



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:** ClientCareAdmin@amagva.com; 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 **return** 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 due and payable, 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.

PLHA Contact:

Beverly O' Quinn

AMAG / Association Management Advisors Group

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AMAG