

TUSCANY SUBDIVISION AT TAMPA PALMS OWNERS ASSOCIATION, INC.

HOW TO RECEIVE THE MOST EFFICIENT SERVICE FROM YOUR HOMEOWNERS' ASSOCIATION

As we near turnover, it is imperative that all Tuscan homeowners be knowledgeable and follow proper procedures when requesting assistance from the HOA, as Standard Pacific Homes will be exiting the community within the next several months.

The Board of Directors, which is currently comprised of two Standard Pacific employees and one homeowner, has contracted with Management & Associates to provide assistance to all Tuscan homeowners with respect to any HOA related issues. It is the responsibility of the Board to guide and direct the management company on how they would like specific issues handled, and to ensure that the service being provided is satisfactory to the residents and the Board. It is not the intent of the Board Members to be involved in the day to day minor issues that may arise for each homeowner.

In that regard, the Board has put into place several procedures on how to maximize the level of service that you can expect to receive from your Association. The chart below summarizes the individuals at Management & Associates that you should contact directly for specific issues. Contacting the incorrect person will delay a response to your inquiry. The Board should **only** be copied on any communications from a homeowner to the management company if the homeowner has not received a response or resolution to their situation or inquiry within a reasonable amount of time.

Lois Bowman, your community association manager, is out of the office quite frequently, as she is responsible for meeting with contractors and performing community inspections for numerous subdivisions. Therefore, the individuals named in the chart below are available to handle a majority of your needs, and you should expect to receive a response within 24 – 48 hours. In the event of an emergency, please call the main line at 813-433-2000. If during business hours, your call will be routed to the appropriate individual. If after hours, please follow the instructions given and the on-call manager will return your call within the hour.

WHAT CONSTITUTES AN EMERGENCY FOR THE HOA?

There is actually very little that is considered an emergency as far as the Tuscan HOA is concerned. A broken main water line in the common areas or inoperable gates are the only two things that would require immediate assistance that the HOA would be responsible for. For other emergencies such as illnesses, fire, accidents, poisonings, please dial 911.

Please follow the guidelines below when requesting service from the HOA:

PERSON/CONTACT INFO	TYPE OF SERVICE/INQUIRY	RESPONSE TIME
<p>Debbie Pearn, Accounting Direct line 813-433-2012 dpearn@mgmt-assoc.com Fax: 813-433-2040 – please put to the attention of Debbie Pearn</p>	<p>Status of your HOA account</p> <p>Set up or cancel auto debit payments</p> <p>Reply to a pre-lien or lien letter you received</p> <p>Non-receipt of payment coupons</p> <p>Sale of your unit-requesting an estoppel letter</p> <p>Note: Any inquiries relative to any correspondence you have received from an ATTORNEY should be directed to the Attorney’s office, not to Debbie.</p>	<p>24 -48 hours from the time and date of your phone call, e-mail or fax, not including weekends</p>
<p>Jessie Scannavino, Web and Gate Administrator Direct line 813-433-2016 jscannavino@mgmt-assoc.com Fax: 813-433-2040 – please put to the attention of Jessie Scannavino</p>	<p>Your gate remote does not work</p> <p>Your gate personal code does not work, or you want to change your personal code</p> <p>The gates are malfunctioning</p> <p>To get your name set up on the telephone directory</p> <p>To purchase an additional remote or replace a lost or stolen remote</p> <p>To report a problem with the website</p>	<p>24 -48 hours from the time and date of your phone call, e-mail or fax, not including weekends.</p> <p>EXCEPTION: If the gates are malfunctioning, if you do not receive a return call within 2 hours of your inquiry, please contact Rick Limbert.</p>

<p>Rick Limbert, Service Coordinator Direct Line 813-433-2001 Rlimbert@mgmt-assoc.com Fax: 813-433-2040 – please put to the attention of Rick Limbert</p>	<p>The gates are malfunctioning and you have previously contacted Jessie and have not received a response within 2 hours</p> <p>To request landscape and/or irrigation services on your home. NOTE: All owners must fill out the landscape and irrigation service request form that can be found on the Website at www.tuscanytampapalms.hoa.com. Click on General Community Information, then Landscape and Irrigation Request Form. A general E-mail or phone call will NOT be accepted for this type of service, as the HOA needs a written paper trail of the services and repairs made for billing purposes.</p> <p>To request common area maintenance, such as a broken pedestrian gate, slats in the entry fencing that are missing or broken, common area irrigation repairs, sidewalk repairs, or pond maintenance.</p>	<p>Within 24 -48 hours from the time and date of your phone call, e-mail or fax, not including weekends. You can expect a confirmation of receipt of your Landscape and Irrigation Request Form. The form will be dispatched to Valley Crest to be addressed on their next scheduled visit OR SOONER if it is an irrigation situation. In the case of a broken head or rotor, the homeowner should TURN OFF the SHUT-OFF valve on the backflow device which will prevent water from going through the irrigation system. During water restrictions where watering can only take place one day per week, your request will be addressed within 24 – 48 hours so as not miss your watering day.</p>
<p>Jennifer Savasta, Administrative Assistant 813-433-2010 Jsavasta@mgmt-assoc.com Fax: 813-433-2040 – please put to the attention of Jennifer Savasta</p>	<p>To request an architectural application or check on the status of one previously submitted</p> <p>To obtain information on the leasing of your unit</p> <p>To report a change of mailing or e-mail address for future communications</p>	<p>Within 24 -48 hours from the time and date of your phone call, e-mail or fax, not including weekends.</p>

<p>Lois Bowman, Community Association Manager Direct Line 813-433-2018 Lbowman@mgmt-assoc.com Fax: 813-433-2040 – please put to the attention of Lois Bowman</p>	<p>To report issues of concern within the community that you would like to be brought to the attention of the Board of Directors</p> <p>To report construction damage caused by a builder or HOA contractor to your home or the common areas</p> <p>To report problems with the stormwater drainage system</p> <p>To report a deed restriction violation – PLEASE carbon copy Jennifer Savasta on your communication</p> <p>To inquire when the next Board or Annual Meeting will take place</p> <p>Questions regarding the budget and assessment structure of the HOA</p> <p>Any other inquiries pertaining to the operations of the Association</p>	<p>24 -48 hours from the time and date of your phone call, e-mail or fax, not including weekends.</p>
<p>NOT SURE WHO TO CALL???????</p>	<p>As Jennifer Savasta and Rick Limbert are in the office during normal business hours, please contact one of them and they can lead you in the right direction</p>	