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RESIDENTIAL

July 11, 2023

[Redacted]

Saddlebrooke, AZ 85739, USA

Re: [Redacted]

New Management for Saddlebrooke Villas Association – Effective August 1, 2023

Greetings,

On behalf of the FirstService Residential Management Team, let me be the first to say how excited we are to have been selected by your Board of Directors to provide community management services for Saddlebrooke Villas Association Nos. 35, 35 A, Inc. Our company takes great pride in and appreciates the opportunity we have been given to serve you, your neighbors and your Board of Directors. For over 40 years, we have been committed to delivering uncompromising service quality, and we will work diligently in partnership with your Board of Directors to protect the value of your property and enhance the lifestyle of every resident at Saddlebrooke Villas Association.

I would like to take a moment to introduce the Dawn Lee, Community Manager, Elaine Penman, Regional Director and Kristina Allen, Vice President. Dawn, Elaine, and Kristina are personally overseeing the transition of management services to FirstService Residential. Over the next several weeks, they will work with your Board of Directors to provide a seamless transition by familiarizing themselves with your community's history and operations, assisting residents with their association needs and ensuring that day-to-day business runs as smoothly as possible. Our first official day managing Saddlebrooke Villas Association is August 1, 2023.

One important aspect of the management transition that requires your immediate attention is assessment payments. Please review the enclosed inserts for detailed information regarding the payment options available to you to keep you on track with your next monthly assessment billing.

When you select your payment method, you will need to reference your 12-digit account number: [Redacted]

Please note that if you are currently on autopay with Cadden Community Management, it will be cancelled and not transferred for your security protection. If you are, your August/future payments to *FirstService* will not be debited from your account until you update your account information through your bank's bill pay service, or signup with FirstService Residential's service provider, ClickPay. Your August billing statement will arrive by early August. **The first statement received will only reflect your current monthly dues.** Any existing balances or credits will be reflected in your *second or third* statement, once final accounting reports are received from the previous management company. As a courtesy, **we will waive late fees for the first two months during the management transition**, August and September 2023. We appreciate your patience.



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Finally, we are excited to announce the launch of your Connect Resident Portal! You can access the portal at <https://Saddlebrookevillas.connectresident.com>. The Connect Resident Portal is a convenient place to find answers to commonly asked questions, submit a maintenance request, view account balance information, contact the management team or download association documents.

Please do not hesitate to contact our Client Transition Team at (480) 551-4371 or ClientTransition.az@fsresidential.com. Our team is ready to answer any questions you may have regarding your community and the transition.

Thank you again for this opportunity to be a part of Saddlebrooke Villas Association. Everyone here at FirstService Residential looks forward to serving you.

Sincerely,

Shane Gillaspie
President, Arizona