

From: FirstService Residential <Communications@mc.fsresidential.com>

Sent: Monday, September 23, 2024 7:34 AM

Subject: Welcome! Details About New Management Services

September 23, 2024

Dear QUEEN'S LANDING Homeowner,

FirstService Residential is pleased to have been selected as the new management agent for 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. To learn more about your new Resident Portal, [click here](#) for a quick overview. If you need help registering, [here is a tutorial video](#).

Please visit <https://QueensLanding.connectresident.com> to create a resident profile using your account number. We also encourage you to download the mobile app by searching "Connect Resident" in your Apple or Google App Store.

Helpful links on navigating the Connect Resident Portal

- General Overview of Resident Portal: <https://youtu.be/gwF3c1JKTJA>
- Registration Tutorial/Walkthrough: <https://youtu.be/MibzmdNWWvs>
- Viewing Information about Amenities and making reservations: <https://youtu.be/ET7gq9ePj-Y>
- Resident Communication Preferences: <https://youtu.be/SXiTYJCxYg8>
- Opting in for the Resident Directory: <https://youtu.be/yD-vD7SBEIc>
- Submitting Service Requests: <https://youtu.be/7FgbVsk5Tt8>
- Owners with more than one account: <https://youtu.be/Te2cQtabatA>

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 billing statement arriving by mail in the upcoming days.

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 **STARTING OCTOBER 1**

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.

FirstService Residential welcomes you to our family of communities!

Sincerely,
Casey Perryman
Regional Director FirstService Residential

Access important information and set your communication preferences at <https://QueensLanding.connectresident.com>