

## **PECAN PARK HOMEOWNERS ASSOCIATION**

*c/o BCM SERVICES  
920 3<sup>rd</sup> Street, Suite B  
Neptune Beach, FL 32266*

### **Manager Policies**

Property Manager: *Amber Cox L.C.A.M*  
Office: (904) 242-0666  
Direct: (904) 746-7637  
Fax: (904) 242-0670  
Email: [acox@bcmservices.net](mailto:acox@bcmservices.net)

### **Violations:**

1. Violations are only addressed in writing either via email to [acox@bcmservices.net](mailto:acox@bcmservices.net) or by mail to;

Pecan Park Homeowners Assn.  
c/o BCM Services- Amber Cox  
920 3<sup>rd</sup> Street, Suite B  
Neptune Beach, FL 32266

2. I re-inspect 2x a month.
3. I do not address ANY violation(s) over the phone. **Please do not leave a voicemail. All correspondence in re to violations must be submitted in writing either to the mailing address of via email to [acox@bcmservices.net](mailto:acox@bcmservices.net).**
4. Manager and/or Front office can close a violation if homeowner submits a picture via email. Front office needs to note the account before it is closed.

### **Response Time for phone messages;**

1. All phone messages, from homeowners, will be returned within **24-48 business hours. In the event of an emergency, call 911.**
2. Manager tries to return BOD calls within the end of the day.

### **Complaints-**

All complaints should be in writing addressed to the Attn: **Board of Directors.**

- a. It may be **emailed** to [acox@bcmservices.net](mailto:acox@bcmservices.net)
- b. **Mailed to:**  
Pecan Park Homeowners Association  
c/o BCM Services Attn: Board of Directors 920 3<sup>rd</sup> Street, Suite B

Neptune Beach, FL 32266

Approved 2/2/2023