



## **Ventana Owners Association, Inc.**

**C/O Keys Property Management**

(321)784-8011 | 7827 N Wickham Drive

Melbourne, FL, 32940

Dear Homeowner:

My name is Alexandra Agudelo, and it is my pleasure to introduce myself. I am a licensed Community Association Manager with Keys Property Management who has been assigned to be your community manager.

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.

Be sure to make all payments payable to: Ventana Owners Association. Currently Ventana adheres to an annual maintenance fee schedule. Annual maintenance fees are due January 1<sup>st</sup>, not late until February 1<sup>st</sup>. You may set up automatic payments on your account that will come out approximately on the 4<sup>th</sup> of the month when your assessment is due. There is a form included in your welcome packet with further information about this service or you can contact our owner account representative at [ar@keysenterprise.com](mailto:ar@keysenterprise.com). You may also set up the payments online on the Vantaca owner's portal.

You may also make one-time payments through the portal, but the service provider does charge a convenience fee for recurring and one-time fees. This fee is charged for all credit or debit card transactions, however there is no fee when using a bank account for recurring transactions. There is a fee for one-time payments using any method. In addition, if you are set up on our system for automatic payments and there is a change to the monthly fee, no action is needed on your part and the payment will automatically adjust in the system.

***Your annual assessment amount is \$592.00.***

If you elect to manually mail in your annual assessment, **please put your account number on the memo line of the check.** Please mail your payment to:

**Ventana Owners 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.*

For non-emergency inquiries you should contact our receptionist by email at [suntree@keysenterprise.com](mailto:suntree@keysenterprise.com) or by phone at (321)784-8011; or for 24/7 maintenance emergencies, call our office and press the corresponding number to be connected to our answering service. The answering service in Jacksonville, Florida will triage the call. Depending on the type of service needed, they will contact the CAM in the appropriate manner.

You may register on your community website at <https://www.keysenterprise.net/ventana>. The Ventana Owners Association website is currently available. The registration is a two-part process. After you submit the registration, our administrative team will review the request and grant access, and that process can take several days. This website gives you access to meeting minutes, financials, governing documents, and other information about your community.

You may also register for Vantaca, our resident portal, at [www.keysenterprise.com](http://www.keysenterprise.com). This portal allows you to check your account payment history, make payments, create maintenance service requests, and submit address information changes along with other forms of communication to our company and the Board of Directors. You can also access the community website through the Vantaca owner's portal.

In addition to the web link, there is also an app that can be used on *IOS* and *Android* devices. The app is called *Home by Vantaca*. The app is free to download. Your log in credentials will work with the app and the online version.

If you need assistance, please do not hesitate to contact our administrative assistants at the Suntree office. Congratulations on the purchase of your new home.

Sincerely,

Alexandra Agudelo, CAM  
[alexandra@keysenterprise.com](mailto:alexandra@keysenterprise.com)



## VENTANA WELCOME INFORMATION

Rockledgeventanaboard@gmail.com

Welcome! On behalf of our residents the Ventana Owners Association welcomes you to the neighborhood. You have joined a friendly and caring community. Please contact us at the email above if we can be of help. We look forward to getting to know you.

Ventana OA has Scheduled Quarterly Meetings, keep a look out for email reminders.

We will post the meeting notice sign at our front entrance. Meetings may be subject to cancellation. If there is no sign the meeting has been cancelled an email will follow with reschedule information.

For the most up to date information, governing documents, request forms and contact information please visit:

<https://www.keysenterprise.net/Ventana>

Pool/Recreation Facilities are jointly owned and maintained by Ventana and Ashwood Lakes Joint Recreation Committee (JRC). Property owners, their families and guests have pool and recreation facility access and privileges. Hours and rules are posted in the pool/rec areas and the pool requires a proximity card for access. Obtain a proximity card by emailing [rockledgeventanaboard@gmail.com](mailto:rockledgeventanaboard@gmail.com).

Irrigation schedule for City of Rockledge are even numbered houses on Thursday and Sunday; odd numbered houses on Wednesday and Saturday. No watering between 10am – 4pm.  
<https://www.cityofrockledge.org/>

Trash pickup days: Monday: Solid Waste, Recycle, Yard Trash    Thursday: Solid Waste

Mailbox Keys can be obtained from USPS located at 3000 Murrell Road in Rockledge.

Ventana does have a Facebook Page: Ventana Community Rockledge FL

Our primary method of communication is through email, so if you don't hear from us regarding meeting announcements or occasional information blasts, please send us an email and let us know.

Welcome to Ventana, we hope you love it as much as we do!

**Ventana Owners Association, Inc**  
**Unit Registration & Preferred Communication Form**

**Unit:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Owner**

**Information:** Unit Owner Name(s): \_\_\_\_\_

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

City, State, Zip: \_\_\_\_\_

Telephone #: \_\_\_\_\_ Cell #: \_\_\_\_\_

Email: \_\_\_\_\_

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

City, State, Zip: \_\_\_\_\_

**Emergency**

**Contact:** Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

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

*If you provide a key with a neighbor, please indicate name, unit number and phone number below:*

Name: \_\_\_\_\_ Unit: \_\_\_\_\_ Phone #: \_\_\_\_\_

**Unit Use:** **Permanent Residence:**  Yes  No **Part Time Residence:**  Yes  No

**Rental:**  Yes  No

**Rental/Lease:** Name of Lessee(s): \_\_\_\_\_ Phone #: \_\_\_\_\_

**Name of Rental Agency:** \_\_\_\_\_ **Phone #:** \_\_\_\_\_ **Name of Rental Agent:** \_\_\_\_\_

**PLEASE INITIAL TO GIVE YOUR APPROVAL –**

\_\_\_\_\_ Authorization is given to the Association/Management to email community information.

\_\_\_\_\_ Request the Association/Management to mail community information.

(Please know that the only Notices mailed if you choose the second option, will be the i.e., Budget Meeting, Special Assessments, and the Annual Member Meeting. Board meetings for normal Association business will be posted as required and a courtesy email will be sent to those that authorized it to be sent. Ref. [720.112 Bylaws.](#))

Signature \_\_\_\_\_ Date \_\_\_\_\_

\*\*\* email (suntree@keysenterpise.com) or mail (7827 N Wickham Road, Melbourne, FL 32940) this form back \*\*\*

***KEYS PROPERTY MANAGEMENT***  
***Preauthorized Electronic Assessment***  
***Payment Services Authorization Card***

Association Name \_\_\_\_\_

Owner(s) Name \_\_\_\_\_

Unit Address \_\_\_\_\_

City, State, Zip \_\_\_\_\_

E-Mail Address \_\_\_\_\_

Phone Number \_\_\_\_\_

I (we) hereby authorize **Keys Property Management Enterprise, Inc.**, hereinafter referred to as MANAGER, as agent for the association named above to initiate debit entries to my (our) checking/savings account at the depository named below, hereinafter referred to as DEPOSITORY, to debit the same to such account.

\_\_\_\_\_  
DEPOSITORY NAME (name of your bank)

This authority is granted in accordance with the terms and conditions of the MANAGERS Preauthorized Electronic Assessment Payment Service Agreement & Disclosure Statement receipt of which I hereby acknowledge. This authority is to remain in full force and effect until MANAGER has received written notification from me (or either of us) of its termination in such manner as to afford MANAGER a reasonable opportunity to act on it.

\_\_\_\_\_  
SIGNATURE (REQUIRED)

\_\_\_\_\_  
DATE

\_\_\_\_\_  
SIGNATURE (REQUIRED)

\_\_\_\_\_  
DATE

**ATTACH VOIDED CHECK OR DIRECT DEPOSIT FORM FROM YOUR BANK WITH THIS AGREEMENT AND SEND BOTH TO:**

**Keys Property Management Enterprise, Inc.**

**5505 N Atlantic Ave #207**

**Cocoa Beach, FL 32931**

**Or email to: [AR@keysenterprise.com](mailto:AR@keysenterprise.com)**

## *PLEASE RETAIN FOR YOUR RECORDS*

### *Preauthorized Electronic Assessment Payment Service Agreement & Disclosure*

Preauthorized charges to your account will be processed, when due, for the amount of your regular assessment payment. Payments so collected will be deposited to the checking/savings account of your ASSOCIATION, maintained with Community Association Banc.

There may be changes to the assessment amounts and/or due dates in accordance with the ASSOCIATION'S governing documents and applicable statutes including notification requirements of the ACH (Automated Clearing House) rules.

We reserve the right to make changes in the agreement at any time. We may cancel Preauthorized Electronic Assessment Payments at any time without cause and you can terminate this agreement at any time by giving sufficient written notice or by closing the designated accounts.

### *Preauthorized Electronic Assessment Payment Services*

What:

Keys Property Management Enterprise, Inc. offers association owners an opportunity to pay their regular association assessments using automated electronic payments. Preauthorized electronic payments mean that homeowners can pay their assessments automatically without writing checks, thus eliminating the potential for late payments. In addition, the association is assured prompt, predictable payments to help better manage funds. This program is available to all owners regardless of where they bank.

How:

The preauthorized electronic assessment payment service uses the Federal Reserve System's Automated Clearing House (ACH) to facilitate electronic transfers from the owner's checking/savings accounts directly into the association's bank account. Funds are transferred between the 1<sup>st</sup> and 5<sup>th</sup> day of the month and appear on the owner's bank statement each month. Information regarding payments is reported to the association's management or bookkeeping company on the same day funds are deposited to the association's account.

Charges: The monthly recurring fee is run at no cost to you.

If you have questions or need further information, please call or email:

Rob Kepner; Property Accountant at 321-784-8011 [AR@keysenterprise.com](mailto:AR@keysenterprise.com)