

The Masters at Pelican Sound Neighborhood Association, Inc. ARC Violation Policy
Approved by the Masters Board 11.15.2024

- 1 An "ARC violation" refers to any action or condition within the community that violates any restriction, rule, or policy contained within either the Masters Architectural Standards or the Pelican Sound ARC Guidelines. Both of these documents are on the website of the Master's property management firm (www.franklycoastal.com) and the Master community's website (<https://masters33928.us/wp/>).
- 2 Violations may be identified by Pelican Sound Golf and River Club ARC, Masters Board members, residents, or the property management firm and must be reported to the Masters Association's property management firm for action.
- 3 The ARC violation will cite the specific clause in either the PSGCR Architectural Guidelines or the Masters Architectural Guidelines that is being violated. Actions that violate Pelican Sound Golf and River Club's ARC guidelines will be forwarded to the management of Pelican Sound Golf and River Club for action. If the Pelican Sound Golf & River Club decides not to act on their violation, they must provide the rationale for their decision to the Masters ARC Chairperson and Masters property management firm.

Actions that violate only the Masters ARC Regulations will follow the policy set out in this document.

- 4 The Masters property management firm will document all actions associated with any ARC violation. When any violation occurs, the Masters property management firm will issue a violation ticket within 5 business days.

The Masters property management firm will maintain a list of all violations that includes who is responsible for follow-up, either Masters ARC or PSGRC ARC.

- 5 The following procedure applies to actions that only violate Masters ARC guidelines.
 - a. The Masters property management firm will send an initial violation letter to the owner (and tenant, if applicable). To clearly document the action, the letter will be issued even if the violation has been verbally communicated to the owner.

The violation letter will be sent by the US Post Office; in addition, the letter may be emailed to the owner.

The initial violation letter will document the violation, specifying the specific rule or governing document Article and Section that has been violated, including a picture of the violation (if applicable). In addition, it will advise the owner how the violation may be corrected within a reasonable timeframe.

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- b. A resolution date will be set. If the violation is not a safety issue, the resolution date is 14 calendar days from the date of the initial violation letter. If there is a safety issue the resolution date is based on the circumstances of the case.

After receipt of the initial violation letter, the owner (or tenant, if applicable) must either rectify the violation, or submit plans to rectify the violation to the property management firm on or before the resolution date.

An alternative resolution date can be approved by the Board if a plan is submitted by the original resolution date.

- c. If the violation has not been corrected or a proposal for making the correction has not been submitted to the Board or the property management firm by the resolution date, the property manager will call the owner.
- d. If the property manager is unable to contact the owner, a second violation letter will be sent to the owner (and tenant, if applicable) in a way that tracks the letter's delivery.

This letter will restate the violation.

In addition, the letter will present the implications of not resolving this violation, detailed in Paragraph 5e.

- e. If the violation has not been corrected or a proposal for making the correction has not been submitted to the Board property management firm by the revised resolution date, the following actions will be taken:

The Masters Board will form a Compliance Committee consisting of three Masters residents to hear the violation case. Members of this ad hoc committee cannot be members of the Masters board, nor can they be related to a member of the Masters board.

The Masters Board will set a date for a hearing before the Compliance Committee to which the owner may attend either in person or by electronic device. The owner is not compelled to attend.

The Masters property management firm will send a letter to the owner informing them of the date and location of the Compliance Committee hearing which will be at least 14 days in advance of the hearing. This third letter should be sent in a manner that allows its delivery to be tracked.

A Compliance Committee hearing is held. The purpose of the hearing is to review the specifics of the violation and to allow the owner to respond. The Compliance

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Committee will make a recommendation to the Masters Board to either proceed with the processing of the violation or to drop the violation charge. The decision of the Compliance Committee is final.

If the Compliance Committee recommends that the correction of the violation be pursued, the Masters board will determine what penalties should be imposed. For example, they may request Pelican Sound suspend club privileges, they may impose a fine, or they may refer the case to the Association's attorney for litigation.

- f. If the owner corrects the violation, the violation ticket will be updated by the property management firm to document the resolution of the violation. Then the ticket shall be closed.
- 6 This violation policy supersedes any previous ARC violation policy both past and present. This ARC violation policy and timeframes specified in this policy are intended to be a guideline and all actions are subject to administrative and processing delays. This policy will not contradict the "Governing Documents"