



November, 2020

NEWSLETTER

Dear Addison Place Homeowner,

Addison Place Homeowners' Association (APHOA) provides a newsletter to inform homeowners of the happenings, information and developments in our neighborhood. This newsletter augments our website <https://addisonplace.org/>.

Addison Place Changes Management Companies

As we step into a new decade, the Board of Directors has changed the company that superintends Addison Place.

The Board has chosen FirstService Residential to administer and maintain Addison Place for its 174 homeowners. The agreement commences December 1, 2020 with the transition from the previous company beginning November 1, 2020.

FirstService Residential's mission is to "deliver exceptional service and solutions that enhance the value of every property and the lifestyle of every resident in the communities we manage."

FirstService Residential is a full-service association management company. They have a true 24/7 Customer Care staffed by FirstService Residential employees. Addison Place homeowners will be able to speak with a live person, who can provide immediate answers and information any time, day or night, seven days a week.

FirstService Residential's technology enhances Addison Place's ability for homeowners paying dues and provides transparency to homeowners on APHOA financials.

The clout of joining a major management company should raise Addison Place's ability to increase our Reserve Account's interest rate and should save us on insurance premiums.

The bottom line: there is a modest increase in our cost for superintending Addison Place.

During the transition FirstService will provide a welcome letter detailing how we access our accounts, contact our Community Manager and their 24/7 Customer Care Center.

Thank you for your patience as we all work through this transition together.