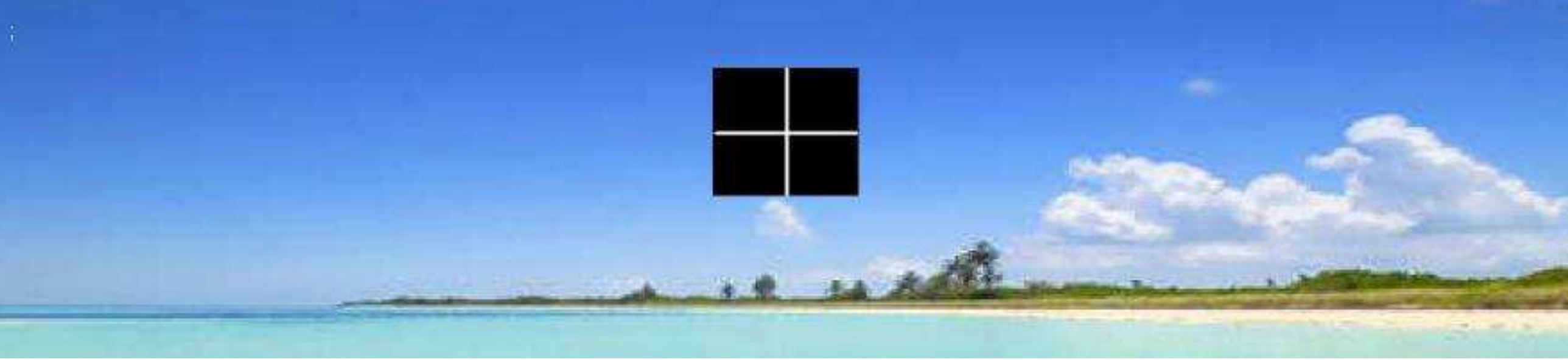


Space Coast Communities Association

www.scca-online.org

21 October 2026

Optic Systems™

PRESENTS

COMMUNITY MANAGEMENT: A NEW ERA [UPDATED]

By Wesley Hunt



THE YEAR IS 2028



THE ADOPTION GAP

A HOMEOWNER SENDS AN ANGRY EMAIL AT ELEVEN O'CLOCK AT NIGHT - A FINE, A LANDSCAPING ISSUE, A POOL KEY THAT STOPPED WORKING.

FOR MOST OF THIS INDUSTRY'S HISTORY

IT SAT.

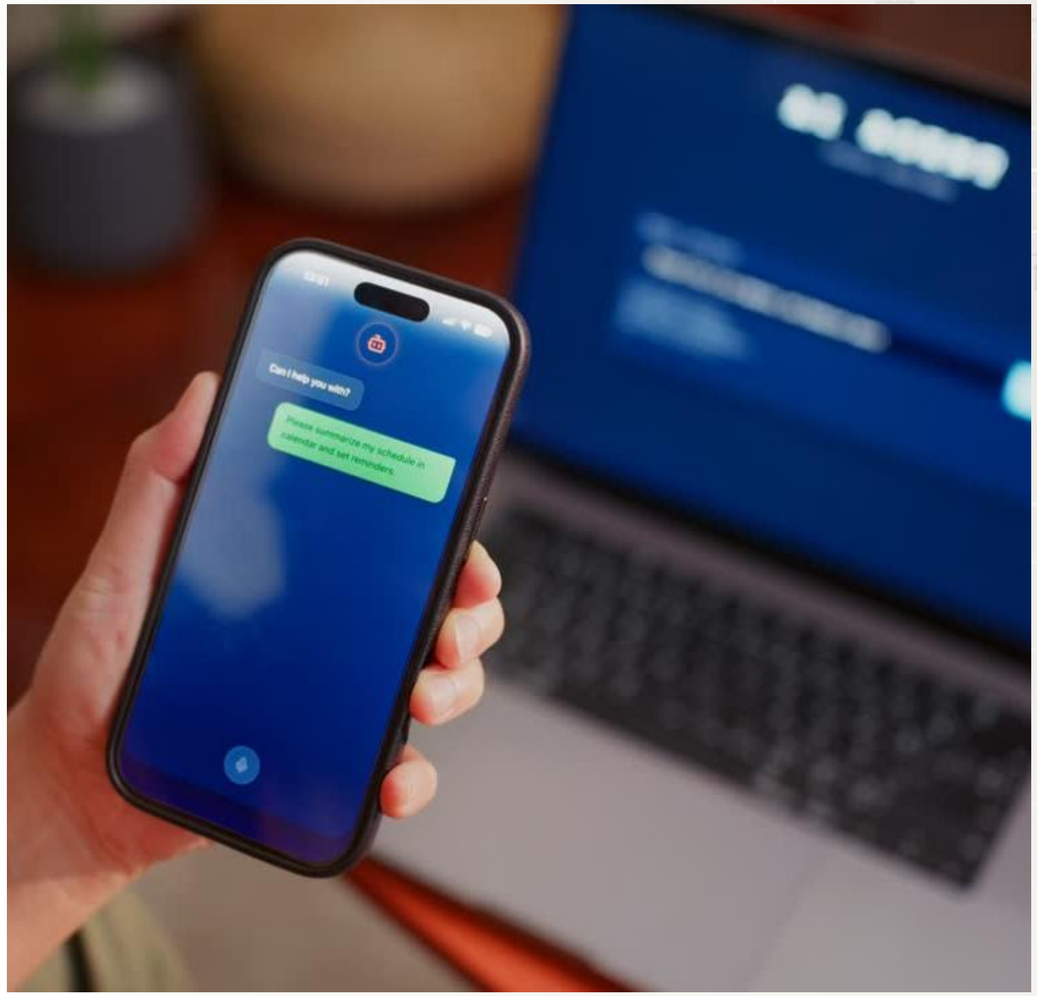
A MANAGER WITH A CLIPBOARD, RUNNING THE SAME FORTY STREETS. INVOICES KEYED BY HAND. AN ANSWER IN TWO DAYS, IF THE TIMING WAS KIND.

IN A GROWING NUMBER OF COMMUNITIES

ANSWERED AT 11:01.

NOT BY A PERSON. AN AI ASSISTANT TRAINED ON THE ASSOCIATION'S OWN GOVERNING DOCUMENTS. OH YEAH, AND IT ALSO CODED ALL OF THE INVOICES AUTOMATICALLY OVERNIGHT.

LLM'S TO AGENTIC AI



Claude

Gemini

ChatGPT

OpenClaw

Microsoft Copilot

CEPHAI

HOAi

STAN

ACCOUNTING

5,000

INVOICES READ, MATCHED, CODED, AND ROUTED FOR APPROVAL IN TWO MINUTES. NO ONE KEYED A THING.

60-

REDUCTION IN ADMIN LABOR COSTS

$10K/MO

SAVED AFTER A 90% FASTER INVOICE CYCLE

70%

NONE OF THIS REPLACES THE MANAGER, THE BOARD, OR THE JUDGMENT IN THIS ROOM. IT CHANGES WHAT YOU SPEND YOUR HOURS ON.

01

INCREASINGLY EDUCATED OWNERS

MANAGERS AND BOARD MEMBERS NEED TO BE WELL VERSED IN ALL ASPECTS OF THEIR COMMUNITIES

02

THE PHYSICAL PROPERTY

DOCUMENTATION STAMPED WITH METADATA IS A MUST

03

TECH ENABLED RISK

THE PART NOBODY LIKES TO TALK ABOUT

RESIDENT COMMUNICATION

THE HOMEOWNER WHO USED TO FIRE BACK AN ANGRY PARAGRAPH NOW SENDS A TIGHTLY ARGUED, THREE-PAGE LETTER, CITING YOUR OWN GOVERNING DOCUMENTS.

SLOPPY ENFORCEMENT JUST GOT A LOT MORE EXPENSIVE.

MY CUSTOM VRB

ROLE
You are drafting on my behalf as the homeowner. I am not an attorney and neither are you. Do not assert legal conclusions; frame legal points as questions or requests for clarification.

CONTEXT
- Property: [address], [community name], St. Johns County, FL
- Association: [name], managed by [mgmt co]
- Recipient: [manager name, title]
- Letter received: [date], postmarked [date]
- Alleged violation: [quote the letter's own language]
- Covenant cited by the association: [article/section]
- Stated cure deadline: [date]

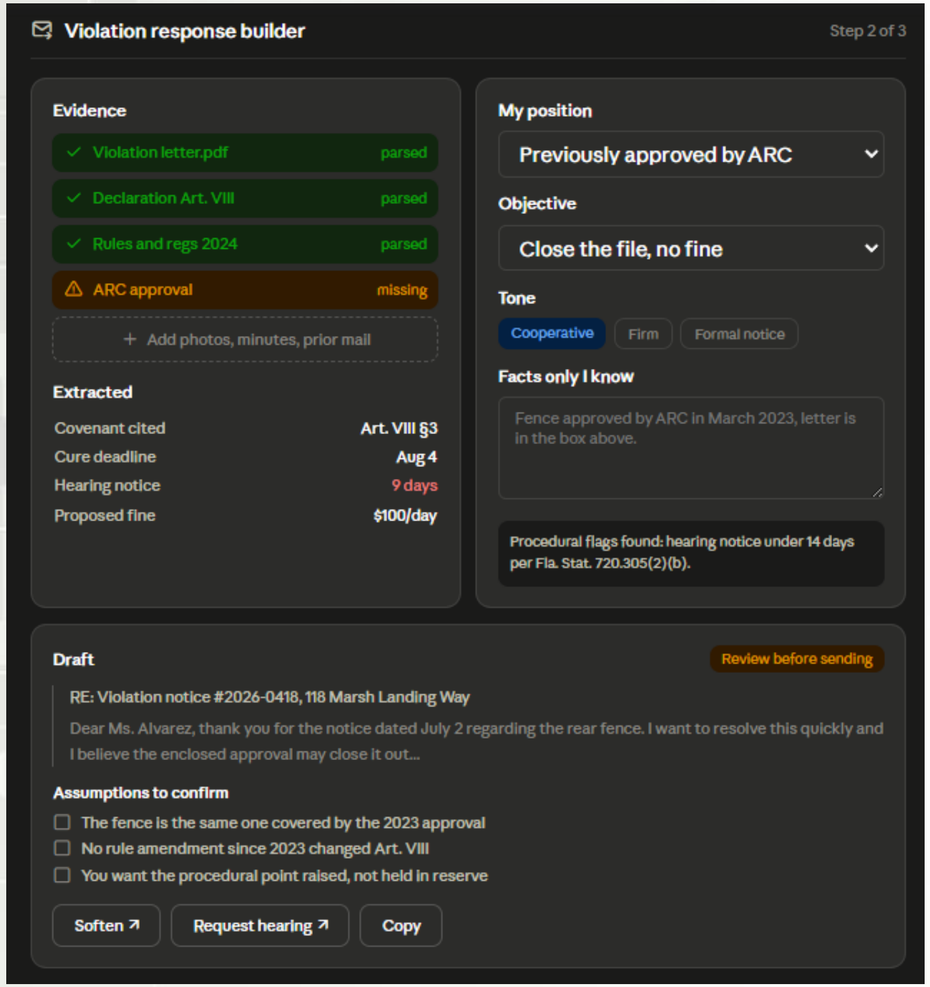
EVIDENCE (attached)
1. Violation letter
2. Declaration, Article [X]
3. Rules and regs, Section [Y]
4. ARC approval dated [date] ← if applicable
5. Photos taken [date]

MY POSITION
[Pick one and only one:]
(a) The condition does not violate the cited covenant, because…
(b) The condition was previously approved.
(c) I dispute the facts as stated.
(d) I do not dispute it and I have already cured it.
(e) I need an extension because [reason].

OBJECTIVE
Primary: [close the file with no fine / confirm cure / request a hearing / request an extension to DATE]
Secondary: preserve the relationship with the manager and the board. I have to live here.

CONSTRAINTS
- One page maximum.
- Professional and cooperative in tone. Firm on the ask. Assume good faith on their part.
- No threats, no accusations of bad faith, no "I know my rights."
- Do not invent facts. If a fact is needed and not in the attachments, insert [BRACKETED PLACEHOLDER] and list it at the end as an open item.
- Cite only the covenant sections that appear in the attached documents. Quote them verbatim.
- Reference Fla. Stat. 720.305 only if I have selected a procedural argument above.

FORMAT
Business letter. Date, recipient block, RE: line with the property address and the association's case/violation number,
body, closing, signature block.
Include a numbered "Enclosures" list.
End with a specific requested action and a date.
BEFORE YOU DRAFT
List every factual assumption you are making and every gap in
the attachments. Ask me up to three questions. Do not draft until I answer.



MAINTENANCE WAS

REACTIVE

SOMETHING BREAKS. A HOMEOWNER CALLS. A MANAGER READS, SORTS, AND ROUTES. ONE AT A TIME.

MAINTENANCE IS NOW

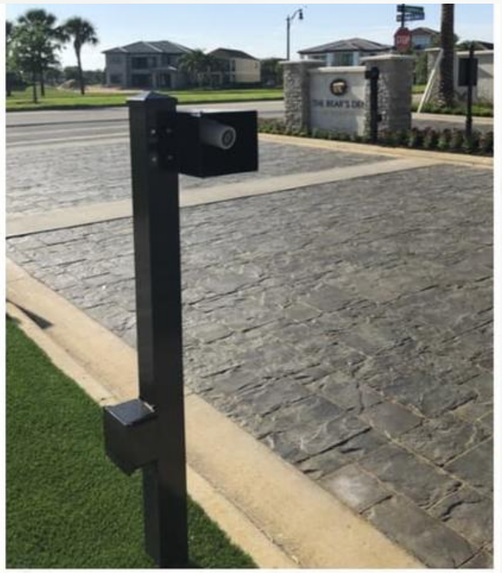
PREDICTIVE

REQUESTS TRIAGE THEMSELVES BY URGENCY. SENSOR DATA FLAGS FAILURE BEFORE IT HAPPENS. BEFORE THE ANGRY CALL, NOT AFTER.

PREDICTIVE TECH

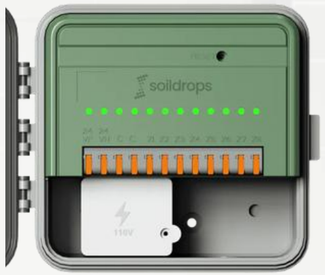






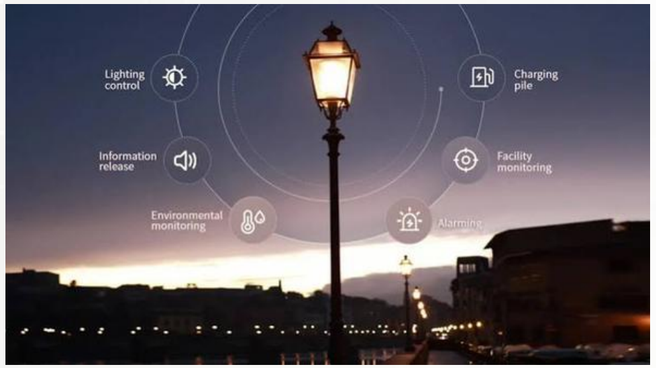












From spot checks to a permanent record of the community.

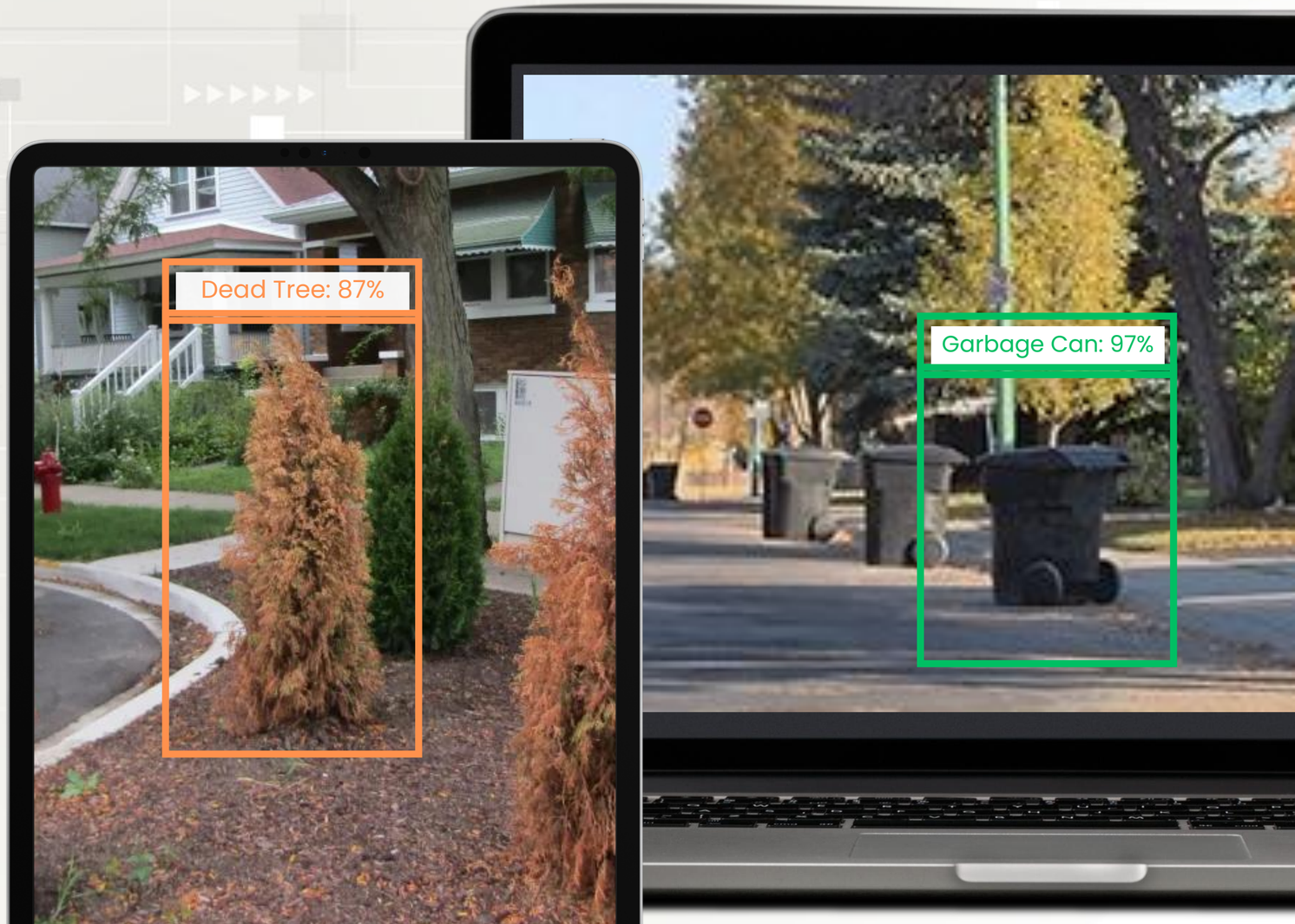
THE BOARD IS NO LONGER DEFENDING A MEMORY. IT IS SHOWING THE IMAGE ALONG WITH THE REST OF THE COMPREHENSIVE COMMUNITY RECORD, ALL WITH THE DATE, TIME, AND GPS DATA BUILT IN.



INTERACTIVE 360-DEGREE VIDEO

OBJECT RECOGNITION

- COMPLIANCE INSPECTIONS
- ASSET & INVENTORY MANAGEMENT
- SECURITY
- LANDSCAPE INSPECTIONS



RESERVES

A RESERVE STUDY HAS ALWAYS BEEN A SNAPSHOT. NOW THE CONDITION OF EVERY ROOF AND EVERY STRETCH OF ASPHALT CAN BE DOCUMENTED AND DATED.

90-100%

OF A FACADE DOCUMENTED BY DRONE - NO PERSON ON A FIFTEEN-STORY LEDGE

FLORIDA SB-4D / HB 913

MILESTONE INSPECTIONS + SIRS NOW REQUIRED FOR CONDOS 3+ STORIES

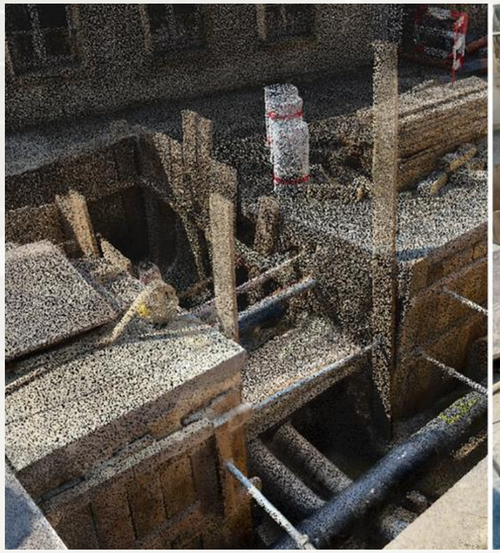
LIDAR/SLAM/GAUSSIAN SPLATTING

SLAM - Stands for Simultaneous Localization and Mapping. It is the process of mapping an area while keeping track of the location of the device within that area. SLAM systems simplify data collection, providing an avenue for scanning outdoor or indoor environments.

Lidar - (light detection and ranging) uses eye-safe laser beams to “see” the world in 3D, providing machines and computers an accurate representation of the surveyed environment.

Gaussian Splatting - 3D rendering and scanning technique that creates photorealistic 3D scenes from a collection of 2D photographs or video.







DATA, DATA, DATA, AND MORE DATA











The Other Side of the Coin

The same tools that make you powerful make you a target.

Payment Fraud

$22,000

lost to one vendor email address that

was a single character off

~79%

of organizations reported attempted

or actual payment fraud last year

Homeowner names, addresses, bank and card details, government IDs, and license plates, cell data, tracking data, and lease records etc.

Boards rotate, information flows across personal e-mail accounts and text messages, and there is no IT Staff and rarely an IT protocol.

Where does our data live, who can see it, and what happens if it leaks?

Adopting technology and managing its risk are the same job.

01

DOES THIS DO THE WORK, OR JUST HELP MY TEAM DO THE SAME WORK SLIGHTLY FASTER?

02

WHERE DOES MY DATA LIVE, WHO CAN SEE IT, AND WHAT HAPPENS IF IT LEAKS?

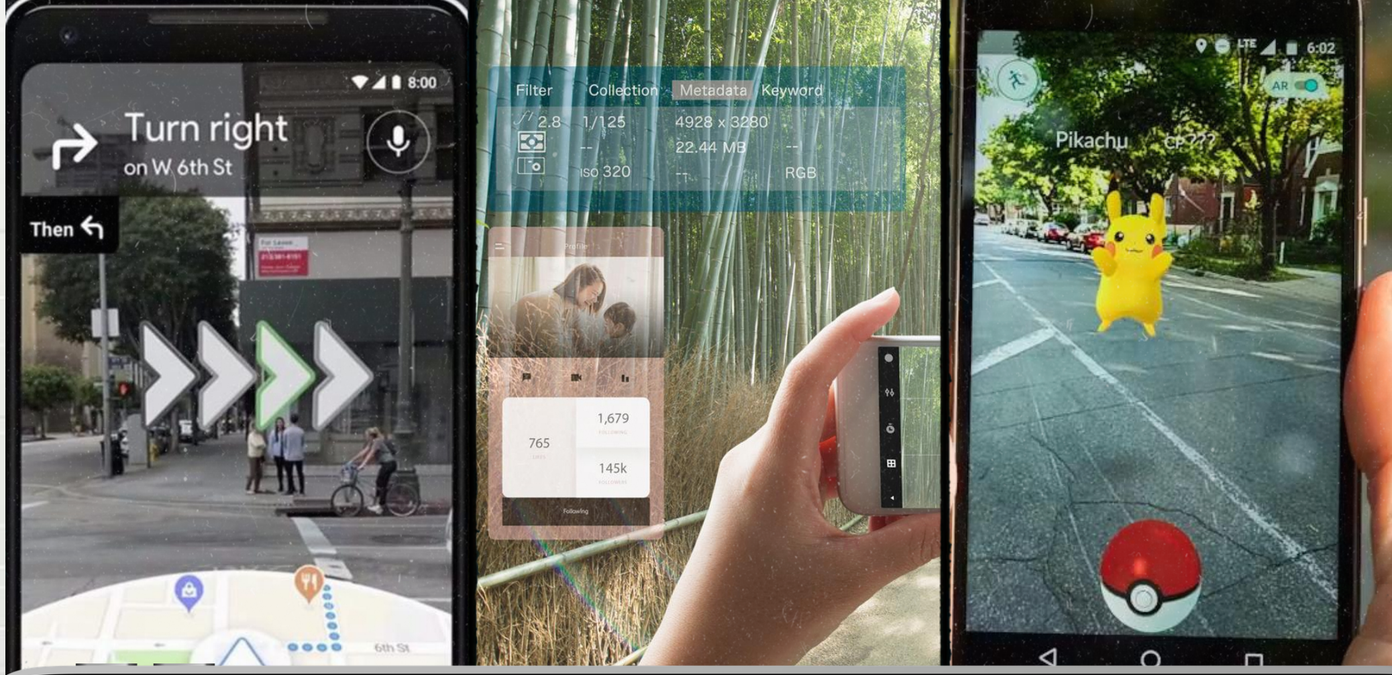
03

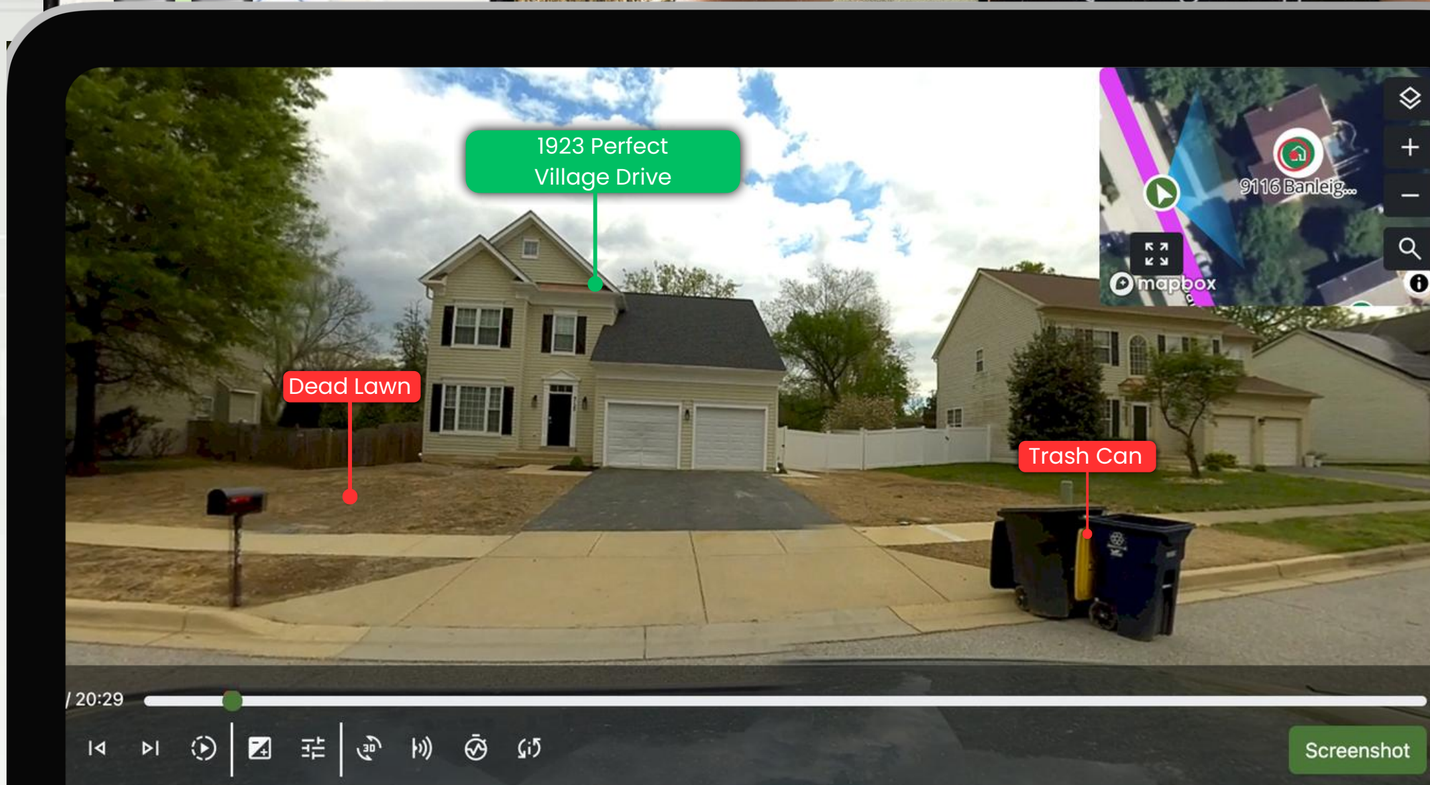
WHAT PROBLEM AM I ACTUALLY SOLVING, AND IS THIS THE BIGGEST ONE I HAVE?

“THE MOST DANGEROUS PHRASE IN THE ENGLISH LANGUAGE IS, 'WE'VE ALWAYS DONE IT THIS WAYS” - GRACE HOPPER

AUGMENTED REALITY

- Augmented reality (AR) - A view of the real world—the physical world—with an overlay of digital elements.
- Examples include:
  - Google's turn-by-turn directions while walking.
  - Pokemon Go
  - Graphics, ball trackers, and animations that are displayed on your tv during sporting events.







MIXED REALITY

Mixed Reality (MR): A view of the real world—the physical world—with an overlay of digital elements where physical and digital elements can interact.













THANK YOU

Wesley Hunt,
CEO, Optic Systems
Wesley@OpticSystems.io
814.573.7687