a shed "We don't care what you do in your backyard unless we see it from the street – then you would need a DRC" but the written governance I am independently reviewing is contradictory to this statement

The HOA action are contributing to

Damages:

- Emotional and anxiety damages to the HOA resident/stakeholder caused by HOA misstatement, conflict of guidance and HOA follow-on and independent decisions to escalate to Attorney and fees without clarity that I understood the HOA concern or expectation
- Costs in time which can be converted to costs in effort (dollars) - I have put hours into this now that I am responding to the HOA lack of clarity and I am reworking answers based on HOA inability to clearly explain process, expectations and timelines
- Risk to project where HOA resident, in good faith, felt there was no violation – now at risk for contracts of money spent and retaining labor to continue scheduled work. Again, based on the HOA conflicting statements and lack of clarity on expectations or with communications where I was told one thing now being enforced with other guidance and communications. I only know I have to stop and get approvals and my attempt to submit are now denied (this letter) based on HOA failures to clearly communicate what the HOA member needed to produce for information to meet compliance with HOA expectations
- Risk to project where HOA resident has been placed into the position to lose costs (the work performed) based on HOA conflicting guidance/statements that would have precluded the HOA resident from any expenditure if guidance and discussion were clearly communicated.

History of events (continued)

- March 1, 2025: HOA Resident to HOA Management Company Employee- clarification of expectations (Continued)

I am getting very frustrated with this situation and will state clearly, you are not building a good case against me with more attorney statements and no responses to clear asks that are being ignored. I get back from my trip end of the week. If I don't have any traction, management leadership (above MASKED-HOA-MANAGER) scheduled, answers to my inquiries. We will have no choice but for me to escalate and I really don't want to do that. This is a Shed. It matches my house. This is not inventing a new electric car. People have sheds built daily. I am not really sure I understand why the HOA is not able to support and solve such a basic. I also don't understand why the HOA went nuclear to legal process when I was completely unaware and misguided in the communications we had.

Board Election Process:

To contribute to the success of the HOA, I have sent my nomination for Board of Directors as the Director with confidence I can provide improved leadership to correct these weaknesses (if so elected). If I am not successful in the election, I will need to better understand the communication processes to address my lack of confidence concerns. I believe assisting me in understanding how to work with the HOA is a responsibility of the HOA and its' management.

Attorney demand letters:

I have received two letters today: Both post marked February 21, 2025, Exact same letter. One is certified mail the other is not. If this was intended for signature, that did not happen. As I am not being given any answers from the attorney or the HOA on due process; I will return from my business trip end of week with hopes to have that information provided. If I do not have an answer on this process, I will retain legal counsel to engage with appropriate steps to obtain this information that has been requested (multiple times).

Thanks

Masked-HOA-Resident

History of events (continued)

- **March 7, 2025: HOA Manager to HOA Resident**

From: MASKED HOA Manager @ccmcnet.com>

Sent: Friday, March 7, 2025 7:43:31 AM

To: MASKED-Resident@outlook.com>

Subject: Re: MASKED-Community-Name DRC Application- Shed and Patio Project

Good morning, MASKED-Resident.

I hope your week has gone well.

I am reaching out to see if you would like to meet to discuss any of your questions and concerns. I am available on Monday or Wednesday if either of these days work with your schedule.

Looking forward to hearing back.

Have a great weekend.

MASKED HOA Manager, CMCA AMS PCAM

Community Manager

MASKED-Community-Name Residential Association, Inc.

MASKED-Community-Name Commercial Association, Inc.

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MASKED website (governance documents directions are unclear if this can be stated in public without legal concerns)

57 Homegrown Way, Suite 303 • MASKED-Community-Name, FL 32097

www.CCMCnet.com office: (904) 530-1559

- **March 7, 2025: HOA Manager to HOA Resident**

From: MASKED-Resident@outlook.com>

Sent: Friday, March 7, 2025 7:46 AM

To: MASKED HOA Manager @ccmcnet.com>

Subject: Re: MASKED-Community-Name DRC Application- Shed and Patio Project

I will look at my schedule

With out without your attorneys?

Via MASKED-Resident cell

History of events (continued)

- **March 7, 2025: HOA Resident to HOA Manager**

From: MASKED HOA Manager @ccmcnet.com>

Sent: Friday, March 7, 2025 7:54 AM

To: MASKED-Resident@outlook.com>

Subject: Re: MASKED-Community-Name DRC Application- Shed and Patio Project

Thanks for the quick reply.

It will be just me. Please know that I am committed to working with you to find a way forward that leads to a positive outcome.

MASKED HOA Manager, CMCA AMS PCAM

Community Manager

MASKED-Community-Name Residential Association, Inc.

MASKED-Community-Name Commercial Association, Inc.

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www.CCMCnet.com office: (904) 530-1559

- **March 7, 2025: HOA Manager to HOA Resident**

From: MASKED-Resident@outlook.com>

Sent: Friday, March 7, 2025 6:57 PM

To: MASKED HOA Manager @ccmcnet.com>

Subject: Re: MASKED-Community-Name DRC Application- Shed and Patio Project

I can do Wednesday at 930 – 1030 or 3 – 4 pm

I am waiting on a consultation with an attorney that I hope to accomplish prior to this meeting and if I can't accomplish that the agenda may be abridged until I can retain legal counsel. Prudence are for us to have legal counsel prepared as the HOA already has that initiated and taken actions through an attorney.

Thanks

History of events (continued)

- **March 7, 2025: HOA Manager to HOA Resident**

From: MASKED HOA Manager @ccmcnet.com>

Sent: Friday, March 7, 2025 7:54 AM

To: MASKED-Resident@outlook.com>

Subject: Re: MASKED-Community-Name DRC Application- Shed and Patio Project

Thanks for the quick reply.

It will be just me. Please know that I am committed to working with you to find a way forward that leads to a positive outcome.

MASKED HOA Manager, CMCA AMS PCAM

Community Manager

MASKED-Community-Name Residential Association, Inc.

MASKED-Community-Name Commercial Association, Inc.

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MASKED website (governance documents directions are unclear if this can be stated in public without legal concerns)

57 Homegrown Way, Suite 303 • MASKED-Community-Name, FL 32097

www.CCMCnet.com office: (904) 530-1559

- **March 7, 2025: HOA Resident to HOA Manager**

From: MASKED-Resident@outlook.com>

Sent: Friday, March 7, 2025 6:57 PM

To: MASKED HOA Manager @ccmcnet.com>

Subject: Re: MASKED-Community-Name DRC Application- Shed and Patio Project

I can do Wednesday at 930 – 1030 or 3 – 4 pm

I am waiting on a consultation with an attorney that I hope to accomplish prior to this meeting and if I can't accomplish that the agenda may be abridged until I can retain legal counsel. Prudence are for us to have legal counsel prepared as the HOA already has that initiated and taken actions through an attorney.

Thanks

History of events (continued)

- **March 10, 2025: HOA Manager to HOA Resident**

From: MASKED HOA Manager @ccmcnet.com>

Sent: Monday, March 10, 2025 2:20 PM

To: MASKED-Resident@outlook.com>

Subject: Re: MASKED-Community-Name DRC Application- Shed and Patio Project

Good afternoon.

I appreciate your update and understand your concerns. My intention was simply to provide assistance with your shed application. However, given the involvement of legal counsel, I will not be able to meet at this time.

Please don't hesitate to let me know if there is anything I can do to help with the application.

Best regards,

- **March 10, 2025: HOA Resident to HOA Manager**

From: MASKED-Resident@outlook.com>

Sent: Monday, March 10, 2025 5:17 PM

To: MASKED HOA Manager @ccmcnet.com>

Subject: RE: MASKED-Community-Name DRC Application- Shed and Patio Project

I am not sure I understand – your legal counsel stated you cannot speak with me?

If I am an HOA resident/member and have a series of questions that have yet to be answered – I need to have a better understanding of this.

Am I now being penalized by the HOA and HOA Manager for services I pay for?

I have no answers to a series of questions I submitted with a perspective that the HOA management company or manager is the responsible entity to answer those questions on existing policy, guidance, process.

Maybe I misunderstood the HOA management company functions – is there a list of services provided to the HOA membership that I can review so I understand if my questions are inappropriate for HOA management response?

to one of my earlier questions and concerns – I requested someone above your level (your boss) so I can have a discussion on concerns where I've inputs in (questions) and they seem to be ignored or deemed unnecessary to provide response too.

Now I am under the impression that services from the HOA management team are revoked to this HOA Member because of the HOA Manager "DECISION" to escalate the Enforcement process-- (that you will not provide me after 2+ weeks and deferred to an attorney who I cannot give direction to). You made the decision to go legal quickly and unaware if I even knew the concerns/direction of the HOA and now you are revoking any services or guidance to the community member (me) because of your decision?

Very concerning, very confused.

History of events (continued)

- March 10, 2025: HOA Resident to HOA Management Employee Email

From: MASKED-Resident@outlook.com>

Sent: Monday, March 10, 2025 5:24 PM

To: MASKED-Resident@outlook.com; MASKED HOA Management Employee@ccmcnet.com>;

Cc: MASKED HOA Manager @ccmcnet.com>

Subject: RE: MASKED-Community-Name DRC Application- Shed and Patio Project

MASKED HOA Management Employee

MASKED HOA Manager stated he cannot speak with me on this matter and to close the loop on this you may need to talk with him if you are allowed to answer this question. I am uncertain what can be stated due to the **denial of HOA services** directly to the Family – this address MASKED-Resident-Address Drive

If anyone can tell me where this application sits would be helpful

- Denied, start over we threw all your stuff out and you go back to GO and start over
- This is added to the existing request for review and those steps look like this (process)
- Based on the HOA Manager (MASKED HOA Manager) statement he cannot talk with us – all HOA services are denied or will be treated as NO SERVICE or RESPONSE going forward without clarification to the HOA Member - until legal issues are resolved
- Other options I am not aware of

Thanks

History of events (continued)

- **March 11, 2025: HOA Management Company Employee to HOA Resident**

From: MASKED HOA Management Employee@ccmcnet.com>;

Sent: Tuesday, March 11, 2025 10:05 AM

To: MASKED-Resident@outlook.com>

Cc: MASKED HOA Manager @ccmcnet.com>

Subject: Re: MASKED-Community-Name DRC Application- Shed and Patio Project

Good Morning, Mr. MASKED-Resident,

Thank you for reaching out. I understand that you feel you were denied services, and I'm sorry for the confusion. However, our services are still available to you. We are happy to assist further and clarify misunderstandings.

Your application was not approved because additional information was needed to move forward. Although the application wasn't approved initially, the designee did provide guidance on how to resubmit the application with the necessary details.

To help move the process along, you need to resubmit your application along with a lot survey, specs, and the requested information. Once I receive the updated documents, I will pass them along for review. If you have any questions about what's needed, we're happy to assist with that as well.

For your convenience, I've included the information from the letter below. I know I sent the Yard Features Guidelines back in January, but I am attaching them here as well for ease of access.

Have a good day,

MASKED HOA Management Employee, LCAM

1. Complete drawings with full dimensions (height, width, depth), including window sizes and their dimensions.
2. A site plan showing the shed, hardscaping, and any other improvements, with measurements from the house and property lines.
3. A material palette for the shed's siding, roof, and trim, along with details on the windows.
4. A color palette for all improvements, including the shed body, trim, roof, and pavers.
5. Evidence of a Nassau County building/zoning permit, if required.
6. If outdoor lighting is proposed, please provide the fixture type and location.
7. If landscaping is proposed, please provide a landscape plan with plant sizes, species, and locations.
8. A grading and drainage plan detailing how stormwater will be managed on the site, particularly runoff from the shed roof and walkways.

History of events (continued)

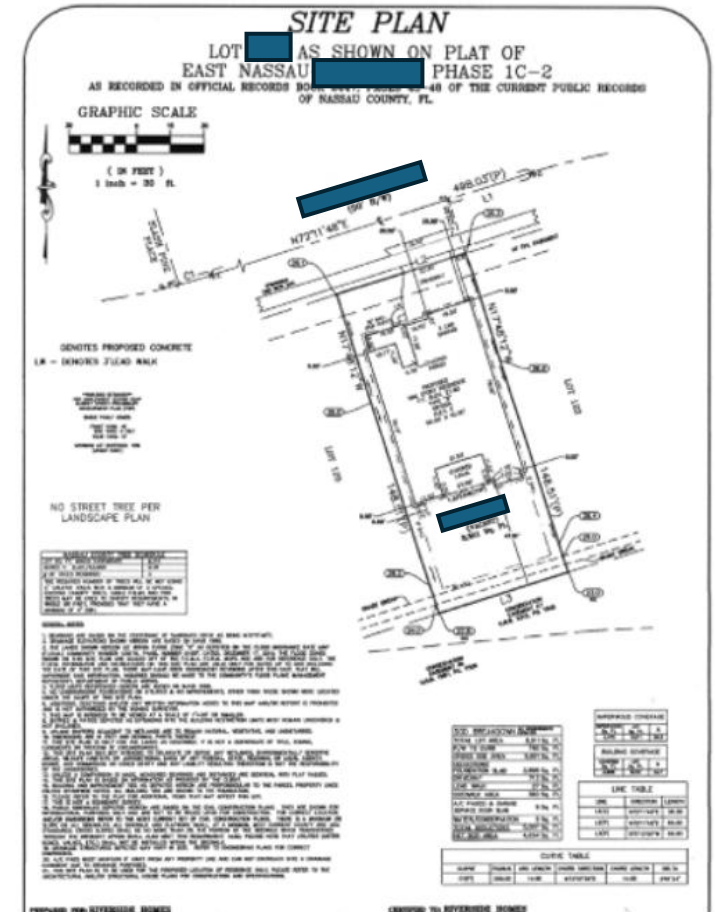
- **March 11, 2025: HOA Management Company Employee to HOA Resident**
From: MASKED-Resident@outlook.com>
Sent: Tuesday, March 11, 2025 11:50 AM
To: MASKED HOA Management Employee@ccmcnet.com>;
CC: MASKED HOA Manager @ccmcnet.com>
Subject: RE: MASKED-Community-Name DRC Application- Shed and Patio Project

Good Morning MASKED HOA Management Employee,
The additional information was already sent to both you and MASKED HOA Manager on 03/02/2025.

- **March 11, 2025**
From: MASKED HOA Management Employee@ccmcnet.com>;
Sent: Tuesday, March 11, 2025 12:19 PM
To: MASKED-Resident@outlook.com>
Cc: MASKED HOA Manager @ccmcnet.com>
Subject: Re: MASKED-Community-Name DRC Application- Shed and Patio Project

Hi MASKED-Resident,
I went back and reviewed the email from 03/02 and when both MASKED HOA Manager and I clicked the attachment, all we could see is the lot survey, like this:

- We asked for the information because we could not see anything but the thumbnail of the survey. However, I just attempted to download the info and realized that you did in fact attach the follow up information as a PowerPoint Presentation. I have already forwarded that to the designee of the founder, and we will still need an application as part of the formal process. I'm attaching a fillable one so it can be done quickly from any technological device.
- Thanks MASKED-Resident!



Author Note: I am guessing the Power Point file confused whomever – because there was a package to answer the request – not sure how to help someone who can't review a file with multiple pages, but this seems to be confusing to someone

History of events (continued)

- **March 11, 2025: HOA Management Company VP to HOA Resident**

From: MASKED HOA Management VP @ccmcnet.com>

Sent: Tuesday, March 11, 2025 4:43 PM

To: MASKED-Resident@outlook.com>

Subject: MASKED-Community-Name Support

Hello Mr. MASKED-Resident,

I hope this message finds you doing well.

My name is MASKED HOA Management VP and I work with the team at MASKED-Community-Name, providing support on behalf of the management company.

MASKED HOA Manager mentioned your shed and patio project, and I wanted to reach out to introduce myself. He also informed me that you wanted to speak with his supervisor, and I'd be happy to connect with you about that. Please let me know your availability this week if you'd like to discuss further.

I understand that MASKED HOA Management Company Employee spoke with your (MASKED-Resident-Name) earlier today and that another submission is currently under review. I'd like to clarify that none of your services have been discontinued. Whenever a resident mentions legal representation, we are instructed to cease direct communication on that subject in order to protect both the association and yourself. This does not affect any of your services.

I'm happy to answer any questions you may have, but even if you don't have any, I wanted to ensure you have my contact information.

Wishing you a great evening!

Kind Regards,

MASKED HOA Management VP, LCAM, CMCA, AMS, PCAM

Vice President, Community Operations

8360 E. Via De Ventura Blvd. L-100

AZ 85258

c: MASKED

[LinkedIn](#) | [Facebook](#) | CCMCnet.com



History of events (continued)

- **March 11, 2025: HOA Resident to HOA Management VP (this is multiple pages)**

From: MASKED-Resident@outlook.com>

Sent: Tuesday, March 11, 2025 10:20 PM

To: MASKED HOA Management VP @ccmcnet.com>

Subject: FW: MASKED-Community-Name Support

For discussion

Summary of Concerns where I can't authoritatively speak – need an attorney to guide me

- Selective Enforcement
- Possible Bullying or Harassment (if not – there are significant operating concerns)

Summary of Concerns (layman level)

I've attempted to comply with HOA governance, sought guidance to understand process, requested processes, submitted with good faith everything I thought necessary and the results are

- I submitted a DRC thinking we were good
 - o Answered questions and thought we were still good
 - o Had back and forth to follow up on this concern/action
- I am hit with Attorney action completely unaware of any concern and deeper review - this actions do not seem compliant with governance
 - o Request for processes are not provided
 - o Request for any information is ignored or in one case referred to an attorney who does not have requirements to respond to me
 - o My request to de-escalate or resolve this without additional expense is ignored
 - o I informed the HOA that since you went nuclear to attorneys I may need to get an attorney to understand this situation on multiple exchanges – so the most recent “I can't talk to you” does not muster
- My application DRC is frustrated by question I never received in a DENY application forcing me to start from the beginning in your process
- All inputs from Manager level are ambiguous. I don't understand any of the replies to drive any action or resolution. I just get continual nondirectional, deferral to an attorney or complete silence. The only attempt to talk on this shed concern was 3/7/24 and I am guessing at the discussion agenda until HOA-Manager-Masked says I can't talk to you and this is what we were going to discuss but cest la vie. Can't talk to you now because you said “attorney”
- I have a strong case for selective enforcement where the timelines and processes I can decipher show the HOA management in error with what would be expected proper communication, expectation management and timelines. You can't tell me I have 15 days and then charge me fees for attorneys 7 days later. It is also not clear why this went from first notification direct to attorneys when the guidelines were 4 steps in the process. I think. I really don't know because I get no answers from HOA Manager level to clarify anything

History of events (continued)

- **March 11, 2025: HOA Resident to HOA Management VP (this is multiple pages) – page 2 of email**

- One thing not related to the shed. There have been multiple newsletters stating that residents need to REFRESH the flower beds. We had deadlines in letters sent. We complied.
 - o Interesting thing: none of my neighbors have even complied... curious if this is an enforcement issue or not? How do you state a requirement and everyone in my vicinity except us comply with this requirement?
 - o Leads to a question I have not asked – will add to asks
- Another thing not related to the shed. Recently the “board of directors” email and candidates went out. Interesting observations
 - o The notification references how to bring your ballots in before the meeting if you cant attend but there is confusion on where are the ballots?
 - o The HOA manager statement mentions an attachment for EPROXY but there is no attachment
 - o I emailed on these communication gaps and the answer is “it might be in your mailbox or it will be soon”
 - o We create more confusion on this matter to conduct such an important process... I think?!
- Another thing on the board of directors vote communications
 - o I submitted as candidate for Director
 - o My submission never was coached and I am the only one who did resume format, everyone else did a couple paragraphs
 - o Is it possible that this was left as is with no coaching on format (which there was no example of format) because of concerns that I am a pain in the ass and I should ensure to look differently than other candidates in my BIO? That is conspiratorial, but a nudge of “this is what all others are doing” would be helpful so some of the kids is not like the others condition occurs with something as important as a member voted position

I am getting a feeling that I am on some kind of list which drive response of Ignore him, Separate him out from the herd for any voted position, Placate whatever is asked when you have to deal with him. A possible motivation on this is because I am asking really difficult stuff like what is your process? How did this get to this level? How do you deescalate? From my reading I see this as the governance – am I correct? How do I get DENY on a DRC when I don’t even know the questions I am being denied for?

Ask:

- I wish to understand the enforcement process
- What is authoritative guidance – e.g. charter has bylaws which has lower level clarification governance that describes processes
- What are the HOA services to residents and what can we expect (processes and timelines) in those services
- What is the transparency on enforcement actions? Do we get metrics with total counts and categories so we (resident members) can see the focus areas of HOA management concern?
- What are expectations for disputes? It has never been provided much like the enforcement process requested
- What is reasonable for “complaint” if the processes to a common task like build a shed is frustrated? I submitted, answered questions and then got denied without even having the questions sent to me. It is unusual to me that a professional HOA company can’t provide the process and requirements to do something as common as “build a shed” and yet what I have is all guesswork to meet the expectation.
- What is reasonable when requesting guidance on governance and process? Is this not a normal question from a resident/member? If it is unusual fine, but if not unusual – why can’t those questions be answered by the HOA Manager? I see lots of certifications and such (which I started researching) that says this is normal (my questions) and could/should be answered by maybe this ties back to “what is the HOA services to resident question” and I am making a poor assumption

History of events (continued)

- **March 11, 2025: HOA Resident to HOA Management VP (this is multiple pages) – page 3 of email**

Executive Summary of timeline

Oct 2024: We tried to get requirements on this plan with no response

Jan 2025: We thought we were okay based on a conversation during a visit for a different matter

Jan 29: We understood we needed to submit the DRC process but also understood that we could not COMPLETE the project until approved

- At this time, we directed the contractor to frame the structure (roof on top) to lock in all the work performed and not have any hazards with materials blowing around or walls falling over
- We submitted the DRC as requested

Feb 11 -14: we sent inquires on DRC (no one stated any concerns on our actions with this shed by email or phone call)

Feb 13: HOA prepared a letter which was not received until after federal holiday. HOA did not email this letter like the attorneys did – though governance states it should be

- Letter states 15 days to respond

Feb 20: Attorney prepare letter

Feb 20: HOA sends additional questions for DRC process

Feb 21: Attorney email letter to us – DEMAND LETTER

- I engaged HOA management with confusion
- I was told, by **HOA-Manager-Masked**, we were given clear guidance (letters) – this was not a true statement as we did not have the letter or expectations at this time
- I checked the mail – found the letter – first time we ever saw this expectation
- I began my research and tried to understand how we got to the point of attorneys and demand letters
- I stated my intent to comply and sent a series of questions
- All questions have never been answered

Feb 23: I studied governance from the HOA portal (180+ documents) to try to understand processes and sent series of question related to educating me on the processes being performed

- I never received answers to any questions
- I emailed attorney as per **HOA-Manager-Masked** direction and they never responded
- The process that **HOA-Manager-Masked** informed me to go to the attorney is an HOA managed process and I was (still am) confused how the attorney is supposed to answer this. My luck though because they have not communicated anything back to me since the Feb 21 engagement/communications
- Found the HOA letter that stated I needed to respond in the next 15 days

Note: HOA letter states 15 days, attorney letter comes 7 days later

History of events (continued)

- **March 11, 2025: HOA Resident to HOA Management VP (this is multiple pages) – page 4 of email**

Feb 23: I sent email with my current understanding of any process that includes 4 steps

Initial Letter- Written correspondence (1st letter) will be sent regular mail and email (if on file) to the homeowner and tenant (if applicable) of a violation requesting compliance. The following schedule of correction dates will be used for the 1st Letter. (below examples are representative and do not constitute a complete list.)

- 5 days – trash cans, boats & recreational vehicles, routine lawn maintenance (mow, edge, rim, etc.), play equipment, misc. items stored on side of home.
- 15 days – Architectural violations (work already completed without an application), lawn maintenance (treat turf weeks, replace dead plants, mulch, etc), pressure washing.
- 30 days – sod replacement, paint house and major repairs.

If compliance is not obtained per the above schedule, proceed to the 2nd letter. If home appears vacant, proceed to abatement letter.

2nd Letter – Written correspondence will be sent regular mail and email (if on file) to the homeowner and tenant (if applicable) of a violation requesting compliance. The 2nd letter will indicate that if compliance is not obtained within a specified time period, then the matter will be referred to the Board and subject to a fine and/or referred to the Associate's attorney.

Abatement Letter – sent certified and regular email (in lieu of 2nd Letter) Written correspondence will be sent via certified, regular mail and email (if on file) to the homeowner and tenant (if applicable) of a violation requesting compliance immediately upon receipt, or the Association may enter on the to the property and perform the necessary work. Owner will be billed for whatever service is required

3rd Warning Letter – Written correspondence will be sent via certified and regular mail to the homeowner and tenant (if applicable) with the following:

Note: This was never confirmed or responded to – is this process correct?

History of events (continued)

- **March 11, 2025: HOA Resident to HOA Management VP (this is multiple pages) – page 5 of email**

Shed communications summary

Note: this is a summary and I can provide the detailed emails with more than the summary that include my research summaries on governance documents and other commentary that I removed so you can see the history of the discussion and communication on the Shed efforts

10/28/24: **HOA-Resident-Masked** emailed **HOA-Management-Employee-Masked** to inquire on requirement to build a shed “ We would like to put a shed in the backyard. Are there size requirements for a shed? Also if we are allowed to place a shed are we allowed to put it on a concrete pad or does it need to be placed on something else?”

- Note: No response provided

1/15/25 (we guess or estimate as it was not written down by the HOA management or by us) – Due to neighbor complaints (**MASKED-Neighbor-Names**) on our “trashcan run” being installed by the contractor; **HOA-Manager-Masked** and **HOA-Management-Employee-Masked** “**HOA-Management-Employee-Masked**” came to the house to direct us the following:

- You can’t go over a property limit of 5 feet from the house
- You can’t step on your neighbors grass
- You can’t access your gate on this side and need one on the other side of the house
- You need to not have this gate on this side

My response:

- The gate is fine
- I wont touch the grass
- I will ensure the contractor understands the property boundaries and stays within that boundary
- I will have a gate placed on the opposite side of the house

I explained: both **HOA-Manager-Masked** and **HOA-Management-Employee-Masked**

- The developer is putting in a French drain on the other side of the house due to the level of moisture and marsh that is between houses
- I plan on having some type of walk due to the moisture
- To **HOA-Management-Employee-Masked**: (I pointed at a concrete pad that was built) Do I need to do anything with the HOA if I am going to build a shed on the pad?
 - o Answer “if it is not seen from the street we wouldn’t be concerned with what you do in the backyard. If you have any questions though, it might be best to submit a DRC”

NOTE: This was understood as not required because this is not seen from the FRONT street and later we discovered that was actually intended to mean “if anyone, anywhere, can see it... you need a DRC” which, later in reading I realize is not proper by existing governance and the shed would require a DRC regardless of being seen or not seen by anyone.

History of events (continued)

- **March 11, 2025: HOA Resident to HOA Management VP (this is multiple pages) – page 6 of email**

1/20/25: Started project with contractor

1/29/25: HOA email: identified that we were building a shed and directed we needed to do the DRC process prior to “completion” with attachment “Yard Features 1 (1).pdf

- **HOA-Management-Employee-Masked**: “We wanted to reach out because we noticed you are building what appears to be a shed or storage of some sort in the backyard. Because this can be seen from a common area/road, please submit a DRC application for approval prior to completing construction. Also, please attach a Lot Survey and any additional, helpful information such as color, style, etc. I have also attached the design guidelines outlining ancillary structures (Page 2: D-9).”

- HOA-Resident-Masked responded with the DRC application and baseline submission based on guidelines provided

I apologize **HOA-Management-Employee-Masked**

When you and **HOA-Manager-Masked** came by I had asked about this and though I understood if the shed could not be seen from the street to mean the front street. Anything I do in my yard will be seen by a side street. I will work up the application.

There will be an additional privacy wall to block the street view of the shed (straight wall) where we intend to put a paver patio. I will add those to this plan/application. This is to do a few things

- Privacy

- Block view of the shed (security) so people cannot see into it

Color and Style are intended to match the primary residence/house so it is esthetically similar to the primary residence (hardy bord, same color pallet)

2/11/25: **HOA-Resident-Masked** emailed “ Just checking in to see if we have any updates on the approval for the shed yet?”

2/13/25: **HOA-Management-Employee-Masked** replied “I’ll follow up with the DRC and let you know what they say.”

2/13/25: HOA prepared a letter to send to us with “STOP” direction

2/14/25: HOA letter is post marked 2/14/25

2/15/25 through 2/17/25: Weekend and Federal Holiday

2/18/25: First possible date of delivery (certified) by USPS (we were not home from 2/15/ through 2/17)

2/20/25: **HOA-Management-Employee-Masked** emailed an attachment and stated “Attached is the drawing of your project that was included in your application. The Town Architect has added some additional questions. Please respond to these and email them back to me so I can forward them to the Town Architect.” Attachment “Pages from_DRC-1c2-124-3400 **MASKED-Resident-Address** Dr-Shed-_2025.02.03 (1).pdf”

2/20/25: Attorney letter drafted (dated)

2/21/25: **HOA-Attorney-Masked** from FLcalegal “McCabe | Ronsman” sends Demand Letter by email (something that HOA failed to do earlier in any process that we can tell)

- Signature card for the mailer – we never signed for this... not sure who did

History of events (continued)

- **March 11, 2025: HOA Resident to HOA Management VP (this is multiple pages) – page 7 of email**

2/21/25: HOA-Resident-Masked emailed HOA-Manager-Masked and HOA-Management-Employee-Masked with questions on where any process or instructions exist if there is dispute of the HOA enforcement. Expressed we did not feel we were given any notification to “STOP”

- HOA-Attorney-Masked

Spoke with HOA-Manager-Masked (CCd)

Some kind of miscommunication or misunderstanding maybe – I will let the HOA determine what they want to communicate for your efforts and actions based on your warning order sent to me.

From multiple emails and conversations, we did not realize that any “STOP” requirement were given. I directed any work stop to stop and informed the Contractor to “button up” the work, clean up the area today and I will wait for whatever this approval process duration takes to take whatever the appropriate next steps are.

Button up is defined as: ensure no safety concerns exist with whatever exists in this effort. I don’t need lose materials blowing into some other property, person, etc..

For HOA (HOA-Manager-Masked)

This expectation was not clearly understood. I am uncertain how/why but it is not the willful negligence of this community member. I am also disappointed this was not clearly stated and the only written statement I can find (other than verbal discussion where this was not clearly stated) is this from email sent 1/29/25.

“We wanted to reach out because we noticed you are building what appears to be a shed or storage of some sort in the backyard. Because this can be seen from a common area/road, please submit a DRC application for approval prior to completing construction”

It was our assumption that engaging in the process was sufficient as long as the structure was not “complete” – and maybe the understanding of the word “complete” as a misunderstanding on our part. Statements such as “you must stop any future construction” --- I think there would have been sincere clarity on that sentence/statement. I cannot find any other direction/directive written or by verbal interview of my wife (who has been communicating with the HOA staff) with anything as clear as my example. I will state that during your site visit regarding the trashcan runs I asked (I believe HOA-Management-Employee-Masked) “what do I need to do for building this shed” and the answer was “nothing unless seen from the street” pointing to the front of our house. I did not realize the side street over 120 feet away was also considered “the street”

Maybe that doesn’t matter to the HOA; culpability that things are not clearly understood prior to engaging attorneys. I will get more involved in the HOA now and possible submit candidate for the HOA Board of Directors in March (due by Feb 28th, 2025)

History of events (continued)

- **March 11, 2025: HOA Resident to HOA Management VP (this is multiple pages) – page 8 of email**

2/21/25: Phone call: HOA-Resident-Masked to HOA-Manager-Masked : conversation explained our confusion on this process and the legal demand letter. HOA-Manager-Masked stated that we were informed and he has seen that guidance that was sent. I explained I have no such guidance. HOA-Manager-Masked explained that it was sent and was snub in stating the HOA management company did what it was supposed to do. HOA-Manager-Masked stated he would talk to the attorneys stating we were complying with the demands

2/21/25: HOA-Resident-Masked, due to end of day, not seeing any communications as promised – emailed HOA-Attorney-Masked – informed the attorney that we were complying with the demands and halting work when things were accomplished to ensure safety from blowing materials or future concerns of what existed in the structure of the shed.

- o HOA-Attorney-Masked

Per my discussion (held at call placed today 11:26 EST), HOA-Manager-Masked stated he would communicate with the attorney office and I would be copied and I have not seen that correspondence. Post my email to your office I sent a follow up email message direct to HOA-Manager-Masked with no response. (sent at 12:56 EST today)

I am reporting so you are office is aware work has STOPPED

I am also reporting that I requested any HOA dispute process to the claimed charges for noncompliance. I am uncertain on any due process within HOA enforcement actions and realize you represent their interests. I am not paying any funds at this time until I understand agreed to (HOA) due process for dispute. If there are no processes and this charge is still levied; I will secure legal representation and have them reach out to the HOA and your office to properly handle this concern.

- HOA-Attorney-Masked replied “Received and thank you, I will speak with HOA-Manager-Masked and let you know about the next steps re: the outstanding violation and your application approval.

2/23/25: HOA-Resident-Masked sends HOA-Attorney-Masked and copied HOA-Manager-Masked and HOA-Management-Employee-Masked a statement of what we understood with a series of questions. This was a response of all accessible HOA guidance documents (182 documents) that I read. Many of the documents are not searchable but we still read through all of these on this date.

- Attempted to warn the HOA that I feel wronged and will fight this direction “. I wish to resolve this, but if the HOA does not deescalate this direction, I have no choice but to match. I am assuming this will incur additional fees on both parties which is another unnecessary direction and decision by the HOA.”
- We would not be here if you had better communications and processes to manage this community. While this is a small sum, it is the principle of argument that the HOA failed to confirm that we understood any condition of non-compliance prior to escalation of engaging attorney offices. Had the HOA informed me and confirmed I understood, I would have complied prior to the escalation and fiscal costs incurred.
- Three things
 - o I am waiting for any due process from the HOA on this matter
 - o I have put my application together to join the HOA Board of Directors and will send that in separate correspondence within intent to aide in correction of these mismanaged processes. I am hopeful I can contribute to the improvement of HOA services (pro bono) by providing my expert judgement and skills around the root causation of this problem. Literally correct these mismanaged conditions on a daily basis for fortune 500 customers.
 - o I will remit payment based on the board application requirements with expectations those funds are possibly returned after due process is completed

- **March 11, 2025: HOA Resident to HOA Management VP (this is multiple pages) – page 9 of email**

2/23/25: Follow up email from **HOA-Resident-Masked** to previous audience: I just read the HOA provided letter (from my mail box) dated February 13, 2025. The letter states “We understand that many times residence are simply unaware that a problem exists or we may have observed a very temporary situation. However, we ask for your cooperation in remedying the concern in a timely manner contacting the office regarding the situation within the next 15 days”

- It is curious that this letter (which I just opened today) gives a timeline of 15 days to remedy the concern and contact the office but the attorney letter is send at +7 days from this letter. Someone able to educate me on what your expectations and enforcement process are? I am very confused on how to comply with the current process and communications.
 - o I did contact the office (shown in the timeline) – never clear this letter existed or “stop” stated
 - o I did initiate the process for DRC when notified by email. I did not stop, agreed. However, I assumed engaging in the DRC process was required and initiated that process based on the communications that was occurring from Jan 29 to Feb 20, 2025.
 - o I did not stop construction because it was smaller efforts that do no “complete” the project – maybe my poor judgement to understand your intent with the communications provided. I don’t read intent, I read definitions and what I received I did not understand we were failing to meet your intent until the demand letter was sent and effectively communicated the definition of your intent (stop construction)

2/23/25: **HOA-Resident-Masked** new email: Inquiry to what the actual enforcement processes are with my understanding from the governance documents

From the document

Initial Letter- Written correspondence (1st letter) will be sent regular mail and email (if on file) to the homeowner and tenant (if applicable) of a violation requesting compliance. The following schedule of correction dates will be used for the 1st Letter. (below examples are representative and do not constitute a complete list.)

- 5 days – trash cans, boats & recreational vehicles, routine lawn maintenance (mow, edge, rim, etc.), play equipment, misc. items stored on side of home.
- 15 days – Architectural violations (work already completed without an application), lawn maintenance (treat turf weeds, replace dead plants, mulch, etc), pressure washing.
- 30 days – sod replacement, paint house and major repairs.

If compliance is not obtained per the above schedule, proceed to the 2nd letter. If home appears vacant, proceed to abatement letter.

2nd Letter – Written correspondence will be sent regular mail and email (if on file) to the homeowner and tenant (if applicable) of a violation requesting compliance. The 2nd letter will indicate that if compliance is not obtained within a specified time period, then the matter will be referred to the Board and subject to a fine and/or referred to the Associate’s attorney.

Abatement Letter – sent certified and regular email (in lieu of 2nd Letter) Written correspondence will be sent via certified, regular mail and email (if on file) to the homeowner and tenant (if applicable) of a violation requesting compliance immediately upon receipt, or the Association may enter on the to the property and perform the necessary work. Owner will be billed for whatever service is required

3rd Warning Letter – Written correspondence will be sent via certified and regular mail to the homeowner and tenant (if applicable) with the following:

- a. The Nature of the alleged violation
 - b. The proposed sanction to be imposed, i.e. (refer to complete list in Chapter 8.2.(a) of the Community Charter)
 - i. Board will have the authority to levy a fine up to \$100.00 per day, per violation
 - ii. Suspend the right to use Common Area facilities, Association sponsored events and/or recreation events (other than as required to provide vehicular and pedestrian access and utilities to the Unit which they own or occupy).
- Stated in my email “Perhaps I can setup a discussion to understand this governance. If I need an attorney present to do this, please let me know.”

- **March 11, 2025: HOA Resident to HOA Management VP (this is multiple pages) – page 10 of email**

2/24/25: **HOA-Manager-Masked** responds to one email with “Thank you for reaching out with your inquiry. I understand the importance of having clarity on the process for resolving disputes related to enforcement charges. To ensure you receive the most accurate and comprehensive guidance, I will defer to the association attorney, who can provide you with a clear understanding of the procedures in place for reviewing and overseeing such matters.

If you require any assistance in facilitating communication with the attorney or obtaining relevant documentation, please let me know. I am happy to help in any way I can.

2/25/25: **HOA-Resident-Masked** emailed **HOA-Attorney-Masked** (Attorney) to ask “**HOA-Attorney-Masked** Any idea when you will get back to me on this?”

2/27/25: **HOA-Management-Employee-Masked** emailed to state “I just wanted to touch base with you and let you know that I followed up with the Town Architect on your project, and they let me know that they are still in the review process, but we hope to have their review comments early next week! “

2/28/25: **HOA-Management-Employee-Masked** emailed a DENY DRC statement (attached) “Unfortunately, your application is not approved at this time due to insufficient information. For further details on what is needed, please refer to the attached letter. We welcome your revised submission and are happy to assist you with any questions.”

3/1/25: **HOA-Resident-Masked** emails “

I am getting started on my homework but I do wish to call out that this is another process that is frustrating

I am attaching what I have from the first communications on this matter and I answered every question asked in this document.

Now I get a DENY consideration with additional questions well above and beyond the first communications

HOA-Manager-Masked

I would like to speak to someone in leadership of the Board or management. I am attempting to comply with direction, find guidance that countermands what is happening in process, continual creep of questions where I am guessing. This is not good for the community, the HOA or me specifically. I can’t comply with something if I have to guess or iteratively respond.

From the most recent attachment sent now I have some VERY Specific questions never asked before. Also requiring things that require professional services like a draftsman, survey team to solve for.

I will now engage to understand what the DRC Decision processes are. I’d like to understand the specific task and asks that the DRC committee or agency has to perform to as measurable tasks in the DRC decision process so I can understand how information is not communicated clearly to the HOA membership

History of events (continued)

- **March 11, 2025: HOA Resident to HOA Management VP (this is multiple pages) – page 11 of email**

3/1/25: **HOA-Resident-Masked** Emails “I will now engage to understand what the DRC Decision processes are.

Correction

Will send one more email with updates to answer these questions without securing professional services

If this fails, then I will need time to get professional services involved to provide the requested information

3/2/25: **HOA-Resident-Masked** emails new DRC package to **HOA-Management-Employee-Masked** and **HOA-Manager-Masked**

- I am growing in my concern the HOA lacks competence to perform the function in a satisfactory approach to work with the HOA customers (body of stakeholders). I have attempted to comply, communicate and meet with all HOA expectations and am witnessing weaknesses where the HOA does not communicate processes, does not reference or cite governances, does not respond in a timely manner prior to engaging in escalation that incur costs. When requesting information the response appears to be ignored or treated contemptibly where the HOA management will get to it when they feel like it, while in the same duration are inflicting threats and financial costs to the HOA member (that would be us in this context). I am hopeful that this is a one off condition of miscommunications but my attempts to work with the HOA are not sufficient to deescalate or communicate timely and effectively.
- The specifics of my concern in the Deny letter are: there isn't transparency on the expected information and I am guessing. Attempts to answer questions were insufficient to these guesswork efforts on my behalf. The understanding on what the DRC needs to evaluate (process and specific actions or evaluation points of an application) to meet HOA expectations are communicated piecemeal directly contributing to the anxiety of the HOA member (that would be us) to meet the expectations --- again, which were not clearly communicated
- Submitted the answers to DRC based on the DENY letter

Note: All questions sent in the Deny letter were never seen prior to obtaining the deny letter

3/7/25: **HOA-Manager-Masked** email “I am reaching out to see if you would like to meet to discuss any of your questions and concerns. I am available on Monday or Wednesday if either of these days work with your schedule. “

3/7/25: **HOA-Resident-Masked** sent Email “ I will look at my schedule. With out without your attorneys?

3/7/25: **HOA-Manager-Masked** email “It will be just me. Please know that I am committed to working with you to find a way forward that leads to a positive outcome. “

3/7/25: **HOA-Resident-Masked** email “I can do Wednesday at 930 – 1030 or 3 – 4 pm. I am waiting on a consultation with an attorney that I hope to accomplish prior to this meeting and if I can't accomplish that the agenda may be abridged until I can retain legal counsel. Prudence are for us to have legal counsel prepared as the HOA already has that initiated and taken actions through an attorney.”

3/10/25: **HOA-Manager-Masked** emails “ Good afternoon. I appreciate your update and understand your concerns. My intention was simply to provide assistance with your shed application. However, given the involvement of legal counsel, I will not be able to meet at this time. Please don't hesitate to let me know if there is anything I can do to help with the application. “

History of events (continued)

- **March 11, 2025: HOA Resident to HOA Management VP (this is multiple pages) – page 12 of email**

3/10/25: HOA-Resident-Masked emails “

- I am not sure I understand – your legal counsel stated you cannot speak with me?
- If I am an HOA resident/member and have a series of questions that have yet to be answered – I need to have a better understanding of this.
- Am I now being penalized by the HOA and HOA Manager for services I pay for?
- I have no answers to a series of questions I submitted with a perspective that the HOA management company or manager is the responsible entity to answer those questions on existing policy, guidance, process.
- Maybe I misunderstood the HOA management company functions – is there a list of services provided to the HOA membership that I can review so I understand if my questions are inappropriate for HOA management response?
- to one of my earlier questions and concerns – I requested someone above your level (your boss) so I can have a discussion on concerns where I’ve inputs in (questions) and they seem to be ignored or deemed unnecessary to provide response too.
- Now I am under the impression that services from the HOA management team are revoked to this HOA Member because of the HOA Manager “DECISION” to escalate the Enforcement process-- (that you will not provide me after 2+ weeks and deferred to an attorney who I cannot give direction to). You made the decision to go legal quickly and unaware if I even knew the concerns/direction of the HOA and now you are revoking any services or guidance to the community member (me) because of your decision?
- Very concerning, very confused.

3/10/25: HOA-Resident-Masked emails HOA-Management-Employee-Masked and copied HOA-Manager-Masked:

HOA-Manager-Masked stated he cannot speak with me on this matter and to close the loop on this you may need to talk with him if you are allowed to answer this question. I am uncertain what can be stated due to the **denial of HOA services** directly to the Family – this address MASKED-Resident-Address Drive

If anyone can tell me where this application sits would be helpful

- Denied, start over we threw all your stuff out and you go back to GO and start over
- This is added to the existing request for review and those steps look like this (process)
- Based on the HOA Manager (HOA-Manager-Masked) statement he cannot talk with us – all HOA services are denied or will be treated as NO SERVICE or RESPONSE going forward without clarification to the HOA Member - until legal issues are resolved
- Other options I am not aware of

History of events (continued)

- **March 11, 2025: HOA Resident to HOA Management VP (this is multiple pages) – page 13 of email**

3/11/25: **HOA-Management-Employee-Masked** Email

Good Morning, Mr. ,

Thank you for reaching out. I understand that you feel you were denied services, and I'm sorry for the confusion. However, our services are still available to you. We are happy to assist further and clarify misunderstandings.

Your application was not approved because additional information was needed to move forward. Although the application wasn't approved initially, the designee did provide guidance on how to resubmit the application with the necessary details.

To help move the process along, you need to resubmit your application along with a lot survey, specs, and the requested information. Once I receive the updated documents, I will pass them along for review. If you have any questions about what's needed, we're happy to assist with that as well.

For your convenience, I've included the information from the letter below. I know I sent the Yard Features Guidelines back in January, but I am attaching them here as well for ease of access.

3/11/25: **HOA-Resident-Masked** emails:

Good Morning **HOA-Management-Employee-Masked**,

The additional information was already sent to both you and **HOA-Manager-Masked** on 03/02/2025.

Note: It seems from some coordination no one knew how to open the Power Point file or there were some challenges that were not read or understood in what was sent

- **March 11, 2025: HOA Resident to HOA Management VP (this is multiple pages) – page 14 of email**

Questions summary:

- 2/21/25: Can you please provide any HOA process or instructions when I have dispute with the HOA on enforcement charges where the dispute is allowed review and oversight if those charges are rightful? Clearly stating: I wish to dispute that I am being charged additional enforcement fees where I attest that HOA has culpability where it is not clear within its' enforcement process and expectations
- 2/21/25: To Attorney **HOA-Attorney-Masked**, Copy **HOA-Manager-Masked** and **HOA-Management-Employee-Masked**: "I requested any HOA dispute process to the claimed charges for noncompliance."
- 2/23/25: Series of questions related to governance and processes were sent
 - o Which document is the superior document? The bylaw or the specific deed enforcement policy? Normally there is a mater document like Charter that builds Bylaws that builds processes – correct? So the Process "Deed enforcement..." is the governing document that articulates to the audience (residents/tenant/stakeholder) how enforcement will be pursued?
 - o Is the Deed Enforcement document the outline of the correct enforcement process?
 - If so, the initial letter (February 13, 2025) allots 15 days for my condition/concern, correct? Which would be February 28, 2025 at best from letter date
 - If so, the legal process engaged is in violation of the agreed to document and enforcement process, correct?
 - Important note on these understandings: I have not received the 1st letter by email as per this document's process
 - I have not had a second letter prior to engaging the attorney office as per this document
 - o If the Deed Enforcement language allows to deviate from the outlined process, can the HOA go direct to Attorney actions without the Board consent?
 - o Can the HOA do this action without any confirmation the "violator" is informed with specificity on the violation, the expectations and timelines?
 - o Policy and governance in these documents give reference to under documents. Reader cannot find or validate they know they are reading the correct referenced document as it is continually written with inference. Is the HOA obfuscating the tenants and reader and then levying an enforcement action that is undefined?
 - o Policy and guidance in the DEED ENFORCE document is vague where it references loop hole language of such as "(below examples are representative and do not constitute a complete list.)" which is not understood language. This specific and cited example does not allow for the reader (customer/tenant) to understand all possible conditions, limits of those conditions, costs or enforcement expectations of the conditions when stating "does not constitute a complete list". Where is the complete list?
- 3/1/25: I'd like to understand the specific task and asks that the DRC committee or agency has to perform to as measurable tasks in the DRC decision process so I can understand how information is not communicated clearly to the HOA membership

History of events (continued)

- **March 12, 2025: HOA-Management-Company-Employee to HOA Resident**

From: MASKED HOA Management Employee@ccmcnet.com>;

Sent: Wednesday, March 12, 2025 11:09 AM

To: MASKED-Resident@outlook.com>

Cc: MASKED-HOA-Manager @ccmcnet.com

Subject: Re: MASKED-Community-Name DRC Application- Shed and Patio Project

Good Morning Mr. and Mrs. MASKED-Resident,

The Designee of the Founder has reached out to us with an update on your application. They have requested that a zoning permit from Nassau County be submitted so they may continue with their review. For your convience, we have attached Nassau County's Zoning Permit application. Once you receive your permit, please forward it and I will be happy to pass it along.

Thank you so much,

- **March 12, 2025: HOA Resident to HOA-Management-Company-Employee**

From: MASKED-Resident@outlook.com>

Sent: Wednesday, March 12, 2025 8:24 PM

To: MASKED HOA Management Employee@ccmcnet.com>;

Subject: RE: MASKED-Community-Name DRC Application- Shed and Patio Project

MASKED HOA Management Employee

Slight adjustments on the package for the measurements from property edge (5" BRL required) and one comment in the response questions (when reading it over) was a big confusing – so I updated that to have more clarity (slide 5 bullet changed)

- Shed base is on level ground for 5 foot before a significant slope/break that is about 40 degrees (for 12 Ft)

We will get the permit this week and forward that as soon as we have what is required

Author Note: This is important – I sent a new package that adjusted the 5 foot easement on the documentation and explained the slope. Later this is cited as missing in the DENY application DRC in April 2025

History of events (continued)

- **March 14,2025: HOA-Management-Company-Employee to HOA Resident**

From: MASKED-HOA-Management-Employee@ccmcnet.com>;

Sent: Friday, March 14, 2025 4:42 PM

To: MASKED-Resident@outlook.com

Subject: Re: MASKED-Community-Name DRC Application- Shed and Patio Project

Hi MASKED-Resident,

Thank you so much for letting us know. I will pass this along, as well as the permit when you send it, and let the designee know.

Hope you all have a great weekend!

- **March 15, 2025: HOA Resident – big homework project**

- Took the time to thoroughly read all the governing documents, updates, changes
- Some documents are updated but you have to read it in the entirety, and take the time to map to former document version – so you can find out what changed (it is not identified)\
- Some processes point to other

- **March 15, 2025: HOA Resident to HOA Manager and HOA-Management-Company-Employee Page 1 of x**

From: MASKED-Resident@outlook.com

Sent: Tuesday, March 18, 2025 10:26 PM

To: MASKED-HOA-Manager @ccmcnet.com; MASKED-HOA-Management-Employee@ccmcnet.com

Subject: MASKED-Resident-Address - Dispute questions

In the absence of any commentary from the HOA – I have continued attempting my understanding of Charter and Bylaws and I typed them out since they are not scannable or searchable... so forgive typos. I have sent lots of question and not received any answers to date – which is now 30 days past the initial letter received with compliance concerns. This letter was received and read on the date the attorney letter was received by email (February 21, 2025) and I engaged to attempt understand on what is this concern and how we got to attorney level actions. I am writing this letter because I have no communications or connection to the Board who have not reached out to us based on the Dispute process or any guidance we have read.

Current understood condition state:

As per my questions, I was referenced to the attorney and they don't work for me nor have to answer me. If the excerpt of the enforcement process appended below is accurately captured (typed); this states the process is not necessary to be followed in the first paragraph, Directly to my concerns, We do not understand how an HOA letter dated February 13, 2025 was sent. We could only receive by mail on February 18th, 2025. This was not emailed which is on file (as per directives in the Governing documents). This letter was physically acquired and reviewed on February 21, 2025 when receiving an Attorney demand letter received electronically by email on February 21, 2025.

- **March 15, 2025: HOA Resident to HOA Manager and HOA-Management-Company-Employee Page 1 of 8- All notes are hand typed as the documents do not allow you to copy (image only)**

Regards to the letter charging me fees for attorney, under speculation and claim of possible “selective enforcement” I reached out to the HOA management company for a dispute process and requested clarity on the answer of “do I have to pay this fee if I feel it is an error to have escalated with insufficient time to comply or respond?” This question was on the bases that there are possible errors in the HOA (or Board, Committee) in taking an enforcement action which are not addressed in any governing documents. What happens when the HOA gets it wrong? To date, the only information we have is a letter with Attorney Demand letter stated claims, which we don’t deny we operated in error. This error was based on two episodes of miscommunication with HOA Management. There were additionally multiple episodes of following up with the HOA Management company with no clarity on the HOA expectation where these concerns could have been identified. This includes not sending the expectations (letter) by email as per the governing documents. Fees, which we do feel are not our responsibility, were incurred whereas the HOA made decision to engage in escalation to Attorney demand letters where possible selective enforcement occurred. This specific case, we were not offered due process or proper notification for the member (us) to comply prior to taking the escalation action.

Regarding who escalated this decision, I have concerns this was personal. My neighbor (MASKED-Neighbor-Name) is on the Covenant Committee and could have instigated actions to recommend enforcement escalation that are not within the expectations of Governing Documents. I would like to specifically know if the Covenant Committee directed this action. I have to ask that because if our neighbor, who is on this committee, pushed advice to the Board to escalate this concern. The Board’s trust was abused with results of an unfortunate attempt at bullying and harassment. I am uncertain if this can be divulged and feel it may be unethical to inform us if this concern was actually what occurred. I wish to ensure the Board to understand my concern because ethical treatment and trust are necessary if we are all to work together with the lowest levels of conflict resolutions. If we have a Committee member engaging bullying; this needs instant correction and that type of entity is not serving the community but their own self-interest. If the Board wishes to ensure HOA residents are treated equitably and fairly, the recommended investigation is only so the Board can protect the community from these behaviors. I have no information to support my concern, but the Board and HOA Management company has information on how this decision was made and actions recommended that were taken in our specific case. If my concern has merit and records, I request the board take actions to remove anyone who is building special conditions. No member of the community that engages in harassment, bullying or building special conditions can serve the best interest of the board or the membership. While that is allegation, it is not conspiratorial. Our Neighbors have already engaged HOA management whereas MASKED-HOA-Manager and MASKED-HOA-Management-Employee arrived at our house because of the MASKED-Neighbor-Name family concerns on a DRC approved build. While the correction applied by the HOA management company was necessary, it could have been solved with a neighbor to neighbor conversation. If I know an entity is quick to run to a governing body to enforce, then it is not beyond my consideration they would use authorities and trust to also pressure enforcement.

- **March 15, 2025: HOA Resident to HOA Manager and HOA-Management-Company-Employee Page 2 of 8**

Questions:

- Will the HOA provide (whoever it needs to be, by whatever entity) the actual enforcement process that residence are expected to follow?
- Review of the Enforcement process independent document; it declares a process that does not have to be followed as per the first paragraph. What was the decision process used in our specific case that differs from the suggested process?
- Based on the “governing document” what governance allowed that deviation from the recommended process?
- Who (what entity) made the decision to escalate to attorney level with under 15 days as per the February 18, 2025 letter by the HOA?
- HOA Board clarity that not allowing the 15 days to respond is not considered selective enforcement? As per Governing Documents specifically that allowed this shortened timeline
- Was this dispute process (appended below) considered or followed?
 - o Follow on question: Since it has not happened, when will the decision maker at Board level meet their obligation to meet with me or discuss with me, with explanation, showing the actions by the HOA and Board were properly enforced based on the agreements we have to be governed by the HOA via the Governing documents?
- If the timer started on dispute process based on my request to engage the Board; does the HOA or Board consider the 30 day requirement for dispute satisfied and if not, when?
- Does my explanation of conditions change the HOA (or Board) understanding where fees were charged incorrectly because of culpability the HOA (or Board) “jumped the gun” inappropriately?
- Regards to possible “bullying” will that identity be provided? (Board member, Committee member) and/or will the Board independently investigate this concern so as to ensure no other HOA Member is treated differently from expected processes?
- Will the HOA management and Board concede that actions and decisions in our specific case had inappropriate decisions and actions to deescalate next possible legal steps?
- Do I have to pay the legal fees when the actions taken by the HOA may be inappropriate based on concerns of selective enforcement? If so, please show me governance where this is still a requirement that I pay fees when the HOA (my dispute claim) violated following my agreements as per the Governing Documents. This could have been solved much earlier if HOA understands that the Member (who may be in violation) has the expectation through HOA (or management company) with clear communications of the concern (alleged violation). I was not afforded that luxury to clarify I understand the HOA expectation and was given less than 72 hours before the Attorney Demand letter arrived.

Settlement offer: If the HOA wishes to deescalate the actions they have taken, admits to error in enforcement, investigate the entities that drove this escalation in direct conflict (I claim) against the spirit of Charter, Bylaws, Enforcement process. In layman language - if my dispute is considered reasonable and fair before we escalate to court/legal next steps

- Update guidance and governing documents to clearly express to the HOA members what the enforcement process is rather than current process (appended) that suggests a process that may or may not be. Membership deserves accountability in the process where they can understand clear expectations to comply. Emergency powers allow for special conditions and our specific case had no emergency powers concerns (safety specifically). A clear process that is not “fluffy” if it will or will not used can allow for HOA members to meet expectations. Governance that defines the HOA (Board, Committee, Management company) will attempt contact with improved definition on how the HOA wishes to ensure the HOA Member is cognizant of the actual enforcement violation will set conditions where the escalation to Attorney Demand letter is not an immediate next step. If we knew, we would have complied before we got to this level.
- Remove fees charged to the Member (us) whereas selective enforcement could be reasonably considered based on the dates of documents that did not allow minimal response time prior to a decision to engage attorney demand letter and charges
- Investigate and correct whereas any entity could have influenced escalation unfairly on personal grounds – e.g. my neighbor. I am very hopeful this concern is not true. I do have to ask for this review though because both **MASKED-Neighbor-Name**, who is on a committee, and now her Husband (**MASKED-Neighbor-Name**) who is seeking a Director position – if they are using the trust inappropriately and unethically, can create a lot of negative conditions for members and the Board (or related governance entities)
 - o If my concern is proven true: the Board should take actions to remove those members that escalated this case in an inappropriate manner

Appended information that I think relates to this, in absence of any discussion or dispute discussion to clarify our understanding of HOA (Board, Committee, Management company) decision criteria and/or actions.

Charter

8.3 Board Decision to Pursue Enforcement Action

The Associate's decision to pursue enforcement action in any particular case shall be left to the Board's discretion, except that the Board shall not be arbitrary or capricious in taking enforcement actions. For Example, the Board may determine that, in a particular case:

- (a) The Association's position is not strong enough to justify taking any further action;
- (b) The covenant, restrictions, or rule being enforces is, or is likely to be construed as, inconsistent with applicable law;
- (c) Alther a technical violation may exist or may have occurred, it is not of such a material nature as to be objectionable to a reasonable person or to justify expending the Association's resources; or
- (d) That it is not in the Association's best interest, based upon hardship, expense, or other reasonable criteria, to pursue enforcement actions.

A decision not to enforce a particular provision shall not prevent the Association from enforcing the same provision at a later time or prevent the enforcement of any covenant, restrictions, or rule.

8.4 Attorneys' Fees and Costs

In any action to enforce the Governing Documents, the prevailing party shall be entitled to recover all costs, including, without limitation, attorney's fees and court costs, reasonably incurred in such action, in addition to such other amounts as may be authorized by Florida law.

Chapter 19 – Dispute Resolution and Limitations on Litigation

19.1 Agreement to Encourage Resolution of Disputes Without Litigation

- (a) (i) any dispute subject to the dispute resolution process set forth in Florida Statutes 72.311, without first complying with that process and
- (ii) any Claim described in Section 19.1(b) which is not subject to Florida Statutes 720.311 or excluded by 19.1(c), without first complying with the dispute resolution procedures set forth in Section 19.2 of this Chapter; all in a good faith effort to resolve such Claim or dispute
- (a) Claims. As used in this Chapter, the term “Claim” shall refer to any claim, grievance, or dispute arising out of or relating to:
 - (i) The interpretation, application or enforcement of the Governing Documents;
 - (ii) The rights, obligations, and duties of any Bound Party under the Governing Documents or
 - (iii) The design or construction of improvement within the Community, other than matters of aesthetic judgment under Chapter 5, which shall not be subject to review and shall not be subject to this Chapter
- (a) Exceptions. Notwithstanding the above, the following shall not be considered “Claims”: unless all parties to the matter otherwise agree to submit the matter to the procedures set forth in Section 19.2;
 - (i) Any suit by the Association to collect assessment or other amounts due from any Owner;
 - (ii) Any suit by the Association to obtain a temporary restraining order (or emergency equitable relief) and such ancillary relief as the court may deem necessary in order to maintain the status quo and preserve the Association’s ability to enforce the provisions of Part Two of this Charter (relating to the creation and maintenance of community standards);
 - (iii) Any suit that does not include the Founder, a Founder Affiliate, the Association or an Additional Association as a party, if such suit asserts a Claim that would constitute a cause of action independent of the Governing Documents;
 - (iv) Any dispute that affects the material rights of obligation of a party who is not a Bound Party and has not agreed to submit to the process set forth in Section 19.2;
 - (v) Any suit as to which any applicable statute of limitations would expire within 180 days of giving the Notice required by Section 19.2(a) unless the party or parties against whom the Claim is made agree to toll, or extend, the Claim’s statute of limitation to comply with this Chapter;
 - (vi) Any suit by the Association to enforce the Governing documents where the Association has given the violator notice and either a hearing or an opportunity to cure violation, or both, prior to the Association filing suit; and
 - (vii) Any suit by the Association against the Founder, if and to the extent the provisions of this Section would be unenforceable under the terms of the Act.

19.2 Dispute Resolution Procedures

- (a) Notice: The Bound Party asserting a Claim (“Claimant”) against another Bound Party (“Respondent”) shall give written notice (“Notice”) by mail or personal delivery to each Respondent and to the Board, stating plainly and concisely:
 - (i) the nature of the Claim, including the Person involved and the Respondent’s role in the Claim;
 - (ii) the legal basis of the Claim (i.e., the specific authority out of which the Claim arises);
 - (iii) the Claimant’s proposed resolution or remedy, and
 - (iv) the Claimant’s desire to meet with the Respondent to discuss, in good faith, ways to resolve the Claim
- (b) Negotiation. The Claimant and Respondent shall make every reasonable effort to meeting in person and confer for the purpose of resolving the Claim by good faith negotiation. If requested in writing, accompanied by a copy of the Notice, the Board may appoint a representative to assist the parties in negotiating a resolution of the Claim.

(c) Mediation. If the parties have not resolved the Claim through negotiation within 30 days of the date of the Notice (or within such other agreed upon period), the Claimant shall have 30 additional days to submit the Claim to the mediation with an entity designated by the Association (if the Association is not a party to the Claim) or to an independent agency providing the dispute resolution services in the Nassau County, Florida area. Each Bound Party shall present the mediator with a written summary of the Claim. The parties shall participate in good faith in all mediation proceedings, the venue of the mediation proceedings shall be determined by the mediator.

If the Claimant does not submit the Claim to mediation with such time, or does not appear for and participate in good faith in the mediation when scheduled, the Claimant shall be deemed to have waved the claim, and the Respondent shall be relieved of any and all liability to the Claimant (but not third parties) on account of such Claim.

If the parties do not settle the Claim within 30 days after submission of the matter to mediation or within such time as determined reasonable by the mediator, the mediator shall issue a notice of termination of the mediation proceedings indicating that the parties are at an impasse and the date that mediation was terminated. The Claimant shall therefore be entitled to file suit of to initiate administrative proceedings on the Claim, as appropriate, except as otherwise provided in Section 19.3.

The Fees and expenses of the mediation proceedings (including the fee of the mediator) shall be shared equally by the parties, Each party shall bear its own costs of the mediation, including attorney's fees, and shall pay an equal share of the mediator's fees.

If the Claimant does not submit the Claim to mediation with such time, or does not appear for and participate in good faith in the mediation when scheduled, the Claimant shall be deemed to have waved the claim, and the Respondent shall be relieved of any and all liability to the Claimant (but not third parties) on account of such Claim.

If the parties do not settle the Claim within 30 days after submission of the matter to mediation or within such time as determined reasonable by the mediator, the mediator shall issue a notice of termination of the mediation proceedings indicating that the parties are at an impasse and the date that mediation was terminated. The Claimant shall therefore be entitled to file suit of to initiate administrative proceedings on the Claim, as appropriate, except as otherwise provided in Section 19.3.

The Fees and expenses of the mediation proceedings (including the fee of the mediator) shall be shared equally by the parties, Each party shall bear its own costs of the mediation, including attorney's fees, and shall pay an equal share of the mediator's fees.

Notwithstanding the above, in any dispute as to which the Association is a party, the parties may waive mediation by mutual agreement and proceed to file suit or initiate other proceedings

(d) Settlement, Any settlement of the Claim through negotiation or mediation shall be documented in writing and signed by the parties. If any party thereafter fails to abide by the terms of such agreement, then any other party may file suit or initiate administrative proceedings to enforce such agreement without the need to comply again with the procedure set forth in this Section. In such event , the party taking action to enforce the agreement or award shall, upon prevailing, be entitled to recover from the noncomplying party (or if more than one noncomplying party, from all such parties in equal portion) all costs incurred in enforcing such agreement or award, including , without limitation , attorney's fees and court costs.

19.3 Initiation of Litigation by Association

In addition to the compliance with the foregoing alternative dispute resolution procedures, if applicable, the Association shall not initiate any judicial or administrative proceeding unless first approved by a vote at a meeting of the Voting Delegates entitled to cast 75% of the total votes in the Association, except that no approval of the Voting Delegates shall be required:

- (a) to defend claims filed against the Association or to assert counterclaims in proceedings instituted against it; or
- (b) for actions of proceedings where the amount in controversy is \$100,000 or less if initiated
 - (i) during the Founder Control Period
 - (ii) to enforce the provision of this Charter or Governing Documents, including collection of assessment and foreclosure of liens;
 - (iii) to challenge ad valorem taxation or condemnation proceedings, or
 - (iv) against any contractor, vendor, or supplier of goods or services arising out of contract for services or supplies or
 - (v) in connection with damages to the Common Area or
- (a) for action or proceeding against the Founder, if enforcement of this Section 19.3 would violate express provisions of the Act.

This Section shall not be amended unless such amendment is approved by the same percentage of votes necessary to institute proceedings

Bylaws

- 8. Enforcement Procedures

o 8.1 Notice and Response

- The Board or its delegate shall serve the alleged violator with written notice describing (a) the nature of the alleged violation, (b) the proposed sanction to be imposed, (c) the alleged violator shall have 14 days to present written request for a hearing before the Covenants Committee appointed pursuant to Article 5; and (d) a statement that the proposed sanction may be imposed as contained in the notice unless a hearing is requested within 14 days of the notice
- The alleged violator shall respond to the notice of the alleged violation in writing within such 14-day period, regardless of whether the alleged violator is challenge the imposition of the proposed sanction. If the alleged violator cures the alleged violation and notifies the Board in writing within such 14-day period the Board may, but shall not be obligated to, waive the sanction. Such waiver shall not constitute a waiver of the right to sanction future violations of the same or other provisions and rules by any Person. If a timely request for a hearing is not made, the sanction stated in the notice shall be imposed; provided the Board or Covenants Committee may, but shall not be obligated to, suspend any proposed sanction if the violation is cured within the 14-day period.
- Prior to the effectiveness of sanctions imposed pursuant to this Article, proof of proper notice shall be placed in the minutes of the Board or Covenants Committee, as applicable. Such proof shall be deemed adequate if a copy of the notice, together with a statement of the date and manner of delivery, is entered by the officer, director, or agent who delivered such notice. The notice requirement shall be deemed satisfied if the alleged violator or its representation requests and appears at the hearing.

- o **Amended** – Title added Florida Statute 720.305 for compliance

- o **Amended** – all paragraphs outline more on penalties and covenant committee actions. Information on fines and process changing if delinquent for 90 days which is new details of process

- **March 15, 2025: HOA Resident to HOA Manager and HOA-Management-Company-Employee Page 7 of 8**

- 8.2 Hearing
 - If a hearing is requested within the 14-day period, the hearing shall be held before the Covenant Committee. The alleged violator shall be afforded a reasonable opportunity to be heard. The minutes of the meeting of the Covenants Committee shall contain a written statement of the results of the hearing (i.e., the Committee's decision) and the sanction, if any, to be imposed. The Role of the Covenants Committee shall be to conform or reject the sanction imposed by the Board. If the Covenants Committee confirms the sanction, the Association shall give notice of any sanction imposed to the violator and, if the violator is not an Owner, to the Owner of the Unit in which the violator is a tenant, occupant or invitee.
- **Amended** – Added limitation of the Covenant committee and added that fines are due 5 days after notice to violator

Below section 8 is administrative guidance and process – scope of duties – didn't look for amended because it is just the Board direct internal duties

DEED ENFORCEMENT POLICY - Deed Enforcement policy approved 6.20.18 (attached)

The Association may, but shall not be obligated to, use the procedures set forth herein for the purposes of enforcing the terms of the Declaration, the articles of Incorporation, the Bylaws, the Rules and Regulation, all Policies, resolutions and lawful orders for the Board, and applicable provisions of law (collectively referred to hereinafter as the "Governing Documents"). This procedure shall server as an independent method of enforcing the Governing Documents. The Association shall not be required to exhaust the remedies provided in this policy prior to initiating legal proceedings or pursuing other remedies to enforce the Governing Documents. Furthermore, should it chose to do so, the Association may follow the procedure to impose a fine and/or suspension and exercise other available remedies simultaneously where appropriate.

NOTE: These opening comments are really saying – This is a concept or idea but it really doesn't matter, we will do whatever we want with this topic

Initial Letter- Written correspondence (1st letter) will be sent regular mail and email (if on file) to the homeowner and tenant (if applicable) of a violation requesting compliance. The following schedule of correction dates will be used for the 1st Letter. (below examples are representative and do not constitute a complete list.)

- 5 days – trash cans, boats & recreational vehicles, routine lawn maintenance (mow, edge, rim, etc.), play equipment, misc. items stored on side of home.
- 15 days – Architectural violations (work already completed without an application), lawn maintenance (treat turf weeks, replace dead plants, mulch, etc), pressure washing.
- 30 days – sod replacement, paint house and major repairs.

If compliance is not obtained per the above schedule, proceed to the 2nd letter. If home appears vacant, proceed to abatement letter.

2nd Letter – Written correspondence will be sent regular mail and email (if on file) to the homeowner and tenant (if applicable) of a violation requesting compliance. The 2nd letter will indicate that if compliance is not obtained within a specified time period, then the matter will be referred to the Board and subject to a fine and/or referred to the Associate's attorney.

Abatement Letter – sent certified and regular email (in lieu of 2nd Letter) Written correspondence will be sent via certified, regular mail and email (if on file) to the homeowner and tenant (if applicable) of a violation requesting compliance immediately upon receipt, or the Association may enter on the to the property and perform the necessary work. Owner will be billed for whatever service is required

3rd Warning Letter – Written correspondence will be sent via certified and regular mail to the homeowner and tenant (if applicable) with the following:

- a. The Nature of the alleged violation
- b. The proposed sanction to be imposed, i.e. (refer to complete list in Chapter 8.2.(a) of the Community Charter)
 - i. Board will have the authority to levy a fine up to \$100.00 per day, per violation
 - ii. Suspend the right to use Common Area facilities, Association sponsored events and/or recreation events (other than as required to provide vehicular and pedestrian access and utilities to the Unit which they own or occupy).
 - iii. Suspend services the Association provides to the Unit if the Owner is more than 980 days delinquent in paying any assessment or other charge owed the Association
 - iv. Exercise self-help
- c. The alleged violator shall have 14 days to present a written request for a hearing before the Covenants Committee
- d. A statement that the proposed sanctions) may be imposed as contained in the notice unless a hearing is requested within 14 days of the notice

Response: The owner/tenant shall respond to the notice in writing within such 14-day period. Regardless of whether challenging the imposition of the proposed sanction(s).

If the violator is cured and Board is notified....

Place in Covenant Committee minutes

- **March 15, 2025: HOA Resident to HOA Manager and HOA-Management-Company-Employee Page 8 of 8**

3rd Warning Letter – Written correspondence will be sent via certified and regular mail to the homeowner and tenant (if applicable) with the following:

- a. The Nature of the alleged violation
- b. The proposed sanction to be imposed, i.e. (refer to complete list in Chapter 8.2.(a) of the Community Charter)
 - i. Board will have the authority to levy a fine up to \$100.00 per day, per violation
 - ii. Suspend the right to use Common Area facilities, Association sponsored events and/or recreation events (other than as required to provide vehicular and pedestrian access and utilities to the Unit which they own or occupy).
 - iii. Suspend services the Association provides to the Unit if the Owner is more than 980 days delinquent in paying any assessment or other charge owed the Association
 - iv. Exercise self-help
- c. The alleged violator shall have 14 days to present a written request for a hearing before the Covenants Committee
- d. A statement that the proposed sanctions) may be imposed as contained in the notice unless a hearing is requested within 14 days of the notice

Response: The owner/tenant shall respond to the notice in writing within such 14-day period. Regardless of whether challenging the imposition of the proposed sanction(s).

If the violator is cured and Board is notified....
Place in Covenant Committee minutes

- **March 19, 2025: HOA Manager to HOA Resident**

From: MASKED-HOA-Manager @ccmcnet.com>

Sent: Wednesday, March 19, 2025 9:40 AM

To: MASKED-Resident@outlook.com> ; MASKED HOA Management Employee@ccmcnet.com>;

Subject: Re: MASKED-Resident-Address- Dispute questions

Good morning, Mr. MASKED-Resident.

We acknowledge receipt of your email and will review its contents.

I hope you have a nice day.

Respectfully,

MASKED-HOA-Manager, CMCA AMS PCAM

History of events (continued)

- **March 21, 2025: HOA Resident to HOA Manager, HOA-Management-Company-Employee and HOA-Management-VP**

From: MASKED-Resident@outlook.com

Sent: Friday, March 21, 2025 6:13 PM

To: MASKED-HOA-Manager @ccmcnet.com ; MASKED-HOA-Management-Employee@ccmcnet.com

Cc: MASKED-HOA-Management-VP@ccmcnet.com

Subject: RE: MASKED-Resident-Address- - Dispute questions

If possible – three priorities please

1. Set expectation on when/how/who can provide us answers – timeline, authority to answer the question, and the answer
2. If that cannot be accomplished – identify if the guidelines within the dispute process are accomplished (30 days satisfied)
3. Regarding the fees I am disputing because I deem them unnecessary if I were given time to respond and seems to be a “special condition” any guidance stating regardless of my dispute I have to pay those – as aligned with agreements and governance

If I cannot get answers after two months, those in charge (Board) may be unwilling to respond. If that is the case, understanding these three answers is important because the governing documents seems to penalize based on timelines and I am attempting to be responsive to these timelines – that I don’t really have clarity on. Without answers, the only path provided to me is through legal means (court action) which I am attempting to not have as the path to provide answers.

Thanks

MASKED-Resident

- **March 24, 2025: HOA Resident to HOA-Management-Company-Employee**

From: MASKED-Resident@outlook.com

Sent: Monday, March 24, 2025 11:46 AM

To: RMASKED-HOA-Management-Employee@ccmcnet.com

Subject: RE: MASKED-Community-Name- DRC Application- Shed and Patio Project

Good morning MASKED-HOA-Management-Employee

I am attaching the permit/exemption from Nassau County to be sent to the DRC.

Thank you,

MASKED-Resident

History of events (continued)

- **March 25, 2025: HOA-Management-VP to HOA Resident**

From: MASKED-HOA-Management-VP@ccmcnet.com

Sent: Tuesday, March 25, 2025 11:09 AM

To: MASKED-Resident@outlook.com; MASKED-HOA-Manager @ccmcnet.com ; MASKED-HOA-Management-Employee@ccmcnet.com

Subject: Re: MASKED-Resident-Address- - Dispute questions

Good Morning, MASKED-Resident,

Please note that MASKED-HOA-Manager is out of the office at this time.

Thanks again for meeting with me and summarizing your questions when we spoke.

Regarding your previous questions during our call, the attorney has not been engaged on this matter on an hourly basis so they will not respond to residents directly on a matter unless instructed to do so. I was able to confirm with them that the fee mentioned in the letter is something the association will take care of and is not something you will need to pay. It is common practice that when someone installs a structure without approval, an attorney sends a cease-and-desist letter to avoid additional costs for the association and the resident. I hope this answers your questions regarding the demand letter you received and the fee that you do not need to pay.

Since we last spoke, I heard you have submitted a new application. This will be sent to the Design Board to review the new request.

Thank you for your cooperation and I look forward to meeting you on Thursday!

Kind Regards,

MASKED-HOA-Management-VP

- **March 25, 2025: HOA-Management-VP to HOA Resident**

From: MASKED-HOA-Management-Employee@ccmcnet.com

Sent: Tuesday, March 25, 2025 9:49 AM

To: MASKED-Resident@outlook.com

Subject: Re: MASKED-Community-Name- DRC Application- Shed and Patio Project

Good Morning, MASKED-Resident,

Thank you so much for sending this over. It's been forwarded along with your updated application to the designee of the Founder.
Have a great day,

MASKED-HOA-Management-Employee, LCAM

History of events (continued)

- **March 25, 2025: HOA Resident to HOA-Multiple-Manager,VP, Employee**

From: MASKED-Resident@outlook.com

Sent: Tuesday, March 25, 2025 8:37 PM

To: MASKED-HOA-Management-VP@ccmcnet.com; MASKED-HOA-Manager @ccmcnet.com ; MASKED-HOA-Management-Employee@ccmcnet.com

Subject: RE: MASKED-Resident-Address- - Dispute questions

Thanks MASKED-HOA-Management-VP

Appreciate the update.

Application is submitted, correct. Not sure we understand the process because last attempt had a deny letter and maybe we started any dates for DRC all over again.

Regarding some of my concerns, not understanding the enforcement process for timelines, notification and process where the demand letter (at attorney level) was sent between the dates of HOA letter from February 13, 2025 (mailed, not emailed, never realized HOA concerns and could not obtain this physical letter until Feb 18th based on US Mail and holiday). This letter required response in 15 days to which we then had an attorney letter sent dated February 20, 2025 and received by email February 21, 2025.

- Confusion: why allot time of 15 days and then send this next level action under that time period
- Confusion: why not email or coordinate this when email is on file (as per one of the governing documents)
- Confusion: What is the actual process – there is a suggested procedure that states in first paragraph that it does not have to be followed
- Leads to: what was the special condition that bypassed this suggested process

I spoke with MASKED-Neighbor-Name (also running for the board) and he is on the Covenant Committee – he confirmed there isn't any action with that committee. So concerns my neighbor (MASKED-NeighborNextdoor-Name) escalated the process is unwarranted. However, if that process has steps that Covenant committee is intended to be used and they were not

- Confusion: who made decisions to escalate beneath the allotted time in the HOA letter
- Confusion: What is the expectation to the community when we (in my use case) had no awareness of the concern (specifics to STOP) then escalated to attorney level action – that will get anyone's attention

MASKED-Neighbor-Name and I agree, there are some concerns where our backgrounds/skillsets can maybe add assistance where useful suggestions on the communication, processes, etc. if desired. It seems my specific use case is an example of some struggles to build procedures and follow them and I am hopeful we can find a way to assist in this concern to make it better for the community. Not sure who is elected director but we both see that new Director as an individual who can assist with helping in communications with the community where needed.

My greatest concern above the enforcement action is that I attempted to use the front door (HOA Management) and have been met with lots of silence. When there are alerting conditions like Attorney's involved and base questions (what is the process) are not answered. Not even a timely answer, just no answer. That creates/created anxiety and sets conditions that I have to conduct my own investigation to try to understand why and how this enforcement action took place and by what governance. Hard to be less anxious when you are uncertain where things escalated so quickly and have no answers for months on end. I feel my situation did not have to get to this level with some structure on communications and providing expectations. Everything I have read in the current governing documents leads to more questions and maybe the new HOA Director can help adjust that (the governing documents) with the current Developers involved in the HOA and the Board. Not sure.

If the actual authority to answer those questions I have been asking were some other entity, I don't know that. I only have the HOA management to call and I have been met with silence. I am hopeful your leadership can help correct some of these conditions and Nassim and I both agree that we need to help where we can.

Thanks

MASKED-Resident

History of events (continued)

- **March 31, 2025: HOA Resident to HOA-Multiple-Manager,VP, Employee**

From: MASKED-HOA-Management-VP @ccmcnet.com

Sent: Monday, March 31, 2025 4:00 PM

To: MASKED-Resident@outlook.com; MASKED-HOA-Manager @ccmcnet.com ; MASKED-HOA-Management-Employee@ccmcnet.com

Subject: Re: MASKED-Resident-Address- Dispute questions

Hello MASKED-Resident,

Of course, happy to. It was very nice to meet you and your (Masked-Spouse) in person last week.

I always enjoy getting to know the residents in person rather than just on zoom or on the phone.

Regarding your questions below, I would like to explain that anytime someone builds a structure without approval and work is actively ongoing an attorney supports the association.

I read the letter that was dated February 14 and it states please stop construction until the project has been reviewed and approved.

The 15-day period is for you to submit an application for review during that time period, but the work still had to stop. Since we agree that the attorney letter was direct, they are not going to have you pay for it.

If there is anything I can assist you with, please do not hesitate to reach out and again it was nice to meet you both!

Wishing you a wonderful week!

History of events (continued)

- April 1, 2025: HOA Resident to HOA-Multiple-Manager, VP, Employee

From: MASKED-Resident@outlook.com

Sent: Tuesday, April 1, 2025 6:26 PM

To: MASKED-HOA-Management-VP @ccmcnet.com; MASKED-Resident@outlook.com MASKED-HOA-Manager @ccmcnet.com ; MASKED-HOA-Management-Employee@ccmcnet.com

Subject: RE: MASKED-Resident-Address - Dispute questions

Thanks MASKED-HOA-Management-VP

Hopefully, I get DRC approvals, can get this shed and my yard complete and limit any HOA needs.

It is unfortunate everyone appears to be dodging my questions. Some of these questions are directly related to process, governing documents statements not followed and how decisions are made. To me these should be answered and can be answered. There is an unwillingness to do so. The answer below was not an answer to any of my questions and I don't understand the sentence "Since we agree that the attorney letter was direct..."

We are already braced for an unhappy future. Seems to be continual obfuscation and challenges to answer processes and how decisions are made. Our discussion with Mrs. Brown continued to revert to the HOA enforcement requirements and not answer any of our questions. There is a lack of transparency or clarity of process and decision making. So I understand my answer "Let them eat cake"

I'd talk to MASKED-NeighborNextdoor-Name but I already know what his answers will (not) be and how he has focus to ENFORCE and go after everyone in the neighborhood. Your team is going to be very busy. I will do my best to level my house to market value and sell. It is underwater right now but I am hopeful you survive what MASKED-Neighbor-Name will be doing to everyone with any authority or influence he may have.

I am hopeful that I can survive the next time the HOA comes after me and I am unaware of the HOA concern. It is bound to happen though. I've seen this story before, and I know how it is told until I can either get to the end (lawyers and legal challenges) or we can escape.

I appreciate your leadership and attention on this matter.

Regards

MASKED-Resident

History of events (continued)

- **April 5, 2025: HOA Resident to HOA-Management-Employee**

From: MASKED-Resident@outlook.com

Sent: Saturday, April 5, 2025 6:05 PM

To: MASKED-HOA-Management-Employee@ccmcnet.com

Subject: RE: MASKED-Community-Name DRC Application- Shed and Patio Project

MASKED-HOA-Management-Employee

If possible, any forecast on decision timelines? The guy waiting to do my pavers is helping me with the shed and we wont be here for most of the summer. I have to figure out what happens if we are denied, allowed, whatever before mid-May

Thanks

MASKED-Resident (and MASKED-Resident)

- **April 7, 2025: HOA-Management-Employee to HOA Resident**

From: MASKED-HOA-Management-Employee@ccmcnet.com

Sent: Monday, April 7, 2025 11:14:47 AM

To: MASKED-Resident@outlook.com

Cc: MASKED-HOA-Management-VP @ccmcnet.com; MASKED-HOA-Manager @ccmcnet.com

Subject: MASKED-Community-Name Design Review Application- Shed Project

Hi MASKED-Resident (and MASKED-Resident)

I hope you are doing well and enjoyed your weekend.

Thank you for your application for the shed project. After careful review, we regret to inform you that your application has been denied. For more details, please refer to the attached letter- this letter does include the first resubmitted application, as well as the modified resubmitted application.

We encourage you to reapply according to the information outlined in the letter, as well as the Residential Design Guidelines. If you have any questions or need assistance, please let us know.
Thank you,

MASKED-HOA-Management-Employee, LCAM

History of events (continued)

- **April 7, 2025: DENY LETTER**

From: MASKED-HOA-Management-Employee@ccmcnet.com

Sent: Monday, April 7, 2025 11:14:47 AM

To: MASKED-Resident@outlook.com

Cc: MASKED-HOA-Management-VP @ccmcnet.com; MASKED-HOA-Manager @ccmcnet.com

Subject: MASKED-Community-Name Design Review Application- Shed Project

MASKED-Community-Name Residential Association, Inc.

57 Homegrown Avenue, Unit 303 Wildlight, FL 32097 - 904-530-1559

April 7, 2025

MASKED-Resident

MASKED-Resident-Address Wildlight, FL 32097

RE: DRC – 1C2-163—MASKED-Resident-Address—Shed Project

After careful review, the application is denied. This decision is based on the following factors:

- **Location and Drainage:** The proposed location of the shed raises concerns regarding potential drainage impact on adjacent properties due to the increased impervious surface area. The Residential Design Guidelines regarding Ancillary Structures states that “Structures should not negatively affect neighboring lots.”
- **Compliance with Residential Design Guidelines:** The Residential Design Guidelines stipulate that ancillary structures should be situated at the “rear of the property and effectively screened from public view” and neighboring homes. The current location does not align with this guideline.
- **Property Line Setback:** There is a lack of clarity regarding the shed's precise location relative to the side property line. The initial application indicated a 3.5-foot setback, which does not meet the required minimum of 5 feet. While the subsequent application indicates a revised 5-foot setback, it remains unclear whether the structure was relocated or if the initial measurement was inaccurate.
- **Privacy Wall:** The proposed height of the privacy wall is 8 feet; however, the Residential Design Guidelines for Fences and Walls specify that privacy fences/walls are not to exceed 6 feet. Additionally, the Yard Features portion of the Residential Design Guidelines state that yard features, such as sheds, should be properly screened with landscaping.

In light of the foregoing, the partially constructed shed must be removed as it was not approved. You may resubmit an application to relocate the shed to the rear of the property.

Please note, should you choose to submit a revised application, it must at a minimum include the following:

- A site plan depicting the proposed shed situated at the rear of the property out of public view, with a minimum setback of 5 feet from the property line; and
- A drainage plan to address the impact of the increased impervious surface area.

Please remove the exiting unapproved structure within ten (10) days of the date of this letter

and let us know if you have any questions.

Regards,

MASKED-HOA-Management-Employee

Assistant Community Manager, LCAM

History of events (continued)

- **April 7, 2025: HOA Resident to – WHO CARES at this point – no one is even listening – but supposedly this CCMC team**

From: MASKED-Resident@outlook.com

Sent: Monday, April 7, 2025 11:36:34 AM

To: MASKED-HOA-Management-Employee@ccmcnet.com

Cc: MASKED-HOA-Manager @ccmcnet.com MASKED-HOA-Management-VP @ccmcnet.com

Subject: Re: MASKED-Community-Name Design Review Application- Shed Project

Well, this is going to get very complicated now.

I'm working on how to comply with the direction in the letter

You'll need to set some guidelines on how long i have to meet the expectations. I'll try to meet expectations but so far, I have no answers to many questions.

Let them eat cake

Via MASKED-Resident cell

FOLLOW UP EMAIL – SAME TO/FROM

Sent: Monday, April 7, 2025 12:00:56 PM

Clarity. I see the 10 days. I need to know what is acceptable which is best by discussion. I left message with the office

Via MASKED-Resident cell

FOLLOW UP EMAIL – SAME TO/FROM

Sent: Monday, April 7, 2025 6:21 PM

Well, maybe tomorrow. I'm not available but MASKED-Resident-Spouse is.

Dropping a demand with timeline with no clarity. Again.

Knew it would happen. Let's see if I can comply sufficiently without any real expectations on what's acceptable based on my word and called in request.

It must be fun to push the membership around. I wouldn't know. I build clear expectations to form solutions. I'm normally disinterested in this game but I expect an attorney letter. guess in under 10 days with more fees. That's the norm here at MASKED-Community-Name. Set a line and snap the trap before we get to that line.

And no answers. That's the most fun part. You know. Keep us all guessing.

Let them eat cake

History of events (continued)

- **April 7, 2025: HOA Resident to – WHO CARES at this point – no one is even listening – but supposedly this CCMC team**

From: MASKED-Resident@outlook.com

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To: MASKED-HOA-Management-Employee@ccmcnet.com

Cc: MASKED-HOA-Manager @ccmcnet.com MASKED-HOA-Management-VP @ccmcnet.com

Subject: Re: MASKED-Community-Name Design Review Application- Shed Project

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Let them eat cake

Via MASKED-Resident cell

11:42 am : left message with someone at the HOA office – “they were out of office and would get back to me”

FOLLOW UP EMAIL – SAME TO/FROM

Sent: Monday, April 7, 2025 12:00:56 PM

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Via MASKED-Resident cell

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And no answers. That's the most fun part. You know. Keep us all guessing.

Let them eat cake

History of events (continued)

- April 8, 2025: HOA-Management-Employee to HOA Resident

From: MASKED-HOA-Management-Employee@ccmcnet.com

Sent: Tuesday, April 8, 2025 11:07 AM

To: MASKED-Resident@outlook.com

Cc: To MASKED-HOA-Manager @ccmcnet.com MASKED-HOA-Management-VP @ccmcnet.com

Subject: Re: MASKED-Community-Name Design Review Application- Shed Project

Hi MASKED-Resident and MASKED-Resident,

MASKED-Resident, MASKED-HOA-Manager and I enjoyed speaking with you this morning.

Just to recap our conversation, the 10-day removal period does include both the shed and the concrete pad. In the resubmittal, we recommended mentioning the slope of the yard. Additionally, we talked about how landscape must shield ancillary structures and to note that matter in the application if that is the ultimate goal.

Again, if you need any guidance on the application, we can schedule a time to meet and go over the design guidelines.

Have a great week,

MASKED-HOA-Management-Employee, LCAM

History of events (continued)

- April 8, 2025: HOA Resident to HOA-Management(All, VP, Employee, Manager) page 1 of 2

From: MASKED-Resident@outlook.com

Sent: Tuesday, April 8, 2025 8:15 PM

To: MASKED-HOA-Management-Employee@ccmcnet.com

Cc: MASKED-HOA-Manager @ccmcnet.com MASKED-HOA-Management-VP @ccmcnet.com

Subject: RE: MASKED-Community-Name Design Review Application- Shed Project

I missed the conversation but was filled in

The frustration is simple; it appears the HOA (maybe not the management company issue) does not have clear ability to communicate requirements for submission and evaluation. They just take inputs and deny applications with additional requirements or questions.

It is the purpose of the HOA and/or their surrogate to provide clarity in processes and the current track record is

- Submission accepted
- Initial requirements analyzed by someone (unclear whom, unclear what is evaluated)
- Maybe you get questions maybe you get a deny statement with questions
- Hypothetically, you get questions back (which are requirements inputs)
- Still ends with a deny statement and maybe clarity with questions the submitter near heard of
- Try again – do not pass go – do not collect two hundred dollars

Good process

- Submission
- Whomever evaluating provides a list of requirements and guidelines for what is necessary to evaluate
- HOA member provides input
- If requirements are not met (bad inputs) – possible a clarity statement from the decision authority. Need this still
- Possibly some communications to adjust and input to requirements if what was provided does not meet threshold to evaluate
- If inputs (requirements) are not within acceptable standards,
 - o Option: Deny with a statement what is not within guidelines.
 - o Option: I would argue that this could be another communications to adjust and provide that clarity but if the submission is clearly outside acceptable standards then deny
 - o Important note: Second process step outlines the clear requirements and guidelines from the decision authority
- Additional: Statement to HOA member are possible when minor adjustments could be made – example: “can approve your plan if you do these specific modifications” which anyone would greatly embraced. These decision authority people think we are all civil engineers or something and many may not be.

What we have experienced has frustrated any good process, built enormous costs in time / effort and reflects a disrespect from the HOA governing body and their surrogates to the community. It is really easy to just say no and not explain decision criteria. No is easy. We pay for them in some form or fashion (or thought we did) and whomever this decision body is – they clearly reflect that this is a chore and a bother and share no concern to support or educate the HOA member or even communicate other than through HOA management who may just be a middle man.

We will try to submit and meet the letter “missing” though, most of what is in our package reflects

- The slope specifically
- Most of the package adjustments (3.5 ft to 5 ft) were adjusted specifically to meet easement (should be no confusion on that but were never asked)
- Explained drainage map to include the French drain this is targeted to leverage INSTALLED BY THE DEVELOPER (who I think is the DRC group)

The shed and pavers are about \$20k of improvements – so we are sitting on that much loss until we can resolve getting someone to stop just saying NO because of a lack of requirements communications provided. So far I have attempted to guess and meet some kind of expectations, had lawyers thrown at me, had obfuscation where some questions directly related to this. Hell, every question I have asked I have no answers. At all. From anyone. When you treat me like an insignificant individual and patronize and also draw blood (lawyers and costs). Why yes, I will get very frustrated. Thus

LET THEM EAT CAKE is my motto here until I can see an HOA governing group that is considerate to the HOA members

I will try to write up a plan, include everything I already submitted with the very (and mean very) minor adjustments to meet whoever’s expectations – Casper the decision engineer in the DRC group. Let’s see if I can get the right combination on the magic 8 ball this time with the game of “guess what my question is”

At this point due to work, family and travel _ my build date is September because I am building this with help and can’t schedule it until then. So, again, frustration. This started in January and I have the conditions of approval delay pushing this back almost a full year. It’s a shed, not an F16.

You can send that to whomever it is that continually frustrates with a no requirements or clear communication process and they can just sit and grin at how much anxiety they can create for someone else. If you can’t tell, I perceive the HOA Board and oversight are just bullies, cowards and untrustworthy persons who do not want to support the community. These are the sick kids that would just pull wings off butterflies to enjoy the death of it.

For HOA Management – you may be stuck in the middle but they are damaging the reputation of CCMC as a company that has the ability to manage a community if they are putting you in the middle of this.

MASKED-Resident