

**LIVINGSTON LAKES CONDOMINIUM ASSOCIATION, INC.
STATEMENT OF ASSOCIATION POLICY ON COMMUNICATIONS**

Effective Date: Feb. 14th, 2023

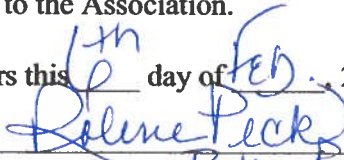
Issue: Requests and complaints from homeowners

Statement: The Board of Directors desires to adopt a policy outlining how owners can properly and effectively share their requests, complaints, and suggestions with the Association

Policy:

1. Livingston Lakes owners are encouraged to submit their requests, suggestions, and complaints directly to the Association. Such communications can be made through the Association website, by email to the management office at: joanna@paramontproperty.com *or at such other email address as the board may determine from time to time which shall be provided to the owners*, or in writing, hand-delivered or mailed, to the management office located at 5629 Strand Blvd., Suite 412, Naples, Florida 34110.
2. Upon receipt of a submission delivered in accordance with paragraph 1 above, management will respond, if warranted, or forward it to the Board of Directors or applicable committee for review and follow-up. If the Association does not respond to the submission, the owner should not assume that the Association did not receive it. Again, the Association will respond directly to the owner's submission only if warranted.
3. If a request, suggestion, or complaint is not addressed to the owner's satisfaction by following step 1 above, the owner(s) should not send the same submission or otherwise communicate with the Association or its management in an aggressive or negative fashion in an effort to get the desired response. Owners should not expect a response to these kinds of communications. Rather, the owner should bring his or her issue to a Board meeting.
4. The Board and its management will strive to address all opinions, suggestions, and complaints from Livingston Lakes owners, and this policy is intended to communicate the accepted and most effective ways for homeowners to communicate these matters to the Association.
5. Should the Board determine that excessive or repeated submissions rise to the level of an unreasonable burden or nuisance to the Association, its management and/or its attorneys, the responsible homeowner(s) may be: a) fined \$100.00 per instance; b) suspended from common amenities; and/or c) subject to other legal remedies available to the Association.

ADOPTED by the Board of Directors this 14th day of Feb., 2023.

By: 
Print Name: Rokne Peck
Title: President

Attest:

Secretary

(Corporate Seal)