



Seaport Oceanfront Condominium Association, Inc
C/O Keys Property Management
5505 N. Atlantic Ave #207
Cocoa Beach, FL 32931

(321)784-8011 Cocoabeach@keysenterprise.com

Office Hours Monday-Thursday 8:30am-5:00pm/ Closed 12:00-12:30 for Lunch/Friday 8:30-12:30

Dear Homeowner:

My name is Diane Whittington, and I am the Community Association Manager with Keys Property Management that will be managing Seaport Oceanfront Condominium Association. We began services to your community on March 1st, 2023.

Keys Enterprise is a small firm, which provides personalized services and strives to build solid relationships offering exceptional service to exceptional developments. We work to deliver great customer service and quality property management. We do this by maintaining open lines of communication, responding quickly to requests, having a local presence in the community, and listening earnestly to the needs of our customers.

Please be sure to make all payments to the Seaport Oceanfront Condominium Association. You may set up automatic payments on your account that will come out approximately on the 4th of the month when your assessment is due. There is a form included in your welcome package with further information about this service or you can contact Robin Allen through email at robin@keysenterprise.com. Robin handles all payment-related matters. You may also set up the payment online on the comweb owners' portal.

You may also make one-time payments through the portal, but the service provider does charge a convenience fee. However, setting up recurring payments are free of charge when you set up recurring payments using a bank account. In addition, if you are set up on our automatic payment and there is a change to the monthly fee, no action is needed on your part the payment will automatically adjust in the system.

If you elect to manually mail in your monthly assessment, **please put your account number** (which is your unit number or physical address for example A201 or 900). This account number must be listed in the memo line of your payment. You will mail your payment to:

**Seaport Oceanfront Condominium Association
C/O Keys Property Management
PO Box 64625
Phoenix, AZ 85082**

Please do not mail payments to the Keys Property Management office, as it will only delay payment processing because they must be mailed to the bank in Phoenix.



For non-emergency inquiries you should contact our receptionist by e-mail at cocoabeach@keysenterprise.com or by phone at (321) 784-8011, option 4 for the Cocoa Beach office. When calling the office please advise the team member answering the phone the reason for your call and they will make every effort to assist you at the time of the call. For 24/7 maintenance emergencies please call our office and press the corresponding number to be connected to our answering service. The answering service is in Jacksonville, Florida and will triage the call and depending on the need will either call the manager or send an email to the manager.

We are all here to help you and answer any questions you may have. To find out more about our firm, please visit our company website at www.keysenterprise.com

You may register on your community website at: www.keysenterprise.net/seaportoceanfront. We must activate you in the system after registering to grant full access. If you would like to have items (meeting minutes, financials, meeting packages, etc.) emailed upon posting to the site, you may request this. When you register, please check the box (notify me when a file is loaded) and the system will email you those documents. You may also register for ComWeb, our resident portal, at comwebportal.com/login. This portal allows you to check your account payment history, make payments, create service requests, and submit address information changes along with other forms of communication to our company and the Board of Directors.

To better serve your community, we would like to move the work order process to our online portal (comweb). Paperwork orders are not monitored and can be lost or misplaced. The management company and board cannot view or monitor paper request. If you use our online system, the work can be tracked and monitored to ensure we are serving the needs of the community.

If you need assistance, please do not hesitate to contact our assistant at the Cocoa Beach office, and they can help you get acclimated to any of our websites and answer questions you may have about your community.

I look forward to working with you to create a smooth transition to the new management company for your community.

Sincerely,

Diane Whittington, CAM
Diane@keysenterprise.com