



June 3, 2021

Upcoming dates:

Saturday, June 5th at 7:00 a.m. Irrigation and Landscaping Walkaround
with Andrew Roberts of Terra Verde



Thursday, June 10th at 6:30 p.m. Board Training / Open Board Meeting
Watch your email for the ZOOM instructions.
Korin will be providing the Board Training –
EVERYONE is welcome & encouraged to attend!

Transition

Preferred Communities is your new Community Management Company. Going forward, please contact Preferred Communities with any HOA related questions, comments or concerns.

Office hours are Monday – Thursday 7:30am – 5:00pm. Phone: 480-649-2017
email: info@gothoa.com website: www.gothoa.com

After Hour Emergencies? Call 480-649-2017 option 1. Leave a message with the call center, and Korin will return the call as soon as possible.

Korin Parry is your Community Manager. She has been out on the property several times meeting with vendors and residents over the last month.

Korin opened Preferred Communities back in 2005 when she discovered that the larger management companies do not pay attention to the smaller communities. She has assisted many communities by managing the finances, overseeing vendors, addressing deferred maintenance, and ensuring the board and association complies with all governing documents, and local, state, and federal laws. She has a training background and enjoys learning new things. She is a member of the Community

Association Institute (CAI) and the Arizona Association of Community Managers (AACM). She also has her Arizona Real Estate license. She regularly attends ongoing education classes and legal seminars and enjoys sharing the information she learns with her communities.

Korin is not always in the office. She is often out in the field visiting the communities that she manages. When she manages a community, she becomes part of the community. You'll probably see her in The Pueblo checking out landscaping, structures, touching the buildings to see if the paint is chalky, checking for compliance with the governing documents, or meeting with board members, vendors and homeowners. If you see her in the community, please wave or stop and say hi!

While Korin is out visiting communities, [the Preferred Communities \(PC\) knowledgeable team members are ready and willing to help](#). If you have questions, comments or concerns, please send your emails to info@gothoa.com or call 480-649-2017. A team member will assess the situation and provide immediate assistance if possible. 9 times out of 10 they will be able to assist you. If the issue requires Korin's attention, she will be notified and will respond accordingly. (We don't want you waiting for a response from Korin when a team member may assist you right away.)

For emergency situations during the day, please reach out to the PC team. While Korin is out visiting communities, she does not read emails or listen to voicemails (especially while driving). Help us address the emergencies as quickly as possible by contacting the team at 480-649-2017 or info@gothoa.com.

The PC team members you may have interactions with are Lorna, Dorene, Zoe, Mimi, Diana, Rebecca, Kat, Melisa, Robert and Korin.

A few reminders about the transition from FSR:

- The June Assessment Statement will be mailed this week. Late fees will not be charged if your June assessment is late, due to the transition.
- Credits and balances carried over from FSR are NOT in the system yet. These will be loaded within the next few weeks.
- FSR should be providing all open work orders to Preferred Communities in the next few days. Preferred Communities will reach out to each resident who has an open work order transferred by FSR by June 15. If you are not contacted by June 15 and you had submitted a work order to FSR that has not been resolved, please reach out to Preferred Communities.
- Many years of records are being transferred from FSR to Preferred Communities. It will take several weeks to review the documents. Please be patient during the month of June while Preferred Communities gets familiar with all the ins & outs of the community.

- The community public website and the account portal will be updated by Friday, June 4.
- You should be able to log into the Account Portal and make payments online. There are 2 ways to make an online payment:
 - **FS Pay** - when using this payment option the payment will show up on your account the same day. There is a convenience fee to use a credit/debit card and bank account.
 - **CIT Property Pay** – when using this payment option, the payment shows up on your account in 24 – 48 hours. There is a convenience fee to use a debit/credit card, however, if paying by a checking/savings account # and bank routing #, there is no fee.
 - You will need the following info to make a payment through CIT Property Pay; Management ID: 1149, Community ID: 559 and your Account Number (you will need to add a 1 to the end of your account number).

Korin & the PC Team are excited to be working with The Pueblo and look forward to meeting or speaking with each of you.