



September 19, 2024

Dear Queen's Landing Unit Owner,

FirstService Residential is pleased to have been selected by your board as the new management partner for The Queen's Landing Council of Unit Owners, Inc. effective **October 1, 2024**.

About Us

The role we play as an association management provider is something we take seriously. While managing your association requires a proactive business-like approach, we never lose sight of the fact that your community is comprised of owners like yourself, each deserving of personal attention. We diligently focus on our mission to deliver exceptional service and solutions that enhance the value of every property and the life of every resident.

Connect Resident Portal

An important part of our commitment to delivering an exceptional resident experience is providing homeowners and residents access to your new Resident Portal, powered by FirstService Residential Connect™. Your community's portal is a one-stop shop for making online payments, submitting services requests, accessing association documents, and more.

Please visit <https://queenslanding.connectresident.com/> and create your new account. You can also access the portal via the Connect Resident mobile app by using the QR codes below or searching Connect Resident in your app store.

Making Association Payments

Included on your new resident portal is easy access to ClickPay, our online third-party payment provider. By selecting Make Payment from your resident dashboard, you can set up one-time or automatic recurring payments. We highly encourage setting up automatic e-check (ACH) payments to ensure your payments are made regularly and on time. Recurring ACH payments can be made via ClickPay with no additional fee, while one-time ACH and credit/debit card payments are also an option for a small convenience fee. If you prefer to pay via check or through your bank's online bill pay system, please use the payment coupon at the bottom of the enclosed statement.

Important Account Reminders

- **Online Payment Scheduling:** If you opt to schedule payments online via our payment provider ClickPay, you'll have the option to set up recurring payments with the first payment occurring on or after October 1. Payments prior to our commencement of management cannot be accommodated.
- **Late Fee Waiver:** In consideration of the transition period, late fees for October will be waived. This will provide owners with ample time to establish new payment methods and review their account details for accuracy.
- **Account Balance Reconciliation:** If you have an existing credit or balance with the outgoing management company, this balance will be reflected in your new FirstService Residential account once September transactions are reconciled, and account histories are shared with our team. We anticipate that account balances will be updated in our system by the end of October.





- **Special Assessment Billing:** all transactions related to your unit's special assessment will be separate from the transactions related to your unit's regular monthly assessment. This means you will have two account numbers and monthly payments will need to be made to each account. Please keep an eye out for the arrival of a second billing statement in the upcoming days.

Contact Us

Your new management team, including your Community Manager, **Teasa Johnson**, has been working with your board and prior management company to ensure a smooth transition. The FirstService Residential team is available to assist you with any questions or concerns you may have during the transition and thereafter.

Your management team may be reached via email at teasa.johnson@fsresidential.com or you may call us 24/7 at 800-870-0010. Should there be a common area emergency related to fire, flood, or safety please contact FirstService Residential after notifying 911.

To help ensure we have your most current information on file and can contact you about important association matters, please complete and return the enclosed census form.

FirstService Residential welcomes you to our family of communities!

Sincerely,
Casey Perryman
Regional Director
FirstService Residential