

LITTLE CREEK HOMEOWNER'S ASSOCIATION INC.

c/o Premier Association Management of Central Florida Inc.
3112 W. Lake Mary Blvd.
Lake Mary, FL 32746

NEW MANAGEMENT COMPANY

Dear Little Creek Homeowners,

This letter is to introduce Premier Association Management of Central Florida, Inc., who has been hired by your Board of Directors to manage the community effective May 1, 2021. We are very excited to work with you to achieve the common goals of making the community run smoothly and efficiently while improving your property values. Working together, we can assure that Little Creek is a pleasant place to live in and a place you are proud to call "Home."

Your association manager will be on-site each month performing inspections of the community. During our inspections, we will follow up on any concerns in the community and inspect all the common areas and address any concerns with the vendors. The most unpleasant but necessary part of our job is inspecting the community for any violations of the community's documents. If you receive a letter, please notify us so we can work with you to correct the issue, or if you feel you were notified in error, please contact us. We ask that you please inspect your home to address any violation you may have to avoid receiving any letters. The only way we can all make sure your community remains a beautiful community is to communicate and work together.

You can access and register for your online portal by going to <https://portal.premiermgmtcfl.com/>. The portal will enable you to log in and view and update your homeowner information, view account information, violations, work orders, architectural requests, and association documents.

Your association utilizes a lockbox system for processing your payments. Enclosed please find your statement for your 2nd Semi-Annual assessment payment for 2021 due July 1st. **Please throw out the coupons you received from prior management.** We offer several options to make your Association payments. Below please choose which option best fits your convenience for paying your assessments:

- **SET UP A RECURRING PAYMENT**
 - Log into the new online portal at <https://portal.premiermgmtcfl.com/>
 - Click on the *Make a Payment* button
 - Click the *Recurring e-Check or Auto Draft*
 - *Please note, accounts with an outstanding balance cannot be enrolled in the ACH program until the account is paid in full.*
- **SET UP A ONE-TIME OR RECURRING PAYMENT USING CREDIT OR DEBIT CARDS**
 - Log into the new online portal at <https://portal.premiermgmtcfl.com/>
 - You can use your routing number and account number to make a payment by pressing the One-Time eCheck
 - You can use your credit or debit card to set up payments by pressing the *Credit Card* button.
 - Please be advised the third-party payment processor will charge a convenience fee to process credit card payments.
- **PAY BY PERSONAL BILL PAY SERVICE OR MANUAL CHECK**
 - If you are using your bank's online bill pay service or a 3rd party bill pay service, please **DELETE your existing payment setup** and create a new one using your new account number and direct payment to your Association name with the following mailing address:

**Little Creek Homeowner's Association
PO BOX 25501
Miami, FL 33102-5501**

If you have a balance, you will receive an invoice of this once all records from the prior management company have been transferred to us. This generally takes 2 to 3 weeks to complete the records' transfer and your account updated within our system. We urge you to use this opportunity to bring your account current.

For accounting questions, please email accounting@premiermgmtcfl.com or call 407-333-7787.

Additionally, enclosed, please find an information sheet that we ask that you please complete and email back to us so we may update our system with your contact information. This will allow us to provide you with a log-in to your owner portal, which will enable you to access your account, important association documents, updates, and communicate with our team.

If you have any questions, please feel free to contact your team through the owner portal or at 407-333-7787.

The staff and I at Premier Association Management look forward to working with everyone in the community.

Sincerely yours,

Gina Holbrook

Gina N. Holbrook, CMCA, AMS, PCAM, President
Premier Association Management of Central Florida, Inc.