FirstService
RESIDENTIAL

Dear Springfield Park Place Homeowner:

This Welcome Packet is designed to provide information about the operations of the Association and to explain what the Managing Agent's functions are: *What we are about and how we serve your community.*

Springfield Park Place Condo. Assoc.
c/o FirstService Residential

Management is responsible for overseeing the operation of your Association, collecting maintenance fees, paying bills, and monitoring services provided by contractors for community services. Additionally, we have been asked to assist the Board in all administrative details, handling resident and owner correspondence, violations, requests, etc., and the filing of required forms.

Our accounting department will assist the Board in reviewing the operating budget of the Association and work with the Board to provide a sound financial plan. Management prepares a pro-forma budget, which the Board uses as a basis for adopting a financial plan to meet the goals and operational needs of your community.

Your Board takes their fiduciary responsibilities very seriously, and collectively they are doing their best to provide a solid financial base so that the property values and stability of the Association are maintained.

In order to achieve the goals that have been set, the Board needs your cooperation. A number of items are enclosed for your review and action. These forms are designed to assist your Association in ensuring that accurate records are maintained, that you will receive a copy of all community notices, and that your account is properly credited.

In case of an urgent or after hours matter, please use our 24-Hour Emergency Service available for Emergencies at 1-(800) 870-0010 (Please see enclosed sheet entitled "24-Hour Emergency Service Program".)

From time to time, policies and procedures will be developed by the Board, and these will be distributed to everyone on the mailing list. Any questions and/or suggestions should be directed to the Board c/o the Management office, and the matter will be included on the agenda for the next meeting.

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As the Managing Agent responsible for administrative and operational services, we are dedicated to maintaining quality services in your community. Our staff is comprised of experienced Property Managers, conscientious office personnel, and qualified bookkeepers. We utilize a fully computerized accounting system and therefore adhere to business practices that have been developed over the past years serving communities in the field of Community Association Management. Another very important matter is the collection of your Maintenance Fee Assessments. Shortly after your closing you will receive a coupon booklet; kindly remit payment on the first of the month.

Maintenance Fee Payment checks should be made payable to **Springfield Park Place Condo. Assoc. Make sure your address and account number is written at the top of your check without dashes. Please note that the payment address is different from our office address:**

Maintenance fee payments MUST be mailed to the Lockbox address at:

Springfield Park Place Condo. Assoc.
c/o FirstService Residential
P.O Box 30465
Tampa, FL 33630-3465

We thank you for the opportunity to be of service and are confident that in the future your community will continue to benefit from our expertise and constant efforts to manage your Association in a responsible, professional manner.

Very truly yours,

Melinda Kelly

Melinda Kelly, Community Manager
FirstService Residential