

October 2024

Re: Bayway Isles Homeowners Club, Inc.

Dear Homeowner,

I am pleased to announce that the Board of Directors of Bayway Isles Homeowners Club has selected Resource Property Management as the new managing agent for your Association effective November 1, 2024.

On behalf of the entire staff of Resource Property Management, we wish to welcome you as our clients. We are all looking forward to being of service to you and your Board of Directors. Our goal is to ensure that the needs of your community are met in the most professional and efficient manner possible.

Resource Property Management is a locally owned and operated Community Association Management Company with over 30 years of experience in the industry. We are proud to represent over three hundred (300) individual condominium, homeowner and manufactured home communities. We employ over seventy-five (75) licensed community association managers. RPM is one of only 144 companies nationwide to obtain the coveted Accredited Association Management Company Designation (AAMC). This designation recognizes and requires excellence in all aspects of professional community association management.

We stress communication, teamwork, education and personalized service, all of which are key principles if we are to successfully manage your community and create a positive relationship in the process. That, after all, is the cornerstone of what we hope will be a mutually beneficial experience. To learn more about our company and the services we provide, feel free to visit our website at www.resourcepropertymgmt.com.

Resource Property Management has assigned Danielle Bruynell, Community Association Manager, (dbruynell@resourcepropertymgmt.com) as the managing agent for your Association. Danielle is a highly qualified manager who will be a tremendous asset to your community. Sarah Corona is the Administrative Assistant for Danielle and can be reached at (scorona@resourcepropertymgmt.com). Please feel free to contact both Danielle and Sarah at our St. Petersburg office at 727-864-0004. The office is open Monday – Friday from 9am – 5pm (closed for lunch from noon to 1pm). Emergencies on the common areas of the community outside of business hours and on the weekends should be reported to our office by calling 727-864-0004 and following the prompts to report the emergency.

In addition, the Association will also be changing their banking facility to **Popular Association Bank**, the banking institution utilized by our company. We have enclosed your annual assessment invoice for processing your annual maintenance fee payment. **If you previously had your payment automatically deducted from your checking account (ACH), you will be provided an opportunity to access our online homeowner portal wherein you can sign up for this service. Please stay tuned for more information VIA EMAIL in the coming weeks regarding the portal.**

Please review the enclosed information regarding payment options available to you. In the event you may have prepaid your maintenance fees, please be assured that your payments will be credited accordingly.

We appreciate the opportunity to be of service to your Association and look forward to meeting with you personally. If you have any questions, please do not hesitate to contact our office.

Sincerely,

RESOURCE PROPERTY MANAGEMENT

Debra Reinhardt

Debra Reinhardt, CMCA, AMS, PCAM®, Chief Executive Officer

PAYMENT INFORMATION

AUTOMATIC DEDUCTIONS (ACH):

Resource Property Management offers homeowners the ability to have your maintenance fee payment automatically deducted from your bank ("ACH"). If you are interested in utilizing this option, please be aware that in the coming weeks you will receive information VIA EMAIL regarding our state-of-the-art software, VANTACA, which will have your personal login and temporary password for accessing our system. As part of the Vantaca program, you will have the ability to sign up for ACH online at your convenience however owners must register for ACH no later than the **last business day of the month prior to the month** in which you would like your auto-deduction to be effective. Auto-deductions are scheduled for the 3rd of the month for each scheduled payment. You may also cancel or change this service via your online portal account.

ONLINE BANKING/BILL-PAY:

If you elect to have your financial banking institution submit payments on your behalf for your Association monthly assessment, please be aware that this payment method is not an automatic electronic transfer of funds. A check will be drafted by your bank and mailed without the appropriate coupon. Payments without coupons (such as this) require additional time to be credited to your account. We recommend that you allow several days prior to the late fee grace period for your payment to process to avoid additional charges to your account and/or issuance of a reminder notice due to delay in processing your payment.

On-line payments should be made payable to Bayway Isles Homeowners Club and mailed directly to:

Bayway Isles Homeowners Club
c/o Resource Property Management
P.O. Box 20270
Miami, FL 33102-0270.

One check per lot and you must indicate your account number (as noted on your assessment invoice) to ensure proper credit.

CREDIT CARD or E-CHECK PAYMENTS:

Credit Card and E-Check payments are processed through the Vantaca Homeowner Portal. You will receive information regarding your login and temporary password in the coming weeks regarding this payment option. Credit card payments will incur a 3.25% service fee and E-check payments will incur a flat fee of \$1.99 per payment.

POST-DATED CHECKS:

Resource Property Management will process your post-dated checks for an annual fee of \$25.00, made payable to Resource Property Management to cover administrative costs. **DO NOT send post-dated checks for maintenance fees to the P.O. Box.** Please mail your post-dated checks along with the accompanying coupons directly to our **Corporate Headquarters located at 7300 Park Street, Seminole, FL 33777.**

FOREIGN BANK CHECKS:

Foreign checks cannot be sent to the P.O. Box address. Please mail your Foreign Bank checks along with the accompanying coupons directly to our **Corporate Headquarters located at 7300 Park Street, Seminole, FL 33777.** Please be aware that payments utilizing Foreign Bank checks will experience a delay in processing.