

Property Management Contact Procedures for Seacrest Villas Unit Owners

These procedures have been developed because in the past Board members have experienced owners contacting them instead of the management company, for maintenance requests, accounting queries and other general inquiries. In every instance these questions should be directed to our property management company, **JMD Properties Inc., FIRST** to ensure the quickest and most effective response. Board members should be contacted **only** if there is no response to the query after **two** attempts by the unit owner.

CONTACT METHODS

Telephone Queries – Owners should call our property manager, **Michael Mlayess**, at JMD at **561 265 3272** and identify themselves by name, association name (Seacrest Villas), and unit number. JMD keep a log of all calls received and these logs will be referred to in order to establish time lines in the event a service issue is escalated. JMD Business hours are **8:30am to 5pm**. Emergency calls outside of these hours are forwarded to an answering service which has a list of JMD emergency contacts. Michael's e mail address is **Michael@jmdproperties.com**.

On line requests using the JMD website - Owners can submit **on line requests** by visiting www.jmdproperties.com under the heading **Communications** for Maintenance, Accounting, and General Requests.

Owners can also access various **Seacrest Villas Association forms** directly from the **Seacrest Villas** section under the heading **Resources** on the JMD website. This is a very efficient way of obtaining the forms if you have internet access and a printer. Currently the forms that are listed are the **Seacrest Villas Application for Buyers and Renters, Email Notice request, Rules We Live By, Parking Space Change Request** and **ACH Authorization letter** (Automatic payment of monthly maintenance dues).

FAQ's (Frequently asked questions) about associations can also be accessed under the **Resources** heading of the JMD website and it is a very informative section for owners of condominium apartments.

SEACREST VILLAS UNIT OWNERS PAYMENT OPTIONS

Automatic Payment Option (ACH)

This is the most reliable and convenient payment option available to Seacrest Villas Owners **free of charge** provided they complete an **Authorization Agreement** for Direct Payments **ACH** form and attach a voided check. This option allows the Association to directly debit your account for the monthly maintenance. The withdrawal takes place on or about the 5th of the month depending when the week end falls within the month.

BY CHECK

Checks along with the **Coupons** that were mailed to owners should be mailed to **arrive** at the following address by the **10th day of the month**.

Seacrest Villas Association, Inc.

PO Box 859723

Port St. Lucie FL 34985-9723

OR

Placed in the drop box located in the Club Room. Payments are due by the first of each month but **will incur a late charge if not received by the 10th day**. We realize that social security checks only arrive by mail around the 3rd of the month so there is still ample time to deposit the funds into the bank and make the deadline.

On-line payments of maintenance fees and assessments can be made on the JMD web site by clicking on the heading **On-line services** and selecting **either credit card** or **Electronic check** options. Please note there is a cost for this service which is retained by the service provider and in no part is received by either the association or JMD Properties Inc. Some people use this option because of the credit card feature where they earn **rewards points**.

**** All payments arriving at the drop box in the Club room, at the Port St. Lucie PO Box, or an on-line after the 10th of the month will incur a \$25.00 late fee***

BOARD OF DIRECTORS

January 2015