

TRANSITION NOTICE / July 17th, 2023

RE: Transition and Introduction information to New Association Management Company, AMAG, LLC

Dear Owner,

The Board of Directors have hired the troupe at AMAG to oversee the general administration of the community and attend to the day-to-day management of the complex, with Board oversight. This letter is to inform you this change is EFFECTIVE **AUGUST 1ST, 2023.** We are excited for the opportunity to help champion the changes to come. The communication will be through email and mail; please see all owner information is updated with us on the attached form.

Please complete the attached information form to set up your new file and immediately return by **email to:** <u>ClientCareAdmin@amagva.com</u>; or by mail to: AMAG, LLC, Attn: LBLD P. O. Box Chesapeake, VA 23321

Owner association payments will be made payable to Plantation Lakes Homeowners Association. You will make your payments online through Enumerate Central (formally TOPs) once the community has transitioned over. All owners will need to sign in, register and establish an account. Therefore, we will need your email to do so (complete and <u>return</u> the form enclosed). Once you have established your account, you will be able to view your account at any time. You will be able to review your charges and payments, (debits and credits). If you are currently in collections, any payments to the Attorney will continue, however, your current monthly fees are <u>due and payable</u>, without demand, to the Community on the **first** of each month.

We are committed with our customer service to Owners and the Board of Directors. We do follow the Governing Documents of the Deed restricted community of which you own. Do note, the Declaration and Bylaws will be loaded into Enumerate Central for all to review. All owners would have received these documents at the closing of your home. The transition will take approximately 60-90 days. Please keep and review all the Plantation Lakes HOA emails. We suggest you make a Plantation Lakes HOA folder and move all the emails to this folder for quick reference of information when needed. Our first priority will be to register all the owners. Owners who rent the property will need to forward your renter's information as well. Landlords are required to make the Rules of Plantation Lakes HOA and Renters Insurance a part of your Lease package.

Effective Immediately:

To ensure your community fee payments are received in a timely manner, those currently on monthly ACH with the prior management, will need to cancel this **prior to July 29th, 2023.** AMAG will send an invite by email *to set up new recurring payment (ACH keeps you paid up to date and on time),* through your AMAG Enumerate Central Account (formally TOPs), Owner Portal Page starting August 2023. This will occur, after receiving aged owner balances to be loaded to the accounts Those that may have bill payment from your bank, please update with the NEW address provided below. Again, please complete the Owner update form to help the transition move smoothly forward. Any payments must be made out to PLANTATION LAKES HOMEOWNERS Association and must have the NEW account number. *Please Print the account number in the MEMO and in the bottom right-hand corner under signature.*

- If mailing your Payment; please mail payments to (MAIL BY 28TH any month to arrive timely: (this is payment only; No business is handled through the Bank Lock box) Banking will be handled by Truist; Business will be handled through the AMAG office, email and mailing to the PO Box of AMAG.)
- ♦ Mail TO: c/o AMAG, LLC PLANTATION LAKES HOA
- ♦ P. O. Box 628207
- ORLANDO, FL 32862-8207

Examp	le on	y<<<<<<<	

	2987			
Mr. Lanny Q. Tankers				
1999 PLANTATION LAKES CIRCLE				
CHESAPEAKE, VA 23320				
Pay to: PLANTATION LAKES HOA	\$275.00			
Two hundred seventy-five and 00/100				
BAYPORT CREDIT UNION				
MEMO ACCOUNT # PL1999PLC Zanny G. Ta	nkers			
	1999PLC			

Please contact AMAG through the following email. We will accept your update forms, questions, concerns, and positive suggestions through this email. Email us at: <u>ClientCareAdmin@amagva.com</u>

Website Inquires: www.associationmanagementadvisorsgroup.com

Due to the high-volume during Transition, please give us 48 hrs. to respond. WE value your questions, concerns and impute and we will be in touch with and make contact with everyone.

Again, we are looking forward to working with Plantation Lakes Homeowners Association.

"Welcome, to the AMAG community of excellence"

Association Management Advisors Group troupe

Attachments: PAYMENT ACH THROUGH ENUMERATE CENTRAL, MAILED TO TRUIST < MUST HAVE COUPON/STATEMENT>, MUST HAVE ACCT # OR REJECTED

PLHA Contact:

Beverly O' Quinn

AMAG / Association Management Advisors Group

P.O. Box 9263, Chesapeake, VA 23321

757-966-1283

www.associationmanagementadvisorsgroup.com