

RESOLUTION 2009-03

A RESOLUTION OF THE BOARD OF SUPERVISORS OF THE COVINGTON PARK COMMUNITY DEVELOPMENT DISTRICT (HEREIN "CDD") ESTABLISHING A POLICY AND PROCEDURE FOR CDD PERSONNEL TO FOLLOW WHEN RECEIVING AND RESPONDING TO INQUIRIES FROM RESIDENTS ABOUT HOMEOWNER ASSOCIATION MATTERS; PROVIDING EXPRESS PROHIBITION ON ANY EMPLOYEE, OFFICER OR AGENT OF THE DISTRICT FROM ACCEPTING MAIL, PACKAGES OR SERVICE OF PROCESS ON BEHALF OF THE HOA; PROVIDING AN EFFECTIVE DATE

WHEREAS, the CDD Board of Supervisors recognize and understand that the district clubhouse is a central point of activity for residents of the community;

WHEREAS, the CDD operational offices and staff are located in the clubhouse and are often faced with questions about the Covington Park Homeowners Association (HOA);

WHEREAS, it is the intent of the CDD Board of Supervisors to limit the time and resources spent by CDD staff on HOA matters;

WHEREAS, the CDD Board of Supervisors find it necessary to establish a policy to assist and guide CDD personnel in responding to resident inquiries about the HOA;

WHEREAS, it is the intent of the CDD Board of Supervisors to ensure a positive customer service approach that is friendly and responsive to residents of the community;

NOW THEREFORE BE IT RESOLVED BY THE BOARD OF SUPERVISORS OF THE COVINGTON PARK COMMUNITY DEVELOPMENT DISTRICT:

Section 1. Adoption of Policy: The Board of Supervisors hereby does adopt and establish the following policy:

CDD POLICY FOR RESPONDING TO HOA QUESTIONS AND INQUIRIES

- A) It is established policy by the Covington Park CDD Board of Supervisors to assist all members of the district. When a member of the CDD staff receives an inquiry from a resident about an HOA matter, CDD staff shall respond in a courteous manner by providing such resident with the name, address and telephone and/or email of the HOA Community Association Manager. For purposes of this policy, CDD Staff shall mean any CDD officer, employee and agent of the district.
- B) CDD staff is authorized and encouraged to direct members of the community seeking HOA information to the appropriate HOA personnel and contact information.

- C) CDD Staff are NOT permitted and shall at no time accept mail, packages or service of process on behalf of the HOA.
- D) The HOA, at its sole cost and expense, is permitted to place reference materials and signage at the CDD clubhouse at such place and location as designated by the District Manager. The HOA shall be responsible to replace all materials and maintain their equipment in a good state of repair. A placard, approved by the District Manager, purchased and installed at the sole cost and expense of the HOA, may be placed prominently at the clubhouse that states the following in substantially similar form:

For Covington Park HOA questions or package delivery, please contact:

Covington Park HOA
 Attn: Community Manager
 RAMPART PROPERTIES, INC. AAMC
 10012 N Dale Mabry Hwy, Suite 102
 Tampa, FL 33618
 Tel: (813) 963-6400

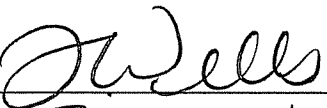
Section 2. Empowerment of Officers: That all proper officers of the Covington Park CDD are authorized to do all things necessary and proper to carry out and make effective the provisions of this Resolution. The District Manager is authorized to duplicate the above policy on such forms and literature as he/she deems necessary, provided, however, that such publication shall reference this resolution as the authority therefore.

Section 3. Effective Date: This Resolution shall take effect immediately upon its adoption.

PASSED AND ADOPTED this 28th day of April, 2009.

ATTEST:

BOARD OF SUPERVISORS OF
 COVINGTON PARK COMMUNITY
 DEVELOPMENT DISTRICT, a Florida
 independent Special District



 Print: Tina Wells
 Secretary / Assistant Secretary



 Print: Bolt Mc Cart
 Chairman/Vice-Chairman

Approved as to form:
 Rolando J. Santiago
 District Counsel