

## **Access to Books and Records**

### **Forest Lakes Community Association**

Forest Lakes Community Association is required by state law and by its own governing documents to maintain and make available to authorized person records of the activities and business operation of the association as well as information on individual homeowners.

#### Homeowner Financial Information

All data, to include association financial information, banking information as well as individual homeowner financial records, are maintained on a homeowner's association management software system stored on the management company's server in Richmond, Virginia. The data is backed up daily at the Richmond office as well as at Associa's corporate headquarters in Dallas, Texas. Employees of the management company are required to change their passwords every 45 days to maintain the security of the database. In addition, only personnel requiring access to FLCA information for maintenance or updating purposes are permitted to view or modify any data belonging to FLCA. The server as well as all computers connected to it are protected by an anti-virus program that automatically checks for security updates twice daily.

#### Forest Lakes On-Site Office

FLCA policies, forms, letters, emails, and homeowner contact information are stored on the site office computers as well as on a cloud server. Currently, a hard drive back up system is in place with back up performed daily. The PC's are cleansed prior to disposal and are typically replaced on a 6-7 year cycle. All computers are protected by a reputable antivirus software program. The Forest Lakes On-Site office maintains individual homeowner information such as homeowner contact information, applications for architectural changes, written complaints and other general information on a cloud server as well as by paper copies in the office.

#### Homeowner Access to Association Records Approved by the Board of Directors 9/26/2012

Homeowners and other authorized persons may request to view or copy these files during normal business hours with five days written notice reasonably identifying the purpose for the request and the specific books and records of the association requested. Homeowners may not request to view the records of other homeowners but reserve the right to view or copy their own file if desired. The records may be requested by filling out the form #RHR (attached).

REQUEST FOR HOMEOWNER RECORDS FORM

Please complete the information below and return to the FLCA On-Site Manager

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Date: \_\_\_\_\_

Desired Date of Examination of Records: \_\_\_\_\_

Reason for Request: \_\_\_\_\_

Type of Records Requested: \_\_\_\_\_

\_\_\_\_\_

Note: The Association may impose a charge for each copy:

Black & White	\$ .15
Color	\$ .20
Larger than 8.5" x 11"	Actual copy cost from a third party