

Turtle Rock Residents,

I previously communicated with you about the change in management companies. We have been enjoying a smooth transition to Civix, including getting required information from our current management company Sunstate and loading it into the Civix software platform, which is called AppFolio. Board members, Nanette and the ARC members have been trained on the AppFolio system. You will be hearing a lot more about AppFolio in the coming weeks, but rest assured our November 1 transition to Civix is on schedule.

There are a few items you should be aware of that may require action on your part.

### **DUES PAYMENT**

- **If you are enrolled in auto pay and your account is current** (i.e., you don't owe the Association any money), **ACTION**, you will need to **contact your bank to change the payee to Civix Property Management** (currently Sunstate Property Management) **any time between now and when you pay your dues that are due January 1, 2024**.
- **If you are enrolled in auto pay and have an outstanding balance due**, **ACTION**, please **make the change mentioned above and remit payment** as soon as possible **after November 1**.
- **If you aren't enrolled in auto pay, and you don't have an outstanding balance**, **NO ACTION** is required. New coupon books will be printed and mailed to you before the end of the year. Those coupons will have the correct remittance address.
- **If you aren't enrolled in auto pay and you do have an outstanding balance**, **ACTION**, please **remit payment as soon as possible to Civix Property Management at 2828 Clark Road Suite 10, Sarasota, FL 34231**.

### **CONTACT WITH CIVIX**

- **Nanette Thomas** will continue as our Community Association Manager (CAM) and will become an employee of Civix. Her **phone number remains 941-921-3865**. This is the **ONLY** number that should be used to contact her, as the other phone numbers will either be disconnected or redirected to Sunstate.
- If you cannot reach Nanette or it is after hours and you have a real emergency, you can call Civix on 941-529-9595. They are in the office Monday through Friday from 9AM to 4PM and have an emergency service that will contact Nanette in the event of a true after-hours emergency.

### **ONLINE PORTAL ACCESS**

- One of the best features Civix provides is an integrated, user-friendly user portal, AppFolio, for you to manage important interactions with the Association and the CAM. This includes ARC requests, account history, compliance information, event calendar, and other important information. I strongly encourage you to take advantage of this robust and helpful capability by activating your account. You will receive instructions from Civix via email on how to set up your account after all the data has been completely migrated from Sunstate systems. That will be completed in the month of November after our financial records from the end of October have been transferred. These instructions should arrive in early December.
- There will be changes to the myturtlerock.com website to minimize duplication of information between the website and the AppFolio portal, so over time, some information may be removed

from the website and will be maintained in the AppFolio portal. Another good reason to activate your AppFolio account.

So far, I am very pleased with the work that has been done to support this transition. Please keep an eye out for the letter from Civix that will come in the next few days, and for further information on steps to activate your online AppFolio portal. As always, if you have any questions, please email them to [letstalkturtlerock@gmail.com](mailto:letstalkturtlerock@gmail.com).

Russ Gill  
President – Turtle Rock