

December 24th, 2020



Dear Homeowner,

We are excited to welcome you to the family of communities managed by SunState Management. We look forward to the opportunity of managing your property on behalf of your association. We are fully licensed, professional management company located at 9327B West Sample Road, Coral Springs FL 33065. We are assuming our responsibilities effective Today December 24<sup>th</sup>, 2020.

Successful execution of the Association's responsibilities is essential to maintain a quality living environment and to protect the property value for all owners. Our company will provide a plan for your Association's operations in order that the Board may effectively administer, manage and maintain the community for the benefit of all owners. SunState Management will be responsible for the property, and administrative management operations of your association, while reporting directly to the Board of Directors. Please note, the information contained in this letter which is designed to provide you with pertinent, effective, and alternative ways for us to be able to help you love your community even more!

### **SERVICE/MAINTENANCE REQUESTS**

Our Resident Services department assists your community manager in performing their responsibilities by providing administrative support to the manager, by directing the vendors and employees servicing the community, and by communicating with the residents. In order to provide you with timely responses to your concerns and inquiries we ask that you communicate any maintenance requests or concerns via telephone Monday-Friday from 9-4PM. The phone number is 954-510-6552. You may also email your request(s) to [helpdesk@sunstatecam.com](mailto:helpdesk@sunstatecam.com). Please don't forget to include your name, association name, property address and the best number to reach you. Items that should be reported to Resident Services include a leak, maintenance fee information, lighting issues, parking, sprinklers etc. While our property manager will be inspecting your property frequently, your assistance in informing us of specific problems is appreciated. We thank you in advance for your partnership in building a beautiful and vibrant community for all.



December 24<sup>th</sup>, 2020

**RESIDENT INFORMATION FORM**

In order to assure that we can best respond in the case of an emergency, we are attempting to update information about all owners and renters involved at the community.

**We are requesting that each unit owner please take the time to fill out the enclosed form and return it to us. This information is essential in the case of an emergency such as a hurricane, fire, flood, broken water pipes, etc.**

Please be so kind as to provide this information for us so that we may be in a position of doing our job efficiently when an emergency arises. Based upon our conversations with your board we anticipate to be implementing many different programs in order to protect the property value of your homes and increase a sense of community for your association.

If at any time you have any comments or concerns regarding our services, please feel free to write, call or email me personally. I assure you I will always spend time with you to hear your concerns or complaints.

Sincerely,

Elisa W. Rush, LCAM, Vice President  
SunState Management