

Frequently Asked

Questions

Q.I have a referral; how do I make sure that I receive the referral fee?

A. To ensure that your referral is properly recorded and processed:

- a. Confirm that your brokerage firm has completed the vendor enrollment process so payment can be issued. All referral fees are paid to the brokerage firm, not to individual agents.
- b. Complete the Realtor Referral Form – scan the QR code:



Q.My buyer does not want to rent, but the unit/home is in the rental program. How soon can they be released?

A. If a property is currently enrolled in the Hammock Beach Rental Program, it must remain active until the end of the seller's rental commitment period. This commitment can extend up to 365 days unless the current owner has already submitted written notice of their intent to withdraw.

If your buyer does not wish to continue renting, the real estate agent should contact the Rental Management Team. In some cases, alternative pathways may be available depending on the seller's notice status, upcoming reservations, and program terms.

Once the rental commitment period ends—or if written notice has already been submitted and the notice period has fully elapsed—the new owner may remove the property from the rental program.

Q.I see that owners are eligible to receive 50% off their monthly Membership Dues. Are there restrictions?

A. Yes. Rental Owners are eligible for a 50% discount on monthly Membership Dues with the following exceptions:

- Owner stays of 30 consecutive days or more
- Situations where the owner wishes to use amenities full-time while the unit is actively being rented

Q. My buyer is looking at a property that is not currently enrolled in your rental program. How quickly can they begin renting?

A. The timeline depends on the results of our Rental Ready Inspection, which is the first step in onboarding any new property. This inspection allows our team to walk the unit, evaluate its current condition, and determine whether it meets the standards required for participation in the rental program.

If the property already meets these standards, the onboarding process can typically be completed in as little as 14 days. If the inspection identifies items that need attention—such as updates to furnishings, safety requirements, or compliance-related improvements—the timeline will vary based on the scope of work needed.

We strongly encourage listing agents to request a Rental Ready Inspection for non-rental listings before going under contract. Providing this report to prospective buyers gives them a clear picture of what would be required to join the program and helps prevent surprises later in the process. It also allows buyers to make informed decisions and streamlines onboarding once they take ownership.

Q. Do you sell Furniture Packages?

A. We do not sell Furniture Packages. With the exception of coordinating required one-bedroom renovations

when those units come due, our team does not provide or sell standardized furnishing packages. Instead, we partner with trusted local interior designers who can create turn-key design solutions tailored to each property. This approach gives owners more flexibility in style, quality, and budget while still ensuring the home meets our rental program standards.

Q. Can you provide me with Rental Projections for my listing?

A. We do not provide future rental projections. However, we can still offer useful information to help

buyers understand typical performance. For properties not currently enrolled in the rental program, we can share average rental performance for similar units within the same community or building.

If the property is currently in the Hammock Beach Rental Program, the actual rental history is available through the listing agent. Our team provides this information directly to the listing agent, and it must be requested from them. This ensures sellers maintain control of their property's financial data and that buyers receive accurate, authorized information.

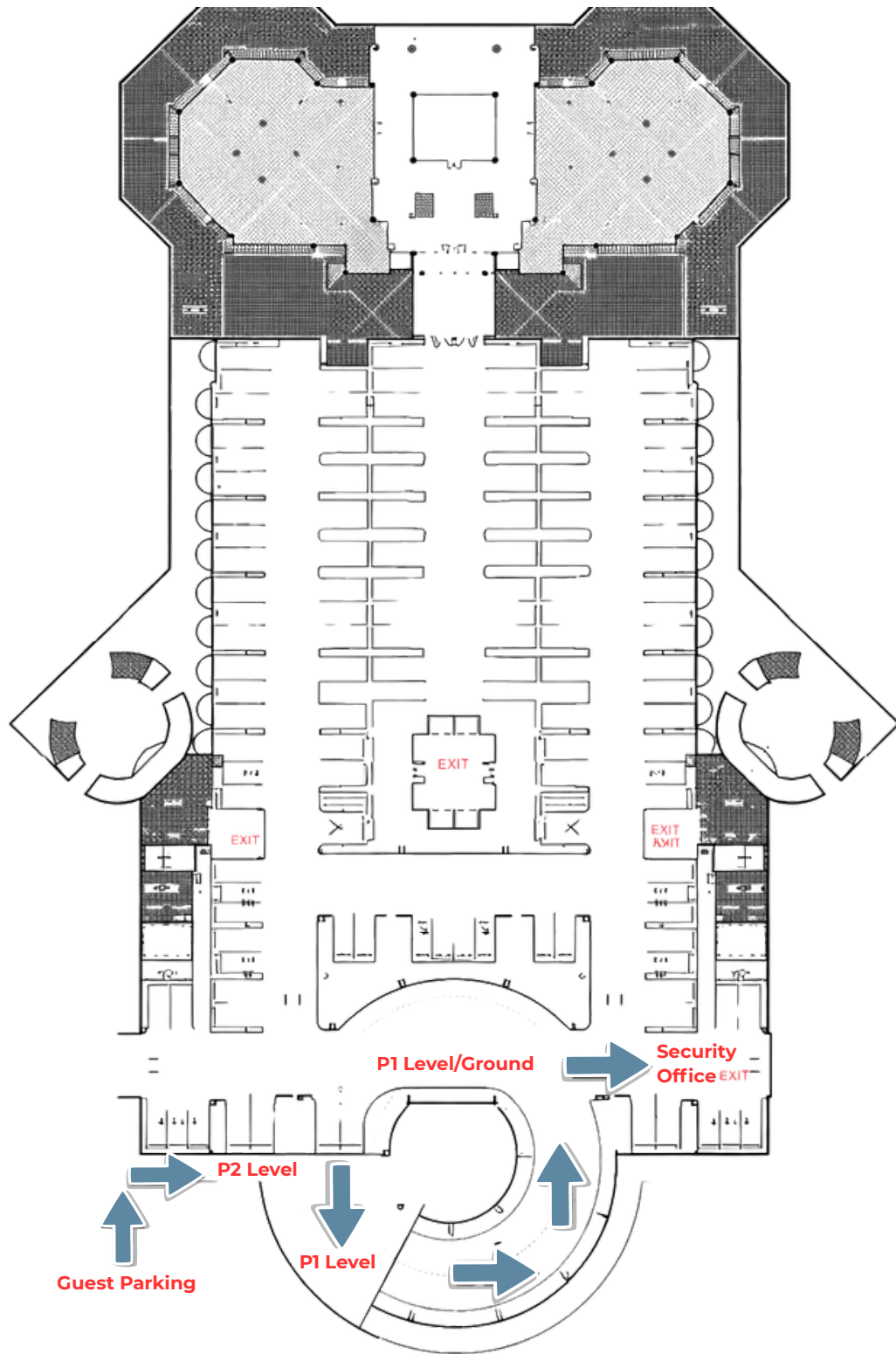
Q. How do I gain access to my listing?

In order to gain access, you will need to complete the Hammock Beach Access Control Form. This form can be obtained from Security (HB-Security@pyramidglobal.com).

For rental units, please follow these steps:

1. Check Availability: Email Security at HB-Security@pyramidglobal.com and copy the assigned Rental Property Executive on your request or call 386-246-5550 to check availability.
2. Outside Agents: If an outside agent is showing your listing, you must call Security in advance with the agent's name to arrange for key pickup
3. Check-In: All agents must check in with the Security office located on parking level one.
4. Property Availability: Showings are based on property availability. If the owner authorizes, the Rental Property Management team can hold the property for the showing. Showings scheduled on days when a rental guest is arriving must be completed by 3 pm.
5. Contact Information: For questions or assistance, contact the Rental Management office at 386-246-5660 (Monday through Friday, 9 am to 5 pm) or the Security Office at 386-246-5550 (open 24/7).





SECURITY OFFICE
 HAMMOCK BEACH CLUB
 A CONDOMINIUM PARKING LEVEL ONE