



CRUMMACK HUSEBY
HOA Management & BRE Services

July 31, 2018

Dear The Shores at Lake Forest Community Association Owner,

As of September 1, 2018, Crummack Huseby Property Management will begin providing professional management services for The Shores at Lake Forest Community Association. We are excited to make your experience of living in a planned community a pleasant one!

Community Association Manager

Your Community Manager will be Heather Brown and she can be reached at 949-367-9430, ext. 228 or via email at Heather@ch-pm.com. Heather will work with your board of directors to ensure that the financial, physical and administrative obligations of the Association are being met. Heather will also inspect the property each month and will attend the board meetings. Here is a quick reference guide for your new management company:

Management: Crummack Huseby Property Management
Website: www.ch-pm.com
Phone: 949-367-9430
Address: 25531 Commercentre Drive, Suite 100, Lake Forest, CA 92630

Management Office Hours and After-Hours Emergencies

Our offices are open from 9:00AM to 5:00PM, Monday through Friday and we are closed for lunch from noon until 1:00PM. If you have an after-hours emergency, please call our main line at 949-367-9430 and press 3 to be transferred to the on-call service. They will take your information and contact the on-call manager to assist you. Typical on-call emergencies would include but are not limited to the following: broken sprinklers, broken water lines, fallen trees, etc. For threats to life or property, please call 9-1-1.

Billing Statements and Assessment Due Dates

Billing statements are mailed on approximately the 22nd of each month. The first billing statement that we send to you will be for the month of September 2018. Please use the envelope we provide for proper posting of your payments and include your new account number on your check for processing. **If you currently have on-line bill pay service through your bank, please update your records to reflect your new account number and remittance address (this information will appear on the billing statement we mail).**

Your monthly assessments are due on the 1st of each month and are late if not received by the 15th of the month. We encourage prompt payment to avoid a late fee, which is assessed on the day after the 15th of the month. Your first billing statement from Crummack Huseby will not reflect any credits or an outstanding balance on your account. The closing financial statements will be prepared by Associa/PCM in September/October and your closing balance at the end of August will be forwarded to us by them at that time.

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To assist in making your monthly payments, we have several payment and billing options from which to choose. We offer auto debit, e-statements and you can also pay by credit card via our website. If you have any questions regarding the billing statement you receive or your payment options, please contact the Billing Department at 949-367-9430, extension 4 or Billing@ch-pm.com for assistance.

Community Portal

We give homeowners a simple and convenient way to send information to us through easy online forms. We can also distribute real-time information to you via e-blasts. You will be able to access a community web portal for Association documents, your account balance, payment history, community newsletters and much more! We will send you more information about how to access the community portal when we send you the first billing statement.

We look forward to meeting you and providing your community with excellent management services.

Warmest regards,

Margo Crummack, PCAM, CCAM
Co-founder, Co-principal and CEO

Sandy Huseby, PCAM, CCAM
Co-founder, Co-principal and COO

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