

Southwest Property Management of Central Florida, Inc.

COMMUNITY ASSOCIATION MANAGERS

Mailing Address:

PO Box 783367, Winter Garden, FL 34778

Physical Address (no mail):

13350 W. Colonial Dr. Suite 330, Winter Garden, FL 34787

Office: (407) 656-1081

Fax: (407) 656-0974

Website: www.SouthwestPropertyManagement.com

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To all residents of Providence Neighborhood Association,

Your Board of Directors recently made a change in management and Southwest Property Management was chosen to manage your community. We are a local company with a local office in Winter Garden. Our office is within a few minutes of your community.

We are a unique company, in that, we only handle neighborhoods within a very small radius of our offices. Our managers, Licensed Community Association Managers (LCAM's) are all mobile. Our managers are on the road and "in" our neighborhoods daily, serving our family of neighborhoods. We do have a walk-in office, but to make your life easier we are building a website for your community that will allow you to sit in the comfort of your home and be able to retrieve and send information at the push of a button. Our managers (LCAM's) are supplied the most technologically advanced tools of the trade. All managers carry a laptop computer, a digital imaging device and a means to transmit information to our office at a moment's notice.

What does this mean for you?

1. We provide faster and more up-to-date information to homeowners!
2. Managers have electronic access to your neighborhood through a server, so they are able to answer questions quickly!
3. Because we are onsite so often, maintenance issues in the common areas are resolved quickly with the contractors!
4. Your neighborhood will remain beautiful, pristine and your values will continue to stabilize!
5. Our management fee is lower than average and locked-in for many years. This prevents future surprises to future Boards of Directors and to homeowners.

How else will our technology benefit you?

A web-site (accessed through SouthwestPropertyManagement.com) is being developed for your neighborhood for resident use, giving you access to your community and to your Management Company! Below are some features:

1. Ability to view Board meeting dates and minutes from previous BOD meetings.
2. Ability to view the Providence Homeowner's Documents online.
3. Ability to print-out your Architectural submittal forms and instructions directly from this web-site, making the submittal of these forms easy and less time consuming.
4. Ability to email your Property Manager (LCAM)
5. New residents purchasing homes in your neighborhood will be listed on your website and our manager sends every new homeowner a welcome letter.

What about payments, accessing your account and questions?

Our main telephone number listed above will give you access to any questions and/or community management comments you may have.

- Please be sure to send all correspondence to the PO Box address above. Please DO NOT send correspondence to the previous address. If you do, the mail could be lost or delayed.
- We do receive payments and/or customer walk-ins at our physical office address in Winter Garden but we DO NOT accept CASH. Assessment payments mailed to the dedicated address on your coupons are a much easier way to pay assessments and instead of paying for fuel; it's simply a 1st class stamp.

How do we handle assessment payments?

In the collection of assessments (dues) we follow the procedures as described in your Providence Homeowner's Documents and policy set forth by the Board. Our financial department is friendly and attentive to the needs of the Association. Our collection of assessments (dues) is as follows; Dues are payable in four equal payments on January 1, April 1, July 1 and October 1. On the fifteenth of the month after the scheduled payment, the account is considered late and a reminder is sent to any homeowner that has failed to pay. At this point, the account is subject to interest of 18% per annum as well as a \$25 late fee. If the assessment is still unpaid after thirty days, the homeowner is then considered delinquent. Homeowners with delinquent payments will receive a "Demand" letter indicating that failure to respond will result in a lien and possible foreclosure. A homeowner who is more than 60 days past due in homeowner dues should be aware that attempts will be made to collect delinquent dues. Once they begin the process of collection, all legal fees, late fees, and interest will be added to the delinquent account and will be collected from the homeowner.

Situations such as divorce, accidents, death of a family member, etc., are understood and are all handled discretely. If you have a problem paying your assessment on time, COMMUNICATE with us. Your Association cares for you and your family and we all want to help you. Applicable late fees and/or interest charges are applied as outlined above. These can not be waived once they are issued. Please communicate before these fees are applied. Again, the best course of action is to pay on time and communicate with us **immediately** if a situation arises. We will always listen and if necessary, we will go to the Board of Directors for difficult situations.

How do we handle covenant compliance?

Very seldom do we have to send more than one letter to a homeowner because we believe in a neighborly approach, while making every effort to eliminate any doubt that a compliance situation exists. We follow the governing documents to the letter. Having the technology to access your covenants while we are in your neighborhood makes it easy for our management staff to address specific covenant violations. If you receive a letter of violation, you will most often receive a digital image of that violation. If you disagree, read your covenants thoroughly and then send us your comments **in writing**. Our staff does not discuss violation information over the phone or in person at our offices. If you violate a County ordinance (boats, commercial vehicles, unregistered vehicles, home businesses, etc.), we contact the County electronically and you will usually receive a notice from the County within days. The County handles all fines and towing related to these matters. If a boat or vehicle is towed, the Sheriff's Department will have the information concerning the towed property. Compliance with the covenants keeps home values higher and provides a more harmonious look in your neighborhood.

Our violation letters are friendly and while they are meant to be neighborly and helpful, please do not ignore them. Your Board of Directors has a responsibility to the neighborhood to maintain values through a consistent approach in handling covenant violations and they rely on us to accomplish this objective. The covenants govern compliance issues, so generally your elected Board has no input on who does or does not receive a compliance letter. Violations letters that go unanswered and uncorrected will follow the guidelines that your covenants dictate. This usually means a courtesy letter followed by a second courtesy letter. The third notification will be sent to provide the homeowner with the date and time of a Declarations Enforcement Committee hearing. A minimum of fourteen (14) days notice will be provided. The alleged non-compliance will be reviewed by the DEC and the resident may present reasons why the impending \$50 fine should not be imposed. The majority recommendation of the DEC and the final determination by the Association Board of Directors as to whether a fine will or will not be imposed, will be communicated to the resident by the management company in writing within 21 days of the hearing date. Please note that once a \$50 fine is imposed, it is applied *each* month until the violation is corrected. Additionally, fines are treated as an assessment and are subject to the provisions for collection as designated in the Providence Homeowner's Documents. Unfortunately, compliance enforcement in a deed-restricted neighborhood is not voluntary; it is mandatory and necessary to keep your neighborhood beautiful and consistent.

If you have an outstanding covenant compliance issue, please communicate **in writing** with us today! Once the records turn over to us, we are mandated by State law to follow the course of action that has preceded us. If you have an issue at the attorney, please be sure that you are communicating with the attorney so that both you and the HOA can resolve the issue(s) amicably.

What's our management style?

Southwest Property Management uses a team approach. Our managers handle vendors and compliance issues and our financial team handles financial issues. **Jill Jorgensen**, a certified and Licensed Community Association Manager, has been chosen to manage and oversee your community. Jill will also be supported by a team of individuals that assist her with issues that occur in your community on a day-by-day basis. For many months to come you may see one of the principals from SWP Management at your meetings while we work with our managers, slowly introducing them to your community. If you see us in the community or at the local store, please take a minute to introduce yourself. We would like the opportunity to meet you!

Will we see any changes?

Your web-site will make it easier for you to communicate with your Management Company. Please attend your Board of Director's meetings for more information. Meetings will be noticed on your website and will also be posted in your neighborhood and are open to all residents. (SouthwestPropertyManagement.com)

What are the forms that are enclosed?

The enclosed forms are your new Architectural Review Board (ARB) submittal forms that residents will submit prior to making any changes to their lot. These forms will be available on your website. Please note that there is one form for exterior changes (lights, landscaping, pools, screen rooms, etc) and another form specifically for painting (even if you are painting the same color). Please **mail** these forms to the **dedicated address** on the forms. This **dedicated address** receives hundreds of requests weekly, so please use the address on the forms. Please do not fax these ARB forms as they require a homeowner original signature and most faxes are not clear enough to aid the Architectural Committee in making a decision on your changes. You have the option to drop off an ARB form at our office in Winter Garden, but since your Architectural Review Board are Providence homeowner/volunteers, our staff will not be able to assist you, so we always recommend filling it out and **mailing** it. Once your form is received by mail, we enter it into our system and mail the submittal to your volunteer ARB the same day. It's faster, easier and there's no driving involved.

Meetings:

Board meetings: Your Board of Directors holds their meetings on a regular schedule (see the website). Board meetings are scheduled to allow the Board and the Management Company to conduct business, review vendors and to keep the community organized. Board meetings are open to residents to listen, and in some cases there is an opportunity for a homeowner question session before the meeting. Southwest Property Management will encourage your Board to use Robert's Rules of Order to keep the meeting organized, to the point and focused. It will be our recommendation that the agenda include a 15 minute block of time before the meeting to hear from the community. After that point, the floor will close and will open to the Board to conduct their business. Board meetings should last 2 hours.

Member's/Annual meetings: These meetings are held once a year, chaired by an appointed person allowing the community an opportunity to elect Board members and to hear an overview of the wellness of the community. All are welcome and encouraged to participate in the process. Volunteering to serve on a Board is an honored commitment and you will be rewarded with new legal, moral and personal education.

What's next?

The transition to Southwest Property Management should be seamless and you may not notice any changes immediately. You should, however, contact us **at once** if you have any outstanding balances on your account and/or please write us if you are involved in any litigation with the Association. If your mailing address is different from your home address, please contact us immediately so that we may enter the correct address to prevent the possibility that mail may not reach you in a timely fashion.

Managing a community, such as Providence is a passion for all of us. When you chose to live in Providence, you made a great decision. We promise to work very hard to keep your community the community it was designed to be. We want you and your family to enjoy an environment where your home will remain a secure asset and a great place to raise a family.

Thank you for allowing us to serve you. You have a beautiful neighborhood and we are looking forward to meeting all of you. Please, never hesitate to call our office. We will manage your neighborhood, as though we live there!

The Entire Southwest Property Management Staff