

Grand Panama Beach Resort Community Association, Inc.  
11800 and 11807 Front Beach Road  
Panama City Beach, FL 32407

March 2, 2026

FIRSTSERVICE RESIDENTIAL FLORIDA, INC.  
1601 SW 80th Terrace, Suite 300  
Plantation, FL 33324  
Attention: Legal Department

Re: Formal 30-Day Notice of Contract Deficiencies

Dear FirstService Residential Management Company,

The Board of Directors of Grand Panama Beach Resort Community Association, Inc. hereby issues this formal 30-day notice regarding contract deficiencies between our Association and FirstService Residential Management Group. Pursuant to Section 2.2 of our agreement, this notice initiates a 30-day cure period. Failure to rectify these deficiencies to the satisfaction of the Association may result in the immediate termination of services and/or the commencement of legal proceedings.

2.2 In the event that either party defaults by failing to perform its obligations set forth in this Contract, the other may give 30 days' written notice of its intent to cancel with specific detail as to the alleged breach. Should the default not be cured within the 30 day period (or in the case of a default requiring more than 30 days to cure, unless reasonable steps have been taken to cure such default and such cure is diligently pursued thereafter), the non-defaulting party will have the right to cancel this Contract and/or the right to institute appropriate legal proceedings to recover such damages as allowed by law. In addition, after the first 18 months of the Initial Term, this Contract may be canceled by either party, without cause, with 30 days' written notice to the other party.

While it is our intent to compel FirstService Residential to remedy these issues and continue our partnership, the Association has identified the following material breaches of contract and failures in performance:

1. Failure to Provide Financial Statements: Monthly financial statements have not been provided by the 30th day for the past three months. Delays have ranged from 7 to over 30 days, representing a serious lapse in fiduciary duty and transparency.
2. Improper Collection of Assessments: The Association is awaiting an official report regarding the collection of special assessments. We require confirmation that these

funds were properly collected and maintained in a separate account to service the loan balance.

3. Failure to Punctually Disburse Payments: Per the contract, the agent must make disbursements regularly and punctually. Numerous bills have remained unpaid for over five months, resulting in finance charges and late fees. Specifically, Cavinder Elevator has refused service due to overdue payments, and front desk phone service remains disconnected without explanation. Our association should not be held responsible for the finance charges or late fees. Today, 22 new invoices were put into Avid with most being late bills that had finance charges or late fees attached.
4. Inadequate Internal Procedures: The agent has failed to maintain systematic procedures for responding to service requests. There have been numerous instances where maintenance requests, emails, and phone calls from Board members and owners—specifically regarding payments and assessments—have gone unanswered or been significantly delayed.
5. Hiring practices/cleaners/maintenance: Our association was assured of a dedicated crew capable of meeting our specific needs. However, we have experienced several ongoing issues, including high staff turnover, the absence of a structured cleaning and maintenance schedule, and a lack of oversight regarding the crew's activities. The facility currently lacks essential maintenance logs and does not have full cleaning coverage, as dictated by the board. We look forward to discussing how these practices will be improved to meet the promised standards for our association.

These issues collectively compromise the financial and operational integrity of our community. Please be advised that the Association reserves all rights and remedies available under the agreement and applicable law. We look forward to your diligent efforts to cure these defaults within the next 30 days.

Sincerely,  
Brad Coleman  
Grand Panama Board President