



A Publication For The Owners And Residents of
Name Community Association

ISSUE #1

the Neighborhood

COMMUNITY NAME NEWSLETTER

NOVEMBER 2011

LATEST COMMUNITY NEWS

Pool Re-Key and Key Distribution

We will be distributing new pool keys on **Monday, November 24, 2011** between 5:00 p.m. and 6:00 p.m. The pool will be re-keyed on November 1, 2011.

If an owner would like management to provide their tenant with a key, the tenant must provide written authorization along with a copy of their lease agreement. Please contact your community manager, XXXX XXXXXXXX at xxxxxxxx@mangement.com if you have any questions.

If you are unable to attend the key distribution, you will need to pick up your new key from Management's Corporate office. Identification will be required for all owners. Please remember to keep track of your new key. Should you lose your key, replacements are \$125.00.

Rain Gutters

Please be sure to clean your rain gutters as they are a homeowner responsibility. Clean rain gutters extend the life of the roof, which saves money for all members of the community. Management may pursue the association's enforcement and fine policy should management notice severely clogged gutters.

Parking

Please remember parking in shared driveways is strictly prohibited. Please also remember green spaces are designated for guest use, not residents.

Community Reminders

- Please remember to pick up after your pets.
- Please remember you must fill out an architectural application for any exterior modifications.

COMMUNITY NAME

Management Company Information

Management Company
 555 Main Street, Suite 555
 Yourtown, USA 92222
 (888) 555-8888
 fax (888) 555-888
 www.mangement.com
 Manager: XXXXXX
 eMail:email@management.com

Board of Directors

XXXXX, President
 XXXXX, Vice-President
 XXXXX, Secretary
 XXXXX, Treasurer

NEXT BOARDMEETING

**Tuesday, November 29TH , at
 6:00 p.m. in the Community
 Clubhouse.**

ACCESS CARDS

Residents are again reminded that access cards are for residents use only. Residents should never lend their cards to anyone. There are too many reports of residents misusing their access cards which will result in having them deactivated. Residents are also reminded to immediately report lost or stolen cards to management.

It is also important for Residents to realize if they have forgotten their cards, they must go through the visitor lane. Security has been directed by the Board to no longer allow any person without an access card to go through the resident lane.

MANAGEMENT'S COMMUNITY SERVICE CENTER



Our Customer Service Center will be your primary point of contact every time you contact Management. Gone are the days of voicemail messages to your assigned customer service representative. Now, any one from our team of specialists can assist you with your questions or requests. Even if you choose to leave a message, your message will be documented and routed to our Customer Service Center team by a live receptionist.

Hours of coverage for Community Care to 7am to 7pm Monday through Friday to better serve you.

We hope that you will find this service beneficial. We are continually striving to offer the highest quality service and ensure that living in your community is an enjoyable experience.

Here is our contact information:

Telephone: 888 555-8888

Email: customerservice@management.com



MAKE YOUR ASSESSMENT PAYMENT ONLINE

Management has an online payment system. You may visit the website, management.com and become a registered owner and log on for bill pay and other owner services: to obtain account balances; for a payment history; or statement information.

Call Our Management, at (888) 555-8888 with any questions regarding this service.

Ten Ways To Help Our Community

1. Attend meetings. Don't just show up if you have a problem or complaint.
2. Accept nomination to serve on the Board or appointment to any committee.
3. Describe the association in *positive* terms.
4. Be prepared when asked to contribute; plan details of an event, coordinate with other owners and affiliates.
5. Contribute whatever time you have available for the benefit of the community. Become a dependable, constructive member of the association.
6. When attending Board meetings, remember that the only time you should address the Board is during the *Open Forum* session. Don't interrupt during the *Business meeting*.
7. Keep an open mind and look for the benefits to the community whenever a new program is being initiated.
8. Don't criticize the Board, committee members or other volunteers.
9. Read your newsletter and correspondence from the management company in order to understand what is going on and why decisions are being made.
10. Introduce yourself to new owners. Let them know that our community is a great place to live and that you look forward to their involvement.

