



Lakes of Savannah South

Professionally Managed by Goodwin & Company

Our Mission: To enhance the value of the communities where we live and work.

October 29, 2024

«First» «Last»

«Mailing»

«City», «St» «Zip»

NEW Account number: Contact any board member or Property Mgr.
Current 2024 Assmt Rate/ Freq: **\$700/Annually**

Property Address: PROP ADDRESS

Dear Property Owner:

We are pleased to announce that the Board of Directors of the Lakes of Savannah South Community Association, Inc. recently appointed Goodwin & Company as its new managing agent effective October 1, 2024. We are grateful for the opportunity to serve your community and look forward to meeting you soon.

As your managing agent, we will be providing your Association with a comprehensive management program to support the operation of your community. Our services include site visits to ensure the aesthetic appearance of the property is maintained, oversight of vendors, financial management, collection of association assessments, and supporting your volunteer Board of Directors in carrying out the objectives of the community. We are also excited to introduce online tools designed to foster better communication for all.

Bianca Dunaway, your new Community Manager, will serve as your primary point of contact for community related matters. For your convenience, we will also be introducing TownSq (“Town Square”), our online and mobile application, which offers a variety of helpful tools and resources to enhance communication amongst community members and our management team. **TownSq is the official communication platform and residents will need to register as soon as possible to have access to vital communication and quick access for things related to reserving the clubhouse and day to day questions to the management team. To register, you will need your email address and account number provided in this letter.**

BOARD MEETING NOTICE: The board will be holding a open board meeting on November 14th at 6:30 PM. The meeting will be held via Zoom.

The Lakes of Savannah South Board of Directors is inviting you to a scheduled Zoom meeting.

TIME: Nov 14, 2024, 06:30 PM Central Time (US and Canada)

Join Zoom Meeting

<https://us06web.zoom.us/j/87083021001?pwd=RqNvSosjaLTv7zTkWSUO9oKmovLTCN.1>

Meeting ID: 870 8302 1001

Passcode: 428870

AGENDA

- Approval of Annual Meeting Minutes
- Officer Appointments
- Financial Review
- General Business and Updates
- Ratification of Decisions Made Between Meetings
 - Management Company
 - Banking
 - Attorney/Legal Decisions



Frequently Asked Questions

Regarding the Transition to Goodwin & Company

2024 ASSESSMENTS: We want to remind you that your assessment for 2024 is \$700, due yearly. Enclosed is a statement to assist you with your payment for the Annual 2024 dues. If you have not had the chance to make your payment yet, please note that your account is currently past due. We understand that circumstances can arise, and we want to give you an additional opportunity to settle your 2024 assessments. If payment is not received by the end of November, you will escalate to Step Two of the delinquency process. In November you will receive an additional notice, called a courtesy notice, which will detail next steps if assessments are not paid in full by end of November. The next steps in the delinquency process include escalated charges, fees, credit reporting, lien filing and the possibility of initiation of foreclosure actions with attorney.

Owners are no longer to send payments to Enumerate, formerly known as Mission Association Financial. If you sent payment to this entity after October 1, 2024, please immediately inform your Community Manager by emailing HLOSVmanager@goodwin-co.com.

If you have already paid your 2024 dues or are working with the attorney regarding your account, please disregard this statement. If you are current on your dues but were referred to North Law for 2024 and have concerns, please email your Community Manager at HLOSVmanager@goodwin-co.com by November 30th, 2024. If your account was current prior to 2024 assessment due date of 3/1/2024, but were referred to North Law for 2024 assessments, please contact your Goodwin Community Manager.

ACCOUNT BALANCE/CREDIT: Any past due balance or credit on your account with prior management as of September 30, 2024 will carry over to Goodwin. Balance or credit information for each account should be received from the prior management company in November.

PAYMENT INSTRUCTIONS: For your convenience, we offer several ways to pay your association dues. Payment instructions are enclosed for your review.

Enclosed is a list of frequently asked questions to aid in answering your questions. Please do not hesitate to reach out to us should you have any questions. We sincerely appreciate the opportunity to serve your community.

Sincerely,
The Goodwin & Company Team



Frequently Asked Questions

Regarding the Transition to Goodwin & Company

Who can I reach for help?

We have a team of industry professionals standing by to assist you. Here are the various ways you can reach us:

- ✓ Customer Service Team: Available Monday-Friday, 8:00 AM-6:00 PM.
855-289-6007 or info@goodwintx.com. Live Chat is available on our website at www.goodwin-co.com.
- ✓ Bianca Dunaway, Community Manager: By email HLOSVmanager@goodwin-co.com. By phone at 346-699-0569.
- ✓ Compliance Team: Covenant violation related inquiries can be directed to compliance@goodwin-co.com.
- ✓ TownSq App: Submit a request via our web and mobile application.

I already sent my payment to the previous management company; will I get credit for my payment?

We should have access to all incoming payments, regardless of whether they were sent to prior management. Please allow up to 45 days for this payment to be posted to your account. If there are concerns with your account balance, please email the manager at HLOSVmanager@goodwin-co.com.

Have my assessments changed? Has the due date for payments changed?

No, the amount of your 2024 association dues and the due date(s) for payment remain the same. In the coming months you will receive information regarding your 2025 association dues. ***Please note as per your association governing documents, the assessment will be due on February 1st and late on the 28th. The association will be following this due date moving forward.***

How can I pay my association fees?

For your convenience, we offer several payment options:

Option 1: Mail-In Your Payment to the following address:

HLOSV-LAKES OF SAVANNAH SOUTH

c/o Goodwin Processing Center

PO Box 93447

Las Vegas, NV 89193-3447

YOUR NEW ACCOUNT NUMBER IS: «Acct»

Option 2: TownSq website (www.townsq.io) or mobile application. Your account balance is also available by accessing your TownSq account.

From the web:

- Login to TownSq at <https://app.townsq.io/login>
- From the top of your home page feed, select the account you would like to make a payment on.
- Click “make a payment” to choose from a menu of options including pay your open balance, set up a recurring payment or make a one-time custom payment.

From the TownSq App:

- From the top of your mobile feed, choose the account you would like to make a payment on.
- Click “make a payment” to choose from a menu of options including pay your open balance, set up a recurring payment or make a one-time custom payment.

TownSq offers both ACH and debit/credit card payment options. When making credit card payments online, there is a \$1.50 convenience fee plus 3.5% of the total payment amount. This fee is based on your assessment. When making a payment via e-check, there is a \$1.50 convenience fee.



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Option 3: Bank Bill Pay Service - If you use a bill payment service that automatically makes payments for you, please change the name of the payee and the address for payment to the PO Box address referenced above. You will need to note your account number («Acct») and association code (**HLOSV**) in the memo section of your check. Please allow 7-10 business days for your payment to process and post to your account.

I have prepaid my assessments in advance for the year. Will Goodwin know that I have paid in advance?

Absolutely, there's no need to worry. Your balance will carry forward and you can verify your account balance using TownSq at www.TownSq.io. Please allow up to 45 days for the balance forward to reflect on your account.

What is TownSq?

TownSq is an all-in-one mobile app designed to help you connect, collaborate and stay up to date with your community – any time on any device. TownSq streamlines operations for board members and simplifies community living for homeowners. With TownSq you can:

- ✓ Easily communicate with neighbors, community managers, and board members
- ✓ Manage your account and pay online
- ✓ Get up-to-date community news and events
- ✓ Request and review status of service inquiries
- ✓ Participate in community polls
- ✓ Access community forms and documents
- ✓ And more...

How do I register for TownSq?

Registering for TownSq is fast and easy. Follow the steps below to get started:

- Please confirm the email address that we have on file is correct
- Visit <https://app.townsq.io/ais/sign-up>
- Enter your Account Number («Acct»), property billing zip code («Zip»), and last name as it appears in our system (<<LAST NAME>>)
- Provide your email address and create a password
- (NOTE: You will need to register using the website, you are not able to register using the app. Safari and Google Chrome are both supported)



I tried logging into TownSq using the instructions that were sent to me, but my account information isn't reflecting there yet. How can I access this information?

If this information isn't already available, please check back after the 15th of the month to allow time for updating.

How can I update my contact information?

Contact our customer service team at info@goodwin-co.com. Live Chat is available on our website at www.goodwin-co.com.

I recently submitted an architectural modification request for the committee's review. Do I need to do anything further at this time?

If you have not received a reply to your request within 30 days of the submission date, please contact your Community Manager via TownSq to check the status of your application.

Where can I keep up to date on information related to the association?

In addition to the TownSq application previously referenced, we have also established a new community website. To access your community website, go to www.goodwin-co.com and enter your community name in the upper right-hand corner, select the association name and click the magnifying glass; your community website will open in a new window.