

RECORDS INSPECTION AND COPYING POLICY
TWIN TOWERS HOMEOWNERS ASSOCIATION, INC.

Pursuant to the Association's governing documents applicable law, the Board of Directors of Twin Towers Homeowners Association, Inc. hereby adopts the following Official Records Inspection and Copying Policy.

1. Purpose

The purpose of this Policy is to establish reasonable procedures for the inspection and copying of the Association's official records, to protect Association records from loss or damage, to minimize disruption to Association operations, and to ensure compliance with applicable law.

2. Official Records Requests

- a. All requests to inspect or obtain copies of official records shall be submitted in writing.
- b. Requests shall be delivered to the Association's designated records custodian at the Association's principal office, management office, or designated email address.
- c. Verbal requests shall not be accepted.
- d. The Association may, in the designated records custodian's reasonable discretion, require the requesting member to provide sufficient information to verify ownership of a Lot.

3. Specificity Required

- a. Requests must reasonably identify the records sought.
- b. Requests seeking, for purposes of example and not limitation, "all records", "all documents", "all communications", "all emails", "all files", or similarly broad categories shall be deemed insufficient unless the request identifies a reasonable subject matter and time period.
- c. Requests for communications, emails, correspondence, invoices, contracts, financial records, or similar categories of records shall identify a reasonable date range. Requests lacking a reasonable date range may be deemed insufficient.
- d. If a request is ambiguous, overly broad, or does not reasonably identify the records sought, the Association may request clarification before processing the request.
- e. The Association's obligation to make records available shall commence upon receipt of a request that reasonably identifies the records sought.

4. Inspection by Appointment Only

- a. Inspection of records shall occur only by appointment.
- b. Inspections shall occur during normal business hours on business days.
- c. Inspections shall be conducted at the location designated by the Association.
- d. The Association may designate a staff member, manager, director, officer, or agent to supervise any inspection.
- e. No member shall have access to records storage areas except under direct supervision.

5. Inspection Sessions

- a. Inspection appointments shall be scheduled in blocks not exceeding two (2) hours.
- b. If additional time is necessary, additional appointments may be scheduled based upon staff availability and operational needs.
- c. The Association may limit the number of persons attending an inspection on behalf of a member to the member and one representative.
- d. Members shall not interfere with Association personnel during inspections.

6. Electronic Records

- a. The Association may, in its sole discretion, satisfy any records request by providing records in electronic format, regardless of the format requested by the member.
 - b. Records maintained electronically may be produced electronically and need not be converted to paper format.
 - c. Records maintained in paper format may be scanned and produced electronically.
 - d. The Association shall determine the manner, format, and method of production of all official records.
 - e. The Association shall have no obligation to print, reproduce, reformat, reorganize, compile, summarize, create, or convert records into a format requested by a member.
- f. The Association shall not be required to create records that do not exist, answer questions, conduct research, compile information, prepare summaries, prepare reports, create spreadsheets, or reorganize records in response to a records request.
- f. Electronic production of records may be accomplished by email, electronic file transfer, cloud-based document sharing, member portal access, or any other method selected by the Association.
 - g. If records are produced electronically, the Association may deem its statutory obligation to make such records available satisfied upon transmission of the records or provision of access to the records.

7. Inspection Before Copies

- a. Members are encouraged to inspect records before requesting copies.
- b. The Association may require identification of specific documents to be copied following inspection.
- c. The Association shall not be obligated to estimate or determine which documents a member wishes to have copied.

8. Copying Charges

- a. Copies made on the Association's standard copier shall be charged at \$0.25 per page.

- b. Copies requiring outside vendors, special equipment, oversized reproduction, color reproduction, or electronic media shall be charged at the Association's actual cost.
- c. All copying charge estimates shall be paid before records are released.
- d. Any unused portion of a deposit shall be refunded.

9. Personnel Charges

- a. If a records request exceeds twenty-five (25) pages and the time required to locate, retrieve, assemble, copy, scan, and otherwise prepare records for production exceeds thirty (30) minutes, the Association reserves the right to charge the actual personnel costs incurred.
- b. Personnel charges shall be calculated using the hourly compensation rate paid by the Association for the personnel involved in fulfilling the request.
- c. Personnel charges shall be prorated in increments of one-tenth (1/10) of an hour.
- d. The Association may require advance payment of estimated personnel charges before production.

10. Deposit Requirement

- a. If the Association reasonably estimates that copying charges, personnel charges, vendor charges, or other lawful charges will exceed Fifty Dollars (\$50.00), the Association may require a deposit before processing the request.
- b. Any unused portion of a deposit shall be refunded.
- c. Any additional charges shall be paid before records are released.

11. Exempt and Protected Records

The Association shall withhold records exempt from inspection under applicable law, including but not limited to attorney-client privileged communications, attorney work product, personnel records, information protected by statute, and other records exempt from member inspection pursuant to § 720.303(5), Fla. Stat.

12. Protection of Records

During an inspection:

- a. Records shall remain in the custody of the Association.
- b. Records shall not be removed from the inspection location.
- c. Records shall not be altered, marked, folded, damaged, disassembled, or reorganized.
- d. Original records shall not be copied using equipment that could damage the records.
- e. Any person damaging Association records shall be responsible for all resulting costs.

13. Repetitive Requests

- a. The Association may identify records that have previously been produced to a member.

- b. Nothing herein shall obligate the Association to create duplicate sets of records that have previously been made available for inspection.
- c. The Association may satisfy repetitive requests by making the records available for reinspection or by reproducing the records upon payment of all applicable charges.

14. Conduct During Inspection

- a. Members shall conduct themselves in a respectful and orderly manner.
- b. Members shall comply with all reasonable instructions of the Association's designated records custodian.
- c. Any inspection that materially disrupts Association operations may be temporarily suspended and rescheduled.

15. Reservation of Statutory Rights

This Policy shall be interpreted consistent with all applicable law. To the extent any provision of this Policy conflicts with any applicable statute, rule, regulation, or other provision of law, such law shall control, and the remainder of this Policy shall remain in full force and effect.

Adopted by the Board of Directors of Twin Towers Homeowners Association, Inc. on _____, 2026.