

## **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 persons records of the activities and business operations of the association as well as information on individual homeowners.

### Homeowner Financial Information

All data to include association financial information, banking information as well individual homeowner financial records are maintained on a homeowners association management software system stored on the management company's server located 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 personal 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 Site Office

Data stored on the FLCA site office computers have very limited or no financial association information on them as this information is stored on the server in the Richmond and Dallas offices. FLCA policies, forms, letters and e-mails and homeowner contact information are stored on the site office computers. Currently, a hard drive back-up system is in place with backup is 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 updated daily. The Forest Lakes site office also maintains paper files stored in file cabinets that contain information on individual homeowners such as original contact information applications for architectural changes, written complaints and other general information.

### Homeowner Access to Association Records Approved by the Board of Directors 9/26/12

Homeowners and other authorized persons may request to view or copy these files during normal business hours upon 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 form #RHR (attached)

REQUEST FOR HOMEOWNER RECORDS FORM

Please complete the information below and return it to the Community Manager.

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

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

Today's 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"	<u>Actual copy cost from a third party</u>