

RAVENNA HOMEOWNERS ASSOCIATION

Dear Homeowner,

The Board of Directors is sending a copy of this letter to all homeowners in the community to inform you of an important change.

As our contract with Clark, Simson, Miller (CSM) is approaching its end, we are transferring the financial requirements of property management to Community First Management (CFM). It has always been the desire of the Board to have all aspects of property management with one company; however, the timing and the circumstances of firing Associa Community Group prevented us from doing that last year.

This transfer is currently scheduled to take place 01 Aug 2022.

We experienced just as much frustration with the last transfer and have been managing the lackluster performance by CSM these past 9 months. In an attempt to minimize any issues with this transfer of responsibility, we are providing you with as much lead time and info as possible. Attached is a welcome letter from CFM which provides important information and should be read. Additionally, we are adding the following information to prevent problems some homeowners have experienced, or are still experiencing, with CSM.

- If you have a credit on your account with CSM, that credit will transfer to CFM. This will be the case for homeowners who have paid their HOA dues/assessments for the entire year or have made payments beyond 01 Aug.
- If you pay month to month, and mail in a check, your Aug payment needs to be sent to the following address: CFM 3061 Brickhouse Court, Suite 109 Virginia Beach, VA 23452. The check remains payable to Ravenna HOA.
- If you pay month to month, you will need to stop any bill pay or auto draft (ACH) effective after your Sep fees have been paid to CSM.
 - Many homeowners have experienced late fees because of delays with bill pay. Please be aware that if you have arranged bill pay with your financial institution, on the day you have indicated, they are cutting a check and sending it to CSM. Any delay in postal service or processing time, can cause the payment to arrive after the 10 day grace period. If that happens, a late fee is incurred. ACH is the electronic transfer and funds are deposited on the same day they are drafted from your account which minimizes the chance of a late fee.
- There will be a 30 day grace period in Aug to account for any delays in transferring accounts from CSM to CFM. On 01 Sep, the 10 day grace period will go back into effect.

The Board will post additional information as it becomes available on both the HOA Facebook page and the new website which is expected to launch on 29 Jun and can be found at: RavennaHOA.com

The Ravenna Board of Directors

Build Your Community... Let Us Help



Community First Management.com

3061 Brickhouse Court, Suite 109

Virginia Beach, VA 23452

Office: (757) 333-7675

June 20, 2022

Re: **CFM Takes Over Full Management** — Ravenna HOA — **Effective August 1, 2022**

Dear Ravenna Owners:

We are happy to announce that Community First Management (CFM) will assume the accounting management for your Community effective August 1, 2022. This will be a continuation of the administrative services we currently provide.

Starting August 1, 2022, you will send your monthly assessments to our Office. These payments should continue to be made payable to Ravenna HOA and mailed to the address listed above. Please remember to cancel any ACH payments you have set up and change bill pay address to the address above. Future payments to the old address will delay processing and may cause payments to be posted late.

We do offer an on-line portal option to make ACH and other payment methods. In order to use this option, we will need your current email address. The best way to do this, if you have not already, is to complete a *Community Information Sheet* (attached). Once returned to Sydney Carmichael at info@communityfirstmanagement.com, she will send you the invitation link for registration.

Please do not hesitate to contact me or my assistant, Sydney, should you have any questions or concerns, at info@CommunityFirstManagement.com. We look forward to continuing to work with you!

Best regards,

A handwritten signature in black ink, appearing to read 'Brian Reese', with a stylized flourish at the end.

Brian Reese, PCAM
President

HOME INFORMATION SHEET – RAVENNA

DATE _____

UNIT OWNER(s) _____

PROPERTY ADDRESS: _____

CITY/STATE/ZIP CODE: CHESAPEAKE, VA 23322

PHONE (____) _____ NAME/TYPE _____

PHONE (____) _____ NAME/TYPE _____

PHONE (____) _____ NAME/TYPE _____

EMAIL ADDRESS: _____

MAILING ADDRESS (if different than property address): _____

*****MAILINGS WILL BE SENT TO ONE ADDRESS ONLY*****

PLEASE INITIAL HERE IF YOU WISH ALL CORRESPONDENCE TO BE SENT TO OWNER ADDRESS _____

PLEASE INITIAL HERE IF YOU WISH ALL CORRESPONDENCE TO BE SENT TO PROPERTY MANAGER _____

TENANT NAME(s) _____

PHONE (____) _____ NAME/TYPE _____

PHONE (____) _____ NAME/TYPE _____

EMAIL ADDRESS: _____

LEASE TERM DATES: _____

If you have a Third- Party managing this unit, please complete below:

COMPANY _____

ADDRESS _____

CITY/STATE/ZIP CODE _____

CONTACT NAME _____ CONTACT PHONE (____) _____

CONTACT EMAIL: _____

Mortgage Company Information (if applicable) _____

**PLEASE TYPE OR WRITE LEGIBLY AND MAIL, or EMAIL TO:

Community First Management
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Virginia Beach, VA 23452
Office: (757) 333-7675
info@communityfirstmanagement.com